

RECORD TIMES

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

Great C.A.S.E. is made for employees



Tech out who just won a Teamwork Award!

Forty-eight Clerk employees so far have been recognized through the Office's C.A.S.E. recognition program

“Each year a case is made for Clerk of the Court employees to receive a C.A.S.E. What is C.A.S.E. and who is making the case for it? C.A.S.E. is the office's annual employee recognition program. It stands for **Celebrating And Saluting Employees** and

The Information Technology Group (ITG) was selected for a Teamwork Award for their outstanding service this past year. Pictured here are (front row - left to right): Ruben Trejo, Don Christoph, Ravi Goud, Appachu Ballachanda, Jeanette Farrison, Lisa Hebert, Clerk of the Court Chris DeRose, Tiffany Braiker, Veronica Lama, Tom Battista, and Tawheed Phlunkar. Back row (l to r): James Towner, Brian Herron, Aaron Sneddon, Don Pemberton, Scott Hensel, Ron Bitterli, Steve Lauer, Andy Kish, Oscar Garcia, Kevin Hart, Adrian Roberts, and Drew Billups. Not pictured are: Dave Rosenthal, Gene Parker, Gail Totter, Josh Garcia, Mark Macaulay, Praveen Madisetty, and Clint Yonce.

each year employees are provided the opportunity to make a case for their co-workers to win one of the program's special awards by nominating them for the honor.

Thus far, ceremonies have been held at **Durango Juvenile**, the **Customer Service Center**, and **Southeast** recognizing the employees whose cases were selected for a C.A.S.E. award by the Chief Deputy and Deputy Directors. To find out who was recognized for having an award-winning work performance at these three office locations, [see pages 4 and 5](#).

C.A.S.E. ceremonies for **Northeast**, **Northwest**, and **Downtown** are scheduled in the near future and will be announced via email.

A Juvenile eFiling Update

by Dorothy King, Business Analyst

EFiling for Juvenile case types will become a reality next month! The team continues to fine tune the new Juvenile (JV) Clerk Review and Courtroom Clerk Review modules to handle the variances with the 10 JV case types. The Judicial Review module remains the same with the exception of additional folders for the JV judges and commissioners, and additional queues in Special Queues. The first phase includes subsequent filings in delinquency (JV) cases. The primary filers are expected to be the County Attorney's Office, Office of the Public Advocate, and contract and private attorneys.

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Timely Service

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

CO-WORKER COMPLIMENTS

About: **Shannon Stulz**

From: **Courtney Fisher**

"A huge shout out and thank you to **Shannon Stulz**. She has been an amazing supervisor and goes above and beyond for her clerks."

About: **Barbara Navarro**

From: **Denise McGraw**

"I want to send a gigantic thank you to **Barbara Navarro**. She is someone that I can always count on to answer any questions that I may have; she is my 'go-to.' While Barbara is kept extremely busy with her own calendar, she never fails to respond when I have an urgent eSentencing question. I cannot thank Barb enough for the exceptional, internal customer service she provides, not only to me, but also to so many others."

About: **CSC staff**

From: **Ken Shipley**

"I would like to thank the **CSC staff**, both old and current, for their hard work and support over the last 15 years. I would like to thank the CSC Management staff (**Melanie Fay, Donna Hall, Mike Sims, Aide Estrada, Cheryl Marzella, Tina Barrett, and Ramon Flores**) for their leadership, counsel, support and friendship as well. I was extremely proud and honored to serve with you all! I bet it is so very quiet in that building now (smile)."

About: **Chris Driscoll**

From: **Leslie Wilkins**

"I want to thank **Chris Driscoll** for the help he provides to Courtroom Services on a regular

basis. I find that Chris is always quick to respond when I ask for assistance, including a recent problem he helped me resolve for a DT judicial officer. His vast knowledge and speed in resolving problems is an asset to the Clerk's Office and results in great customer service to the Bench and to our stakeholders. Chris, your efforts are appreciated!"

nice work

About: **Dora Sandoval**

From: **Courtney Smith**

"I've never met **Dora Sandoval** in person, however, I correspond with her over email often to verify scanned documents and confirm Onbase checks. She is always very helpful, timely in her responses, and very cordial. Our correspondence is always pleasant and she does a great job with communicating. Thank you Dora."

CUSTOMER COMPLIMENTS

About: **Kathleen Apodaca**

A Superior Court staff member sent an email to Courtroom Services Supervisors Tracy Henninger and Kristi Gilmet to let them know how much she appreciated **Kathleen Apodaca**. She wrote, "I want to tell you both that we love working with Kathy so much...we're going to steal her and bring her downtown with us! LOL! Seriously, she works so hard and is easy to get along with. She is a rock star!"

...*Timely Service* *continued*



About: Kristyl Howard

Judicial Branch Administrator Ray Billote sent an email to Courtroom Clerk **Kristyl Howard** congratulating her on her recent "Employee of the Year Award." He said, "Diana Hegyi, director of our Business Service Department, passed along to me the email regarding your recent award for Clerk of the Court Employee of the Year. First, let me congratulate you on such an esteemed award! It's great to see your devotion and good work rewarded. Additionally, I would like to thank you for your positive and supportive comments regarding eSentencing. Implementing new processes and procedures, particularly when they involve new automation, are often met with skepticism and resistance. It was great to hear of your excitement and commitment to making the system work for everyone. Again, my thanks and congratulations."

About: Angela Durda

Superior Court Judge Dawn Bergin sent an email to Courtroom Services Supervisor Wendy Thompson to convey her appreciation for Courtroom Clerk **Angela Durda**. She wrote, "Angela is nearing the end of her probation period and I would like to provide some feedback on her performance. In short, she is excellent, and it is hard to believe that she is fairly new to the job. Angela has a very good sense of which issues should be included in the minute entries, and her minute entries are always accurate, with no grammatical or spelling errors. She is also very fast with her turnaround and is a pleasure to work with."

About: Brianna Romero and Renee Lundgren

SEA Court Operations Supervisor Nikki Swiss received a compliment this month from a customer regarding two employees, **Brianna Romero** and **Renee Lundgren**, who work at the Marriage Licenses and Passports Counter. The customer told her how thorough and helpful and patient Brianna and Renee were with checking her in and assisting her with her transaction. She mentioned how good the atmosphere was in the MLPP area and wanted Nikki to know what a great job those two did that day.

About: Nancy Johnson and Angela Durda

A bailiff recently informed Courtroom Services Supervisor Shannon Stulz that it has been a pleasure for her to work with Courtroom Clerk **Nancy Johnson**. She said it is great to have such a kind, thorough and hardworking clerk. She said Nancy has covered some complicated hearings, and she always rises to the challenge and manages to craft a thoughtful minute entry. She also echoed the praises of **Angela Durda**. She said Angela is really wonderful to work with and is very thorough. She added that Nancy and Angela are both great at getting minute entries to the division quickly.

About: Mirna Cocma Bermejo

Mirna Cocoma Bermejo, who works in Support Services at the Customer Service Center, was complimented by a customer who said she was patient, courteous, and kind. She was extremely pleased with the service Mirna provided to her.

AND THE AWARD GOES TO...

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

EXCELLENCE
AWARD
Alicia Burd



EXCELLENCE
AWARD
Priscilla Magallanes-
Cardenas



CUSTOMER SERVICE
AWARD
Ruben Trejo



LEADERSHIP
AWARD
Scott Hensel



EXCELLENCE
AWARD
Kim Roehl



EXCELLENCE
AWARD
Tamara Hight



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



AND THE AWARD GOES TO...

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

TEAMWORK AWARD

Juvenile eFiling Project
Operations Team - Down
town and Southeast
Juvenile
(Team members
pictured left to right)
Dorothy King, Ana James
Sharayah Dunst, Valerie
Clark, and Franci Smock



TEAMWORK AWARD

SEA Marriage Licenses
and Passports Team
(Team members pictured
left to right)
Charlene Goulding-Reed,
Brianna Romero, Renee
Lundgren, and
Joana Alonso

TEAMWORK AWARD

Juvenile eFiling Project
Operations Team -
Durango Juvenile
(Team members pictured
left to right) Norma Barron
and Rachel Robles.
Not pictured - Ana James
and Valerie Clark



Celebrating
And
Saluting
Employees



TEAMWORK AWARD

Southeast Family Court
Commissioners Clerks
Team - Celina Lopez.
Not pictured -
Victoria Vale



CLERK CONNECTION

Employees who walked “the Walk” on May 9



On May 9, more than 1,000 Maricopa County and City of Phoenix employees participated in the 5th Annual “**Employee Health and Fitness Day Walk**.” Fourteen of those employees were from the Clerk’s Office. The event, sponsored by the two government entities, featured a two-mile group walk in Downtown Phoenix. The Clerk employees who participated were: **Anita Avila, Kathy Ballard, Mirna Cocomo, Pam Crawford, Shenika Dancy, Maria De La Cruz, Betty Lopez-Mori, Darlene Lopez, Alyson Moore, Aaron Nash, Lesa Schaubeck, Andrew Schmidt, Wendy Stevens, and Kristin**

Venable. The event began at 6:30 a.m. outside of the County Supervisors’ Auditorium and continued to Chase Field. It included a bonus lap inside the concourse level of the stadium and then looped back.

Arizona Attorney General presents award to Office

Pictured to the right (from left to right) are Criminal Financial Obligations Manager **Oni Boston**, Arizona Attorney General Mark Brnovich, Victim Locate Program Coordinator **Doris Anthony**, and Chief Deputy **Chris Kelly**. The Attorney General presented, the Clerk of the Court’s Office with his “**2018 Distinguished Service Award for Innovation**” at a special ceremony held last month. The Attorney General recognized the office with the award 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 disbursed nearly **\$1.7 million** to the victims of crime.



Final Stat-urday report

The final numbers are in for the Saturday Service Days held February - April where the Office opened its doors on various Saturdays to serve the public. The Northeast Office processed **171 passports and issued 64 marriage licenses**; the Southeast Office processed **87 passports and 36 marriage licenses**; and the Customer Service Center processed **205 passports and 72 marriage licenses**.

Fees the moment

As a result of House Bill 2564, a six percent increase in Superior Court and Justice Court filing fees took effect this month. The new fees are listed at clerkofcourt.maricopa.gov under “**Filing Fees**.”

The County Lines

News items from Maricopa County

State budget deal includes financial relief for counties



In a *County Newsflash* posted this month, the Maricopa County Supervisors said they were very pleased to see a state budget deal that frees Arizona counties of many of the financial burdens passed onto them since the Great Recession. Since 2008, mandated cost shifts or direct contributions to the State of Arizona have cost Maricopa County more than \$300 million. The state budget deal eliminates or phases out most of those cost shifts. During the recession, counties helped the State by absorbing losses of revenue once allocated to counties (highway, lottery funds) and paying for certain services controlled by the state (Juvenile Corrections, Department of Revenue). Yearly costs to Maricopa County were as high as \$30 million. With the new budget, mandated cost shifts or direct contributions to the State will drop to approximately \$4 million by FY 2021.

County brings back Summer Reading Program



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

Valley to earn secret codes to receive more bonus points. Prizes that can be earned include a day pass for Arizona State Parks and Trails and meals at Peter Piper Pizza and Rubio’s. To register for the program, you may visit the [program site](#). **Note:** All county employees qualify for a free library card.

County offers free fishing day at Lake Pleasant

The Maricopa County Parks Department is offering an “**Arizona Free Fishing Day**” at Lake Pleasant Regional Park from 6 - 10 a.m. on Saturday, June 2. The program requires no fishing license, provides fishing poles, equipment and even some bait. Participants can bring their own fishing gear if they desire to do so. There is no registration or fee to participate. The program officials encourage participants to bring folding chairs, shade, water and snacks. More information about Lake Pleasant and the event is available at 928-501-1703.



Don't discount viewing the Employee Discount page



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

The County Lines

News items from Maricopa County

County Board of Supervisors approves tentative fiscal year 2019 Budget

The Maricopa County Board of Supervisors unanimously approved a tentative budget for fiscal year 2019 that includes “pay-for-performance” increases for employees and decreases spending year-over-year without raising the tax rate.

“Maricopa County residents want to live in safe communities with a responsive government and a low tax burden,” said Board of Supervisors Chairman Steve Chucri, District 2. “This budget is all about maximizing our resources to deliver on those promises for taxpayers.”



“The Board has prioritized leaner, more efficient government and the FY 2019 budget shows how those efforts are paying off,” said Vice Chairman Bill Gates, District 3. “Total spending is down nearly 2% from FY 2018; we have 500 fewer

positions at the County than we did a decade ago; and we are, in many ways, providing better customer service than ever.”

The \$2.45 billion budget keeps the tax rate flat from the previous year – 53.9% of the budget is allocated for public safety.

“When I joined the Board in 2013, we spent 50% of our budget on public safety. Now it’s 54%,” noted Supervisor Denny Barney, District 1. “As demands on our criminal justice system have grown, we’ve had to be more efficient. That’s why we are investing in Smart Justice initiatives and new technology.”

The FY 2019 budget allocates \$364 million for capital projects including \$35.5 million for a new Southeast Regional Justice Center, which will consolidate several, smaller Justice Courts along with Adult Probation services; \$4.7 million in new funding for the county parks system; \$20 million for the Recorder’s Office to run this fall’s primary and general elections; \$4.4 million to design the Animal Care and Control shelter expansion in Phoenix; \$1.7 million to hire additional employees; \$400,000 in additional cybersecurity funding; plus continuing money toward the construction of a new jail intake facility and the renovation of the old Madison Street Jail. In addition, the tentative budget includes nearly \$50 million increase in retirement and employee benefit costs.

“Capital spending is important to the long-term success of our community. These investments enable our staff to provide better service, and they provide great value for the taxpayer,” said Supervisor Steve Gallardo, District 5.

The public will be able to comment on the tentative budget between now and the final vote, which is scheduled for June 25.



Special Spotlight

on the Administrator team members

This Month: **Kathy McClaning**



Title: Administrator

Years with Office: Less than one

What Areas Do You Oversee: Finance and Accounting for Court Operations

Something You Enjoy About Your Job: The variety of the work and the interactions with people.

Your First Job: Worked at a dry cleaners at age 15. I think I made \$1.40 an hour (which could buy about six gallons of gas).

Hometown: Born in Elizabeth, NY, but I consider Medina, OH as my hometown.

Something Memorable You Have Done: I have bowled two 300 games and I have also shot a hole-in-one in golf.

A Hobby or Favorite Activity: I enjoy golf.

Best Vacation Spot: St. John in the Virgin Islands...beautiful!

Favorite Sports Team or Sport: The Cleveland Cavaliers basketball team. I

would like to say the Cleveland Browns, but it is so hard to do so.

Who Is Someone You Would Like to Meet: Ghandi

Your Favorite TV Show or Movie: A favorite show is *Handmaid's Tale* and a favorite TV Show sitcom is "*Modern Family*." I find myself laughing out loud.

Your Favorite TV Show When Growing Up: Hmm...I liked to read more than watch TV. My favorite book is Stephen King's, "The Stand."

If Given A Chance, What Would You Like To Be For A Day: A billionaire so that I could give away lots of \$\$\$ for worthy causes.

Favorite Place To Eat Out: Skyway Drive-In in Akron, OH. They have the best burgers and homemade...I mean really greasy...onion rings.

Something On Your Bucket List: To visit most of our country's national parks.

Nobody Would Believe It If They Knew...that when I was a kid I was a Duncan Yo-Yo champion and won a bicycle.

Before Working Here, What Was the Most Interesting or Unusual Job You Have Had: I was a professional bowler.

What Do You Like Most About This Office: It is always the people.

A Favorite Quote: "Find a piece of joy in every single day."

What do you like to do in your spare time: I like to golf and bicycle (but not at the same time; the golf courses frown upon that).

What Is An Ability You Wish You Had: To be able to time travel.

What Is Your Dream Car: A flying car.

Do you have a favorite animal: All of my puppies, two of which are rescues.

Your Favorite Fruit and/or Vegetable & Least Favorite: My favorite fruit is banana and my least favorite vegetable is lima beans (why were these created?)

Who Would You Like To See In Concert: Elton John

What Are Two or Three Important Business Skills You Think Are Important: 1 - Perseverance 2 - Communication

Do You Have Any Hidden Talents: I don't know. They are hidden.

Best Advice Someone Has Given You: Don't sweat the small things and 99 percent are small things.

The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

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

25 YEARS

Sonia Hernandez

20 YEARS

Sheryl Brown, Wendi Tenover, and Chris Cerrato

15 YEARS

Regina Frigo

5 YEARS

Kathy Schwartz, Bridgette Salcido, and Don Christoph

NEW EMPLOYEES

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

- Courtroom Clerks - **Linda Pena**
- Downtown Filing Counter - **Eufemia Vazquez-Fregoso**
- eFile Team - **Waleed Mahboob**
- Family Support Services - **Patricia Brown**
- Grand Jury - **Theo McCalvin**
- Human Resources Analyst - **Yesenia Houghton**
- Human Resources Manager - **Lori Fiscus**
- ITG - **Brandon Cooper-Blissett**
- Juvenile Courtroom Clerk - **Amanda Rowe**
- Northwest Court Operations - **Stella Serafin and Lyndsay Sickles**
- SEA Marriage Licenses, Passports, and Public Records - **Elise Felix and Leticia Gutierrez**
- Special Assistant to the Clerk of the Court - **Justin Wilmeth**



**WELCOME
ABOARD**

GRADUATIONS

- Congratulations to Northeast Court Operations Specialist **Lisa Cooper**, who earned a bachelor of science degree in Political Science from Arizona State University.



NEXT UPCOMING HOLIDAY

Independence Day holiday on Wednesday, July 4.

The Inside Track on Employee News

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BIRTHS

- Congratulations to Durango Juvenile's Operation Specialist **Monique Ayala** on the birth of her 7 lb. 1 oz. baby girl on Jan. 28. Her new daughter's name is Mykayla Luna.
- Congratulations to Durango Juvenile Operations Specialist **Alejandrina Rodriguez** on the birth of her baby boy on April 17. Her new son's name is Freddy Junior.
- Congratulations to Durango Juvenile Courtroom Clerk **Angela Sotelo** on the birth of her 7 lb. 7 oz. baby girl on May 3. Her new daughter's name is Santana Cataleya.



EMPLOYEE MOVES

- **Jennifer Cardenas** was promoted to serve as the Executive Assistant to the Chief Deputy after working in Grand Jury.
- **Laura Eng** was promoted to Criminal Courtroom Services Administrator. She was serving as a Management Analyst.
- **April Cannon** was recently promoted to Courtroom Services Supervisor after serving as a Courtroom Clerk.
- **Carrie Montoya** was promoted to Courtroom Clerk Lead after serving as a Courtroom Clerk.
- **Anjelica Peralta** was promoted to Court Operations Specialist at Southeast Adult in Docket/EDM after serving as a Court Operations Representative.
- **Angelique Rodriguez** was promoted to Courtroom Services Specialist after serving in the CSC Marriage Licenses and Passports.

HONORS



Last month, Courtroom Clerk **Kristyl Howard** was named as the Office's **Employee of the Year for 2017**. As part of this honor, she was featured in the April issue of the *Record Times*. This month, she received a special plaque from Clerk of the Court **Chris DeRose** (photo 1) and had lunch with him and (in photo 2) Chief Deputy **Chris Kelly** and Deputy Director **Lois Rees**.

Special Features

Where in the world has the Record Times been?



Newsletter found between rocks and hard place

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 well known location within the United States. This month it is seen outside of the United States at a very well known location.

Pictured above is Northeast Courtroom Clerk **Terri Pavia**, who posed with the newsletter during a past vacation at Stonehenge in England. This is the newsletter's third appearance at the world famous location.

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 employees as the all-time best in the "**World Famous**" category.

Top 2 All-Time Pics 1998 - 2017

"WITH WORKS OF ART" CATEGORY



Pictured above is former employee **Roxana Anderson**, who was on the Great Wall of China. This photo was printed in a 2010 newsletter.



Pictured above is current employee **Vonda Culp**, who was at the Eiffel Tower in France. This photo was printed in a 2011 newsletter.

Take



This month's list of five is ... **the top five places to see aquatic life in the US.**

- 1) Stellwagen Bank National Marine Sanctuary, MA
- 2) Monterey Bay National Marine Sanctuary, CA
- 3) Crystal River National Wildlife Refuge, FL
- 4) Kilauea Point National Wildlife Refuge, HI
- 5) Homosassa Springs Wildlife State Park, FL

