

# RECORD TIMES

June  
2018

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

Award-Winning Teamwork - The eSentencing Pilot Team



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## The great C.A.S.E. of the award-winning staff

More than 80 employees honored this month through Office's Employee Recognition Program

“Winning a case” means one thing to a party in court, but to a court employee, “winning a C.A.S.E” means something completely different, and it is cause for a party.

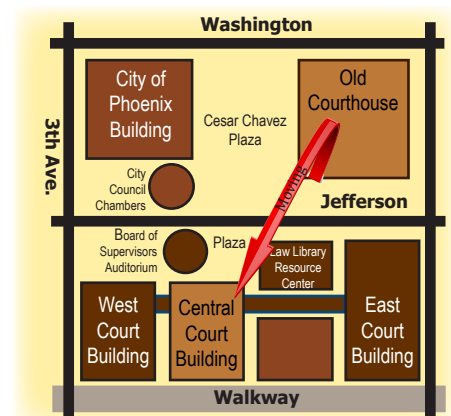
The reason being is C.A.S.E., which stands for Celebrating And Saluting Employees, is an Office recognition program that is held once a year to honor the outstanding efforts of staff. Employees who win a C.A.S.E. award are given special recognition and a trophy at the yearly Office events.

C.A.S.E. Teamwork Award winners from the eSentencing Pilot Team are (front row, left to right) Veronica Morales, Deralyn Pico, Alana Callahan, Clerk of the Court Chris DeRose, and Sarah Beery. (Back row, left to right): Megan Ortega, Andrew Schmidt, Theresa Sandoval, Laura Franco, Kristyl Howard, Donna Courtemanche, Gina Vacanari, and Barbara Navarro. Not pictured are Cindy Malnar, Denise McGraw, Mary Cabral, Lorie Stroud, and Jennifer Myers.

The C.A.S.E. Awards are presented at each office location and the Northeast (NE), Northwest (NW), and Downtown (DT) Office areas were the final locations to have the event this year. Like the other Office areas, NE, NW, and DT staff were recognized for their performance in the areas of teamwork, customer service, leadership, and overall excellence. Photos of the recent winners are on pages 4 - 7.

## Who is on the move?

After having an office departmental presence in the Old Courthouse for many decades, the Clerk of the Court's Office will be leaving the facility when the the Probate File Counter moves to the Downtown File Counter in July. The move is being made as a result of the Superior Court moving its probate functions to the East Court Building. Beginning July 25, all documents previously filed at the OCH can be filed at the Downtown Filing Counter.



# Timely Service

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

## CO-WORKER COMPLIMENTS

**From: Leslie Wilkins**

**About: Jennifer Escarcega, Carrie Montoya, Wendy Thompson, Shannon Stulz, Susan Morris, Michele Martinez, and April Cannon**

"In May and June, the Non-Criminal Courtroom Services team participated in new judicial officer training for Probate, Civil and Family Court. The presentation focused on the role of the courtroom clerk in each case type and things a clerk should and should not be expected to do. The presentations were well received by the Bench. I thank **Jennifer, Carrie, Wendy, Shannon, Susan, Michele** and **April** for their efforts in either presenting or preparing the handouts. A Court Administrator said the handout was very professional-looking. A judicial officer from Pima County participated in the training and was so impressed, she shared the information with the Pima County Clerk's Office. Great job team!"

**From: Debora Wells-Guevara**

**About: Lisa Kellar and Ryan Harris**

"I commend the HR team for their help with CRS recruitments. A lot of work goes into organizing and scheduling the interviews, preparing materials and reference checks. **Lisa** and **Ryan** are always so organized and helpful on the day of interviews. We are aware that a lot of work goes into organizing and scheduling the interviews and helping us to stay on the interview schedule. Their work does not go unnoticed. On behalf of the CRS administrators, managers, and supervisors, I thank them for their contributions to our process of hiring new clerks.

**From: Angela Orrala**

**To: Denise Hill**

Angela recently sent a note to **Denise** saying, "Thanks for your help today! Even though you were busy, you found the time to help me."

## CUSTOMER COMPLIMENTS

**About: Jessica Folts**

A customer recently expressed her appreciation for the assistance of **Jessica Folts**. She said Jessica was thorough, detailed, and patient. She also appreciated how understanding Jessica was and how meaningful her help was to her particularly because it was at the end of the day. She said Jessica is a great employee who cares about her work.



**About: Nancy Johnson**

Judge Bergin sent an email to Courtroom Services Shannon Stulz to let her know that she greatly appreciated the efforts of Courtroom Clerk **Nancy Johnson**. The judge wrote, "Nancy has covered my calendar on a number of occasions. Nancy is one of the best clerks I have worked with on civil. Not only is she smart, but she goes beyond just recording what goes on in court. She goes back to check the docket to make sure the parties and counsel are named correctly. If I mention a motion or a prior order, she looks at the motion or the prior minute entry to get a better understanding of what I was referring to. She follows the thread during some of the most convoluted hearings I have. She gets me the MEs within 24 hours, and I have seen no spelling or grammatical errors. It is truly surprising that she has only been here for a few months."

# ...*Timely Service* continued

## About: **Cecilia Alfaro Arndt, Linda Wagman, Edith Witherspoon and Support Services Staff**

Two different customers spoke to Court Operations Supervisor Cheryl Marzella about the excellent work of her staff. One customer told her that **Cecelia Alfaro Arndt** and the **Support staff** were nice, polite, and very fast at providing service. She was thrilled with the service. The second customer told Cheryl how happy he was with the help of **Linda Wagman** and **Edith Witherspoon**. He was extremely pleased to have dealt with such nice people who went out of their way to help him.

## About: **Customer Service Center Marriage Licenses and Passports staff**

A customer who made an appointment (at the Customer Service Center) regarding her passport was so impressed that she was "in and out" so quickly and easily that she had to let the Office know. She sent an email expressing how happy she was and that besides it being so quick, the service was great as well.

## About: **Downtown Filing Counter Staff**

A customer recently left a complimentary note in one of the Office's drop boxes about the **Downtown File Counter** staff. She said she wanted to commend the wonderful group of people working at this location. She said the information clerk and counter staff were efficient and pleasant. She then wrote the word, "Outstanding!"



## About: **The Couriers and Mailroom Staff**

A law officer sent a note to Special Counsel Aaron Nash to tell him how pleased he was with the efficiency of the **couriers and mailroom staff**. As part of his duties, he picks up and drops off interoffice mail. Recently a situation arose regarding a document that needed immediate attention. He said the couriers and mailroom staff acted expeditiously and their efforts resolved an issue that could have escalated. He said, "I appreciate their hard work, friendliness, and professionalism."

## About: **Jessica Fotinos**

Administrator Jessica Fotinos made an extra effort to help some customers this month resolve an important issue. The customers shared with the Office how grateful they were for her assistance. They said she exceeded their expectations with the effort and timeliness of her performance. They said, "Keep up the awesome job."

## About: **Celina Lopez**

A judicial assistant sent an email to Courtroom Services Supervisor Tracy Henninger to let her know that Courtroom Clerk **Celina Lopez** has been doing a wonderful job. She said, "Celina is a great team player and willing to go above and beyond to assist." She said, "Celina helps without hesitation, rolls up her sleeves, and pitches in to ensure the calendar proceeds in a timely manner." She also said Celina has a sunny disposition and it is a joy working with her.

## About: **Carmen Camacho and Andrea Rodriguez**

A customer left a note at Durango Juvenile saying, "I received extraordinary help from both **Carmen Camacho** and **Andrea Rodriguez**. They really went the extra mile to listen and assist me."

## About: **Michele Martinez**

Judge Thomason sent an email to the Office thanking Courtroom Services Supervisor **Michele Martinez** for her terrific work. He was very appreciative of her helping whenever asked and doing so with a smile and good cheer.

# AND THE AWARD GOES TO...

CONGRATULATIONS!

Photos of recent C.A.S.E Award winners with Clerk of the Court Chris DeRose and with Chief Deputy Chris Kelly

## TEAMWORK AWARD

The Northeast Team  
Ivette Alvarez, Leslie Groeneveld, Kelly Sleeseman, Ursula Maurin, Elisha Flores, Rebecca Bennett, Sandy Seeley, and Sheri Jaffe.



Not pictured: Molly Blake, Jennifer Ford, Kristy Kee, Reta Sneddon, Gio Ramirez, Heather Gearhart, Lisa Cooper, Nicole Butzbach, and Kelsey Norton.

## LEADERSHIP AWARD

Kelly Sleeseman



## CUSTOMER SERVICE AWARD

Sonja Olmos



## LEADERSHIP AWARD

Julie Garcia



## EXCELLENCE AWARD

Kelsey Norton



2018 C.A.S.E. Awards  
Celebrating And Saluting Employees

# AND THE AWARD GOES TO...

OUTSTANDING!

Photos of recent C.A.S.E Award winners with Clerk of the Court Chris DeRose

LEADERSHIP AWARD

Erika Hailes



LEADERSHIP AWARD

Deralyn Pico



LEADERSHIP AWARD

Tina Barrett



EXCELLENCE AWARD

Lorrie Stogsdill



EXCELLENCE AWARD

Megan Ortega



EXCELLENCE AWARD

Katherine Faso



LEADERSHIP AWARD

Tracy McMillian



EXCELLENCE AWARD

Nicole Butzbach



# AND THE AWARD GOES TO...

Great job!

More photos of recent C.A.S.E Award winners with Clerk of the Court Chris DeRose

## TEAMWORK AWARD

Downtown Family Court- Courtroom Clerks/ Specialists/Leads Team (First row, left to right) Betty Lopez-Mori, Claire Vigil, Nancy Cardenas, Clerk of the Court Chris DeRose, Jacquelyn Mauldin, Yolanda Soliz, and Viviana Chavez Arambula



(Back row, left to right) Yvette Anchondo, Caitlyn Troxel, Lisa Smith, Jennifer Escarcega, April Cannon, Susan Lucero, and Margaret Brickman (Not pictured) - Anisa Ashburn, Nancy Brandenburg, Alyssa Delgado, Anna Fagnani, Carrisa Martinez, Samantha Marx, Asha Parmar, Regina Sotelo, and Sarah Price

## TEAMWORK AWARD

Non Criminal Leads/ Supervisors/Manager Team (Pictured left to right) Leslie Wilkins, Jennifer Escarcega, Clerk of Court Chris DeRose, Michele Martinez, Wendy Thompson, and Shannon Stulz.



Not pictured - Linda Berger

## TEAMWORK AWARD

RCC Team - (Pictured left to right) Dionne Swan, Charles Botz, Clerk of the Court Chris DeRose, Alana Callahan, Elsa Johnson, and Ira Alvarado. Not pictured - Teri Gaulke



Celebrating And Saluting Employees C.A.S.E. 2018



# AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners with Clerk of the Court Chris DeRose



## TEAMWORK AWARD

### EDC Team

(Pictured left to right) Laura Franco, Clerk of Court Chris DeRose, and Theresa Sandoval. Not pictured are Mary Cabral, Elisa Canas, and Lorie Stroud



## EXCELLENCE AWARD

Carrie Montoya, Wendy Thompson, and Jennifer Escarcega



## 30 YEARS OF SERVICE

Richard Gonzalez



## 25 & 30 YEARS OF SERVICE

Cynthia Ferriegel (25 years), Aide Estrada (30 years), and Donna Hall (25 years)



Celebrating And Saluting Employees C.A.S.E. 2016





# CLERK CONNECTION

## An update on the Juvenile eFiling initiative

*By Dorothy King, Business Analyst*

**eF**iling for Juvenile Delinquency cases is off to a very good start! Since implementation on Monday, (June 11), a total of **68 filings** have been accepted. The primary filers are the Offices of the Juvenile County Attorney and Public Advocate, along with a few private attorneys. One of the secretaries from the County Attorney's Office emailed the Office saying, "We really like this new process, so fast and so much easier!" In addition, Commissioner Glenn Allen electronically granted the first order. Orders that are electronically granted/denied do not need to be manually docketed and scanned, which overall expedites the distribution of the order to parties and posting to the docket.

## NE staff makes big splash in County Water Drive

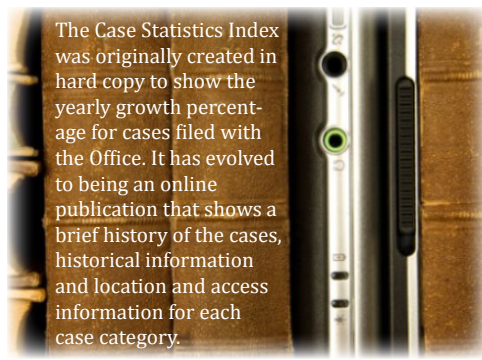
**M**aricopa County recently completed its annual **Bottled Water Drive** and the total amount of donations are still being calculated. Whatever the final number may be, what is known is that at least **3,672 of those bottles** were the result of donations made by the staff at Northeast, which was led by Courtroom Services Specialist **Kathleen Slabaugh**.

Last year, the county collected 21,146 bottles. During the Drive, which was held June 4 - 22, drop off locations were available at various county work sites for employees to leave their donations.

The county says the water donation drive will provide water to the homeless in the community.



## The Case History Index is available online



The Case Statistics Index was originally created in hard copy to show the yearly growth percentage for cases filed with the Office. It has evolved to being an online publication that shows a brief history of the cases, historical information and location and access information for each case category.

**S**taff at the Customer Service Center annually update the Office's **Case History Index** and the latest version is now available on the Clerk of the Court's [website](#). The publication provides statistical information about court cases, including one fact that reports the total actions filed with the Clerk of the Court's Office from the creation of the Office in 1871 through the end of 2017 (excluding juvenile cases, the Water case, and marriage licenses). As of Dec. 31, 2017, the total number of filings was **5,037,132**.



# The County Lines

## News items from Maricopa County

### Maricopa County experiences most population growth

Maricopa County is growing in ways no other county in the nation can match, according to newly-released data from the U.S. Census Bureau. In 2016-2017, Maricopa County added 73,650 people – or a little more than 200 per day. This is, not only the largest numerical increase of any county, it is also the largest percentage growth (1.7%) of any of the nation's 10 most populous counties.



“The fact is, Maricopa County is a more desirable place to live and work than it has ever been,” said Steve Chucri, the Chairman of the Maricopa County Board of Supervisors. “We are now home to 4.3 million people; strong tech, health, aerospace, business, and agricultural sectors; low unemployment; world-class universities; and phenomenal options for leisure and recreation. It’s no wonder people want to start careers, raise families, and retire here.”

According to the Census Bureau, Maricopa County remains the fourth most populous county in the United States behind Los Angeles, Cook (Chicago), and Harris (Houston) counties.

The ten counties that saw the largest gains in population are all in the South and West. Maricopa County’s growth of nearly 74,000 was, by far, the most of any county. Clark County, Nevada (Las Vegas) was a distant second, seeing a net gain of about 47,000 people.

“This type of growth comes with great responsibility,” said Chucri. “As regional leaders, we need to ensure that our growth is sustainable, that our environment – physical and economic – is healthy for generations to come. I’m confident we will.”

### Emergency Management Department releases a new App



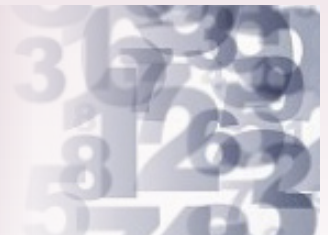
When it comes to an emergency situation, having a plan can help protect you and your loved ones. This is why Maricopa County has developed a mobile app that helps its residents properly prepare, and stay informed during and after a disaster. You will be able to create your family emergency plan and get a list of go-kit supplies in just under a minute. In addition, you will receive the latest updates and necessary information on evacuation routes, shelters, available emergency services and much more, should a disaster strike.

You may download the [ready.maricopa.gov Mobile App](https://www.ready.maricopa.gov) and get the tool and all the information you need in one easy-to-use app. “This will allow our residents to build their own family preparedness plan, and provide them with other vital information they can use during an emergency”, said Robert Rowley, Director of the Maricopa County Department of Emergency Management. Residents can gain peace of mind by ensuring that they, and their families, are properly prepared. The app is free and can be downloaded from the App Store or Google Play.

#### Counties - By the numbers

- 29% of counties across the nation had disaster declarations in 2017.
- 38% of counties had median home values of less than \$100,000 in 2016.
- 50% of all bridges across the nation are owned by local governments.

Source: *The National Association of Counties*



# Special Spotlight

on the Supervisor team members

This Month: **Tracy Henninger**



**Title:** Courtroom Services Supervisor / **Years with Office:** Eight years  
**Something You Enjoy About Your Job:** Watching employees learn and grow in their positions.

**What Areas Do You Oversee:** the Southeast Adult Courtroom Clerks

**Your First Job:** Camp counselor at the YMCA

**Hometown:** Marysville, Washington

**Something Memorable You Have Done:** In my previous job as a 911 dispatcher, I delivered a baby over the phone.

**If Given A Chance, What Would You Like To Be For A Day:** A traveling photographer.

**A Hobby or Favorite Activity:** Photography, and recently I have begun painting rocks as part of the "kindness project." The rocks are left in various places for people to find. The idea is that the rock will brighten someone's day.

**Best Vacation Spot:** Seaside, Oregon

**Someone You Would Like to Meet:** Kenny Chesney. I have seen him MANY times in concert, but have never had the opportunity to meet him.

**Favorite Sports Team or Sport:** The Seattle Seahawks

**Favorite TV Show or Movie:** *This Is Us*

**Do You Have A Favorite Animal:** Dog / **Your Favorite Meal:** Mexican food.

**Something On Your Bucket List...**To visit Nashville, Tennessee.

**Nobody Would Believe It If They Knew...**that I currently have 10 grandchildren and anticipate many more!

**Before Working Here, What Was The Most Unusual or Interesting Job You Have Ever Had:** I was a 911 dispatcher.

**What Advice Do You Have For A New Clerk Employee:** Take it easy on yourself. There is a lot to learn and it will come to you eventually.

**What Do You Like Most About This Office:** The people who work here!

**What Do You Like To Do In Your Spare Time:** Play with my grandkids.

**What Is An Ability You Wish You Had:** I wish that I could dance.

**What Is Your Dream Car:** '67 Chevrolet Camaro Convertible

**Have You Ever Won Anything? If so, What Was It?** Yes, I won craft supplies from a contest I entered.

**What Is Your Favorite Fruit/Vegetable and/or Least Favorite:** My favorite fruit is strawberries and my least favorite vegetable is peas.

**Do You Have Any Hidden Talents:** If I do, they are still very well hidden.

**Who Would You Like To See in Concert?** I have always wanted to see Def Leppard in concert and I will finally get to see them in September.

**Who Has Been The Most Influential Person In Your Life And Why:** My grandpa. He taught me patience and to treat everyone with kindness.

**Three Important Business Skills:** Time management, self-reflection, and the ability to effectively communicate.

**Best Advice Someone Has Given You:** To let go of things you cannot control.

# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Deputy Director **Lois Rees** on the birth of her 7 lb. 13 oz. granddaughter on June 16. Her new grandchild's name is Malaika Ann and she is Lois's third granddaughter.

### OFFICE ANNIVERSARIES

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

#### 25 YEARS

**Teresa Robinson**



#### 20 YEARS

**Rosa Montoya**  
**Dominic Navarro**  
**Francis Horst**  
**Adrian Roberts**

#### 15 YEARS

**Carrie Montoya**  
**Rosalie Cabrera-Razo**

#### 5 YEARS

**Carol Carlton**  
**Appachu Ballachanda**  
**Katherine Summers**

### NEW EMPLOYEES

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

- Deputy Director - **Michael Nimtz**
- Distribution - **Catrina Willis**
- Downtown Filing Counter - **Vanessa Coronado**
- eFile Team - **Belinda Jones, Shellee Gabrych, and Maria Kerwin**
- Grand Jury - **Maria Rivera**

### RETIREMENTS

The Office is losing **83 years of experience** with the upcoming retirements of Courtroom Clerk **Terri Pavia** (35 years), Document Management Manager **Brenda Burton** (25 years), and Courtroom Clerk **Erika Morgenstern** (23 years). They each shared what they have enjoyed in working for the Office.

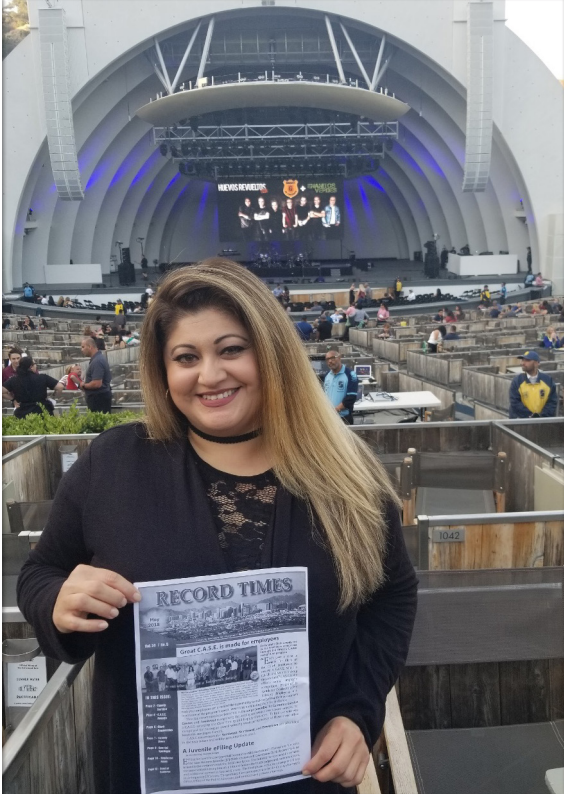
- **Terri**, who is retiring June 29 said, "I enjoyed the variety of cases, the courtroom experience. I had the privilege of being on cases which were milestones in Arizona courts. I also worked Water Hearings. A bailiff I worked with in the 60's was the widow of William Andrews, who prosecuted the Winnie Ruth Judd case. She had great stories. Many of the attorneys in the 60's were judges in the 90's. John Flynn (Miranda case) married my best friend, another court clerk in the 60's. So many wonderful memories."

- **Brenda**, who is retiring July 7 said, "My greatest joy in working at the Office is the little gifts I received from my co-workers and the staff – gifts like, "Thanks for taking time to listen," "Thanks for mentoring me when I was just a kid coming to my first real job," "Thanks for encouraging me when I felt overwhelmed," "Thanks for reminding me that my job touches someone else's life." These words are precious gifts to me that I will cherish forever. So, thanks to all of you for sharing the journey. I will miss you all."

- **Erika**, who is retiring June 29 said, "I thought it was one of the most interesting jobs I ever had. As a criminal clerk and family court clerk, you are exposed to people's lives, and see how everyday situations can lead different people on various paths – some good, some bad. It is a job that can give you a lot of satisfaction and at the same time, stress you out. I loved being a clerk, honestly. I always told my supervisors – it was the best job I had and I meant it."

# Special Features

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



### The newsletter is in tune with employee at special destination

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 at a famous location outside of the United States at Stonehenge in England. This month it is seen at a well-known location within the United States.

Pictured to the left is Northwest Court Operations Specialist **Stella**

**Serafin**, who recently posed with the newsletter during a concert at the Hollywood Bowl in 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

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.

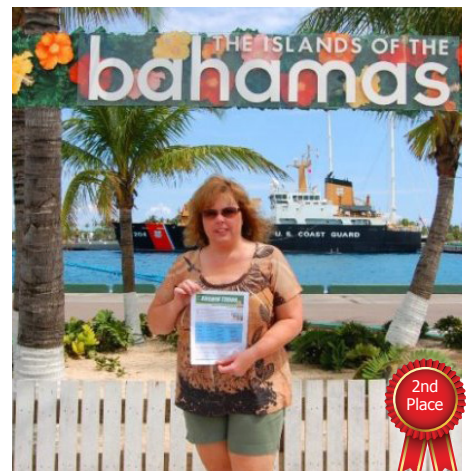
Below are the top two photos voted on by Clerk employees as the all-time best in the "**Tropical**" category.

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

#### "TROPICAL" CATEGORY



Pictured above is former employee **Katie Sullivan**, and her husband who were in Costa Rica. This photo was printed in a 2005 newsletter.



Pictured above is former employee **Merriel Reynolds**, who was in the Bahamas. This photo was printed in a 2008 newsletter.

## Take




This month's list of five is ... **the top five metro areas with the most residential building construction in 2017** based on permit activity:

- 1) Dallas, Texas - 47,244
- 2) Houston, Texas - 42,673
- 3) New York City, New York - 40,683
- 4) Phoenix, Arizona - 29,653**
- 5) Austin, Texas - 25,803



Source: The National Association of Counties

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Chris Kelly - Chief Deputy / Len Keso - Editor



Have a safe  
and enjoyable  
Independence Day holiday  
on Wednesday, July 4