

RECORD TIMES

July
2018

Vol. 24 / No. 7

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

The greaties from the '80s!



Was it “totally awesome” working for the Office in the 1980’s?

Employees hired in the 1980’s share what life was like in the Clerk of the Court’s Office back then

The Clerk of the Court’s Office has 18 employees who began employment here during the 1980s. What was the Office like back then? Several of these long-serving staff members have shared some of their Office memories from the decade of the ‘80’s.

Laura Eng - I had a Selectric 3 Self-Correcting typewriter. This was considered top-of-the-line at that time. It could make some corrections, but if the corrections or changes were extensive, a clerk had to use yellow liquid paper correcting fluid on all three copies of the carbon paper minute entry form, or re-type the entire minute entry page or multiple pages depending on the formatting.

Our first computers were Compaq portable computers. Not all divisions or clerks were assigned a Compaq so a clerk would carry the computers between courts or between the court and floater pool. These computers were bulky, ugly and weighed around 10 to 12 pounds each. They had the orange neon screens and were considered top-of-the-line at that time because they were the same type of screens used in airplane cockpits.

Minute entries were done on yellow paper. Standard minute entry forms were pre-printed and came as a three-part snap-out form with carbon paper between each page – an original, a court admin copy, and a copy to deliver to distribution for copying and mailing to the endorsed parties. You had to press hard if you were using pen to complete the forms. After separating the copies, you saved the carbon paper and a clerk would use the carbon paper and blank yellow paper to create a blank snap-out form. This is what the clerk then used for trial minute entries or scratch minute entries when there was no form available.

Jan Price - I remember as part of the hiring process, you had to take a physical exam. When I started, the cashier handwrote receipts and then they were filmed into the legal files. I also remember cutting film and stuffing the micro fiche folders.

Andy Rodriguez - When I started, there were only 60 employees with the Office. I also was hired because I had 10-Key skills. I also remember working the night shift in the Fileroom from 4 p.m. - Midnight.

...continued on Page 4 - See “Totally Awesome”

IN THIS ISSUE:

Page 2 - Timely Service

Page 4 - Clerk Connection

Page 6 - eUpdate

Page 7 - Employees of the Quarter

Page 8 - County Chronicle

Page 9 - Special Spotlight

Page 10 - Employee News

Page 11 - Special Features



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: Wendy Thompson

From: Susan Morris

"I would like to extend my appreciation to Downtown Courtroom Services Supervisor **Wendy Thompson**. I call her frequently with Probate and Civil questions and, no matter what I ask her, she has an answer. She is like the Wikipedia of job knowledge! I know she is busy, but she always takes the time to give me a thorough answer. I would also like to mention that she came to Northeast in June and presented a class on Name Changes, which was great!"

About: Michele Martinez

From: Leslie Wilkins

"I want to recognize the outstanding efforts of Courtroom Services Supervisor **Michele Martinez** in a recent situation. She was contacted by MCSO about a problem in an Order of Protection case and while the issue was not the result from any courtroom clerk or office error, Michele took the initiative to spend most of an afternoon making multiple phone calls, sending emails, and creating a minute entry to resolve the situation. I appreciate her efforts in the effective and timely resolution to this problem. Thank you Michele!"



CUSTOMER COMPLIMENTS

About: Northeast Office Staff

A customer recently left a complimentary note in one of the Office's drop boxes about the **Northeast Office staff**. She said she wanted to commend the great group of people who work at this location. She said the staff was efficient and pleasant. She also wrote the word, "Outstanding" to describe her experience at Northeast.

About: Asha Parmar

Courtroom Services Supervisor April Cannon received an email from Judge Fox complimenting the performance of Courtroom Clerk **Asha Parmar**. The judge said, "I just wanted to take a moment to let you know that Asha is an amazing clerk. For the few months she was with us, she was a quick learner and she always went the extra mile for us. She was a huge asset to our division and we are all sad to leave her. We will miss her bright disposition and her extreme hard work ethic. Asha has been respectful and open to any requests of her as a clerk. I feel her strengths need to be recognized. Any division would be lucky to have her as a clerk. We will miss our Asha greatly!"

Timely Service

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

About: **Cyntia Avena**

Judge Starr recently sent an email to the Office regarding the excellent work of **Cyntia Avena**. She said, "I wanted to let you know that Cyntia really went above and beyond the past few days helping me handle election challenges. Cyntia had never handled one of these cases before, but no one in the courtroom would have known it. Our first case involved almost 100 exhibits, all brought to court at the time of the hearing. The parties complicated matters by not understanding that we sequentially number; and what the plaintiff thought was number 1, was actually going to be number 9. On top of that, they mistakenly left blank pages in their stack, which they thought were numbered exhibits. Suffice to say, it was confusing all around. Cyntia promptly let me know about all of the issues, and calmly dealt with making sure we had all the exhibits properly numbered, and that the record was clear on what evidence was and what was not admitted. We got another election case today and these cases have a very quick turnaround, and must be handled on an emergency basis. Despite that, Cyntia handled the cases, while doing other work for our division as well. She did an outstanding job and I truly enjoy working with Cyntia."



About: **Dawn Vandenberg**

A customer recently stopped Administrator Jessica Fotinos to express her gratitude for the service **Dawn Vandenberg** provided to her at the Law Library Resource Center. The customer told Jessica that she

received excellent customer service from Dawn and that she never expected such quality customer service from a government agency. She said most government agencies are not interested in helping people, but that was not the case for Dawn. She indicated our customer service is top-notch and that Dawn should be recognized for her excellent customer service skills.

About: **Melinda Yelverton**

A customer, who **Melinda Yelverton** assisted at the Customer Service Center's Support Service Unit, was so happy about the service she received that she decided to send a complimentary email. The customer wrote, "Thank you Melinda for the professionalism and courtesy with which you managed our conversation and transaction today. This is much appreciated."



CLERK CONNECTION

Was it totally awesome working in the '80s? – continued from page 1

Susan Morris - I remember sitting in a Judge's chambers for over two hours while he dictated rulings on various motions, which I had to take down in shorthand. I hoped I could read it later when I had to transcribe and prepare minute entries. Smoking was permitted and so you would go into a courtroom and see judicial officers and the clerk smoking. I also remember working in the floating pool and hoped to get one of the typewriters with electronic memory. We had to handwrite the minute entries on carbon-set minute entry forms.

Maridel Soileau - The thing I most remember is those file markers (called stabbers) that we used in the File Room. When a file was checked out, you replaced the file with these long stabbers with the judges name and date it was taken. These stabbers would fall off the shelf and you would need to pick them up and put them back and other times people would say they returned files when there wasn't anything on the shelf. It could get frustrating. It is pretty impressive how we have gone from that method back then to where we are today with an efficient system and no hard copy files.

The other thing I remember is when we started ACS, which was before ICIS, and Clerk of the Court Michael Jeanes talked to those of us who were bringing up the system. It was a talk on how technology is changing. He said eventually we would be able to scan documents and pull them up on a computer without ever having to leave our desk or touch paper. It was a very elaborate look into what the future would bring and some of his last words in his speech were – "by the time this comes about, all of you will be retired." Well, technology moved a lot faster than he thought it would and here I am, not retired yet, and have been a part of the project of scanning documents that eliminates the need for paper.



Richard Gonzalez - I remember working in the File Room in the lower level of Central Court Building with the many paper files. I also remember watching the documents being converted to microfiche/microfilm under the blue lights. I also recall having to pull the files for the court staff who came in to request them and also pulling them for a dropped-off request that a bailiff would pick up later (we did not deliver them).

Delilah Chilcoat - For starters, we did not have express index for scanning; all we had was separator sheets between each case number and we microfilmed them. Once microfilmed, we audited rolls of film. Labels were created for each roll of microfilm and copies were sent to outlying areas for customer service. The Clerks' Office has come a long way since then. We now sort cases by categories to place them from urgent to non-urgent and express indexing, prepping, and scanning the images can now be immediately seen.

Aide Estrada - When I worked in Marriage License/Passport we had satellite offices in Scottsdale, Glendale and Sun City. We had a suitcase that we used to keep all of our seals, receipt book, pens, etc. We would take that with us to each location and borrow a table and two chairs and this was our mobile office.

Other staff members who began working for the Office in the 1980s include: Darlene Pierson, Pete Roman, Aurora Avina, Kitty Curtner, Loretta Carlson, Oscar Garcia, Patricia Valenzuela, Valla Wrona, Steve Lauer, and Donna Hall.

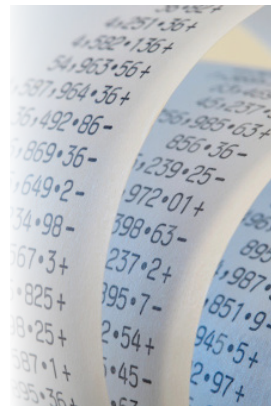
CLERK CONNECTION

An annual look at the feats of the receipt

Eight years ago, a new receipting system was implemented for the Office, the Superior Court, and Adult Probation. The system provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

TODAY: This past fiscal year (July 1, 2017 - June 30, 2018), **650,134 receipts** were created in the system. These receipts totaled **\$110,739,071.99**. The amount of receipts was **36,882** less than the previous year.

Since going live in September 2009, the grand total amount of receipts processed through the system is **6,639,667** for a total of **\$1,079,658,245.73**



Water donation challenge makes an even bigger splash

Clerk employee helps lead Northeast Office to the fourth most donations

The employees of Maricopa County apparently had a thirst to help with the **Annual Maricopa County's Bottled Water Drive** this year. A record **35,802 bottles** were donated, which surpasses last year's record of 21,146 bottles. The Northeast Office, led by NE Courtroom Services **Kathleen Slabaugh**, finished fourth in donating the most bottles with **3,672**. Human Resources was third at 4,600 bottles, Human Services finished second with 4,792 bottles, and the county department that donated the most bottles of water for this effort was Transportation with 4,826 bottles. The bottles of water are provided to the homeless.



Farewell to the Old Courthouse Probate Filing Counter

On July 25, all documents previously filed at the Old Courthouse (OCH) Probate Counter began being handled at the Filing Counter in the Central Court Building (CCB). The reason for this change is due to the Superior Court's decision to move its probate functions from the OCH to the East Court Building. The staff from the OCH Probate Counter are now at Windows 16 and 17 at the CCB Counter. The Clerk's Office has had a departmental presence in the OCH for many decades, perhaps even back to when it opened in 1929. To the right are photos that provide one last look at the Probate Counter.



eUPDATE

On pace with OnBase

In baseball terms, “on base” means a player(s) is in a position to score a run when needed. In the Clerk of the Court’s Office, the word “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. Currently, the Office has more than **65 million documents** in OnBase. This amount includes adult court documents, inactive documents, transcripts (all back-scanned documents and transcripts), marriage licenses, and juvenile documents. In addition, **63 agencies** have been granted access to OnBase, which is up from 57 agencies just three years ago.

The Office has been building its electronic repository since 1997 when a pilot program in the Probate area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all adult case types and marriage licenses. In 2012, scanning began in the juvenile case-type. The following are the agencies with OnBase access (other than the Clerk of the Court):

ONBASE

MARICOPA COUNTY

Adult Probation; Assessor’s Office; Correctional Health Services; County Attorney; Juvenile Court; Juvenile Probation; Legal Advocate; Legal Defender; Office of the Public Advocate; Office of Public Defense Services; Public Defender; Public Fiduciary; Sheriff’s Office; Superior Court; Treasurer’s Office

STATE OF ARIZONA

Administrative Office of the Court; Attorney General; Court of Appeals - Division One; Board of Executive Clemency; Commission on Judicial Conduct; Department of Administration; Department of Child Safety; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Department of Transportation; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Public Safety Personnel Retirement System; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master’s Office

OTHER ARIZONA COUNTIES

Cochise County Juvenile Probation; Gila County Assessor’s Office; Gila County Attorney - Child Support Division; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Division; Pima County Assessor’s Office; Pima County Attorney’s Office; Pima County Department of Finance and Risk Management; Pinal County Attorney’s Office - Civil Division; Pinal County Juvenile Probation; Yavapai County Adult Probation; Yavapai County Assessors’s Office; Yavapai County Attorney’s Office; Yuma County Juvenile Probation

FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

OTHER

City of Chandler, City Attorney’s Office; City of Glendale - City Court; City of Mesa - City Court; City of Phoenix - Office of City Prosecutor; City of Phoenix Police Department; City of Scottsdale - City Attorney’s Office; City of Scottsdale Police Department; Community Legal Services; Maricopa Integrated Health System; Surprise City Prosecutor’s Office; and the State Bar of Arizona.

Clerk of the Superior Court

EMPLOYEE of the QUARTER

The Honoree For April - June 2018



MARIA SALDANA / EDM/Non-Criminal eFile

Nomination - Maria Saldana does not have an easy job in that she serves as a Lead in two areas: EDM and Non-Criminal eFile. While her responsibilities are voluminous in nature, she handles the juggling of tasks and duties with a positive attitude and great flexibility. As far as EDM goes, she creates and monitors the weekly/daily schedule of duties for all EDM staff. For the eFile staff, she monitors clerk review and redistributes assignments as necessary throughout the day. She assists with training new eFile staff and answers procedural and policy questions in person and via e-mail from eFile and EDM staff.

She also compiles and sends out the Daily Work Report three times per day, which tracks where both the Criminal and Non-Criminal teams are at with processing eFile, predockets and workflow. She prepares the Workflow Monitoring Report on a monthly basis, which is a significant and complex task, but is important in that it tracks the performance of employees. She also often assists the file counter manager with the East Court Building Run. During the Election Challenge season, Maria reviews election cases to ensure timely processing of answers and appeals. She is also the go-to person for our more complicated ECR on-line access issues and inquiries. She is always willing to help someone out and recently took on the task of helping plan overtime schedules and supervised work being performed on weekends. These areas would not be the same without the excellent work ethic that Maria demonstrates on a daily basis. Maria is a true asset to the Clerk's Office.

Two Clerk of Court staff member's six-word stories featured in county communications

Earlier this year, Maricopa County began a campaign asking employees to tell their own Maricopa County story in six words. They stated, "Tell us why you work at Maricopa County, and not somewhere else, in just six words. Ideally, this communicates not only what you do at Maricopa County, but what motivates you to do it."

Two Clerk employee's six-word stories are being featured by the County. Northeast Court's **Leslie Groeneveld** can be seen on a special display board (pictured to the left) in the County Administration Building. Her photo and story saying "Making a difference with a smile" appear on the board with other county employees. Training's **Eddie Levins** appears on the County EBC. His photo and story saying "Shared commitment contributes to organizational success" are listed on the website with other county employees.



The County Chronicle

News items from Maricopa County

County Strategic Plan for 2019 - 2022 approved



County Leaders - (Front row, left to right) Sheriff Paul Penzone, Supervisor Clint Hickman, **Clerk of the Court Chris DeRose**, Supervisor Steve Chuchri, Supervisor Denny Barney, Assessor Paul Peterson, Recorder Adrian Fontes. Back Row (l - r) - County Manager Joy Rich, Clerk of Board Fran McCarroll, County Attorney Bill Montgomery, Supervisor Bill Gates, Supervisor Steve Gallardo, Presiding Superior Court Judge Janet Barton, Presiding Justice Court Judge Keith Russell, and School Superintendent Steve Watson.

The Maricopa County Board of Supervisors recently approved a countywide strategic plan for fiscal years 2019-2022. It outlines measurable goals to help the county achieve its mission of regional leadership, fiscal responsibility, and necessary public services that enable residents to enjoy living in a healthy and safe environment.

The County Strategic Plan was discussed in May at a meeting of the county's leaders that included **Clerk of the Court Chris DeRose** and other elected officials. It was then revised and adopted by the Board of Supervisors in June.

The strategic plan encompasses five areas of primary focus: safe communities; regional services; government operations; growth and economic development; and, fiscal strength and responsibility. The previous strategic plan listed 16 goals. The 2019-2022 plan includes 30 goals that cut across dozens of departments. They include: work toward becoming an all-digital county; increase access to court services and reduce the costs of litigation by developing Online Dispute Resolution programs; 80% of first reviews of permit plans and applications completed within 20 days or less; reduce water and electricity consumption by 8% within County-owned facilities; 92% of Priority 1 emergency calls dispatched to field deputies within two minutes; reduce Part 1 Crime by 5%; assist 90% of seniors receiving in-home and community-based services to remain in their home and avoid costly nursing home placement; and redirect 30% of County emergency shelter funds to permanent housing solutions for people facing homelessness. You may view the plan in its entirety [here](#).

Improvements made to enhance county/court walkway

The walkway bridge over 3rd Avenue that connects the Maricopa County Administration Building to the Downtown Superior Court Complex recently had an internal makeover. New artwork panels, tables, chairs, and a flatscreen monitor have been installed to create a modern look and provide a nicer environment for county employees. The county created a short video highlighting the new changes to the bridge. The video may be viewed [here](#).



Special Spotlight

on the Supervisor team members

This Month: **Gina Vacanari**



Title: Courtroom Services Supervisor // **Years with Office:** 16 years
What Areas Do You Oversee: Criminal Courtroom clerks and Criminal Courtroom Services specialists.

Something You Enjoy About Your Job: Being able to help courtroom clerks succeed in their jobs.

Your First Job: A recreation leader for the City of Phoenix Parks and Recreation Department. // **Hometown:** Phoenix, Arizona

Something Memorable You Have Done: One memorable thing I have done was when I danced in talent shows in grade school and for the Arizona Diamondbacks Inaugural Ceremony.

A Hobby or Favorite Activity: I have a Disney Plush collection.

Currently, I have about 70 of them in my collection.

Best Vacation Spot: Disneyland // **Favorite Place to Eat Out:** PF Chang's // **Favorite Meal:** Crab legs

Favorite Sports Team or Sport: The Pittsburgh Steelers

Someone You Would Like to Meet: Michael Jackson or Walt Disney

Favorite TV Show or Movie: *West Side Story*

What Was Your Favorite Show Growing Up: *The Brady Bunch*

If Given a Chance, What Would You Like To Be For A Day: To be a choreographer for the remake of *West Side Story* along with Steven Spielberg or to choreograph a Broadway show.

What Is Something That Is On Your Bucket List... To go to Italy.

Nobody Would Believe It If They Knew... I was a dance performer for the Arizona Diamondbacks Inaugural ceremony and was featured on the jumbotron during the ceremony.

What Advice Do You Have For A New Clerk Employee: To be patient because there is a lot to learn. Use the procedures, supervisors, and other clerks to help you along. It will be the best job you will ever have!

What Do You Like Most About Working Here: I like knowing what I know and passing on my knowledge to others. I also like learning more about the criminal justice field and working with all the people.

A Favorite Quote: "All our dreams can come true, if we have the courage to pursue them." - Walt Disney

What Do You Like To Do In Your Spare Time: I like to go to Disneyland, movies, exercise, and play volleyball.

What Is An Ability You Wish You Had: To grant one wish to each person I know.

What Is Your Dream Car: A Corvette.

Do You Have A Favorite Animal: White Tiger

Have You Ever Won Anything: Yes, I won concert tickets.

What Is Your Favorite Fruit or Vegetable: Watermelon is my favorite.

Who Would You Like To See In Concert: Justin Timberlake

Who Has Been The Most Influential Person In Your Life And Why: My mom and dad. I admire them for working hard and raising a great family! They taught me great values and they were always supportive.

What Do You Think Are Three Important Business Skills: Leadership, problem-solving, and planning.

Do You Have Any Hidden Talents: Dancing (modern).

Best Advice Someone Has Given You: Be kind to everyone and dance like no one is watching.

The Inside Track

on Employee News

1

2

3

4

BIRTHS

- Congratulations to Courtroom Services Manager **Leslie Wilkins** on the birth of her eighth grandchild on July 14. Her new granddaughter is named Charlotte Alice and she weighed 7 lb. 13 oz. Leslie has two granddaughters and six grandsons.



NEW EMPLOYEES

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

- **Criminal RCC/EDC - Melissa Myers**
- **Courtroom Clerk - Santana Spivey, McKenzie Moyer, June Moreno, Georgia Shamon, Kimberly Sandoval, Elpiniki Schwenke, Tennille Burns, and Keisha Wallace**
- **CSC Support Services - Annette Ortiz**
- **eFile Team - Natalya Fjeld**
- **ITG - Samuel Castaneda Jr.**
- **Juvenile Courtroom Clerks - Cindy Reyes**
- **SEA Marriage Licenses, Passports, Public Records - Yvette Owens**



EMPLOYEE MOVES

The following employees recently moved to a new position within the Office:

- **Melinda Yelverton** transferred from the Customer Service Center Support Services to ECR.
- **Mel Araiza** transferred to Exhibits from ECR.
- **Nicole Butzbach** was promoted to Courtroom Clerk after serving as Court Operations Specialist at the Northeast Office.

OFFICE ANNIVERSARIES

The following Clerk employees reached their milestone anniversaries with the Clerk of the Court's Office in July:

10 YEARS

Ron Bitterli and Felicia Hutchinson

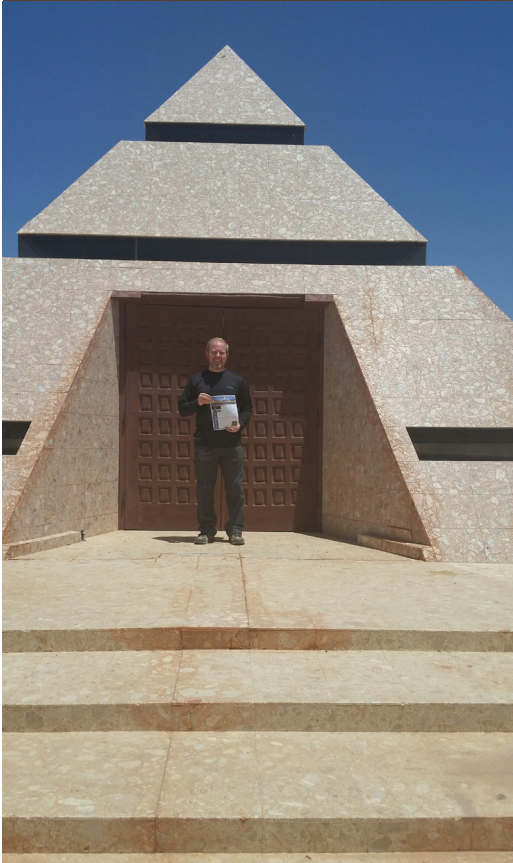
5 YEARS

Donna Van Nostran and Robert Abril



Special Features

Where in the world has the Record Times been?



The newsletter and employee are at the center of it all

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 in California at the Hollywood Bowl. This month, the publication is once again spotted in the "Golden State."

Pictured to the left is Special Counsel/Public Information Officer **Aaron Nash**, who took time to pose for a photo with the newsletter in front of the pyramid at the place that proclaims to be the "Center of the Earth" in Felicity, California.

You may submit a photo(s) 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 to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Take



This month's list of five is ... **the top five small towns for adventure** in the country according to *USA Today's Readers Choice*:

- 1) Marquette, Michigan
- 2) Florence, Oregon
- 3) Watkins Glen, New York
- 4) **Sedona, Arizona**
- 5) Jim Thorpe, Pennsylvania



TIMES Gone By - Results

A while back 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.

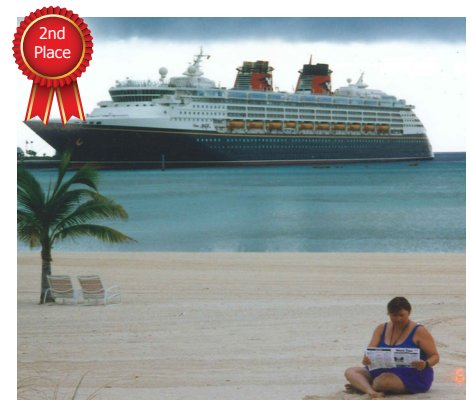
Below are the top two photos voted on by Clerk employees as the all-time best in the "**Water**" category.

Top 2 All-Time Pics 1998 - 2017

"WATER" CATEGORY



Pictured above is current employee **Aaron Nash** with his wife, children, and other family members. This photo was printed in a 2013 newsletter.



Pictured above is former employee **Candy Terry**, who was in the Caribbean. This photo was printed in a 1999 newsletter.