

RECORD TIMES

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



A golden effort by Goldsby

Supervisor digs for months when striking gold in finding a victim living on the other side of the world who was owed restitution

Having the word "gold" in her last name seems to be appropriate to describe the efforts of Criminal Financial Obligations Unit Supervisor **Sonya Goldsby**, who recently struck gold after searching for months to find a victim of a crime who was owed \$47,900. Sonya supervises the Office's **Victim Locate Program (VLP)**, which was launched in 2010 to find the victims of crime who were not receiving their court-ordered restitution – often due to an unreported change of address.

This past summer Sonya, like a gold miner, began digging to see if she could locate this victim, who had one of the larger amounts on record of court-ordered restitution due to him. The victim had suffered from an internet scam that involved him losing a very rare motorcycle. The case included 18 victims in five countries in a scheme that totaled more than \$400,000.

Sonya spent many hours mining case records, buyer/seller motorcycle sites, domestic and international people locator sites, and social media sites. Finally, one search led her to a motorcycle forum with a person with the same name as the victim. The person had a detailed post on the site of the criminal case that described his loss, including the names of the defendants, the investigating police agencies, and specifics on how he had been victimized with the theft of his very rare motorcycle. The post even had an email address; however, it turned out not to no longer be valid.

Undeterred, Sonya emailed members of the Antique Motorcycle Club of America (AMCA) in three U.S. states and the Australia Chapter searching for the victim, and requesting that he contact the Clerk's Office. Eventually, Sonya was able to provide one of AMCA's attorneys with copies of court records verifying the legitimacy of her contact request, including the court's order granting restitution to the victim.

After three months of emails back and forth with intermediaries, the victim finally replied. He was living in Australia. The victim provided several identifiers proving he was the person in question. When all of the financial details are worked through, the victim will receive his fully ordered restitution payment of \$47,900. He stated to Sonya, "I am absolutely chuffed (quite pleased, delighted) that you have taken this effort to seek me out."

Sonya said, "After an exhaustive search to locate this victim half-way around the world, I was extremely excited to find him. This experience was very rewarding. I am very fortunate to have been able to serve this victim and provide him with the restitution he was awarded years ago."

Earlier this year, the Office's VLP received the "Distinguished Service Award for Innovative Practices" from the Arizona Attorney General's Office. At the end of this past fiscal year, the VLP had issued (since its inception) a total of **8,634 checks** to victims they had located. These checks have resulted in the disbursement of **\$2.7 million**.

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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*.

CUSTOMER CARD COMMENTS

SEA Marriage License and Passports

- **Nikki Swiss** - "Nikki was so nice and extremely helpful!"

CO-WORKER COMPLIMENTS

About: **Barbara Navarro**

"Courtroom Clerk Monica Mogel sent an email to Courtroom Services Supervisor Veronica Morales to share a compliment with her about Courtroom Clerk **Barbara Navarro**. She wrote, "I wanted to send you an email to let you know how much I appreciate Barb. In many ways, she is a role model for me and has a wealth of knowledge that she is always willing to share. She is the 'go to' person when I have any issues with NG, as well as if I have questions with verbiage or need help with something abnormal that happened in court. I know she is assigned in one of the busiest divisions, yet I can always count on her to respond promptly to my emails (which often include examples of something similar that she has experienced). I am so thankful for the assistance she has provided me. She is a valuable person within our department and I think it's important for me to recognize her as such."

About: **Cyntia Avena**

Courtroom Clerk Barbara Navarro commended the work of fellow clerk **Cyntia Avena** in an email to Courtroom Services Supervisor Shannon Stulz. Barbara said, "I had an emergency LC case Judge Granville ruled on. Because I'm not familiar with LC cases, I asked Cyntia for help. I was able to get the emergency minute entry out very quickly and e-mailed to the Justice Court as directed by my judge because of her assistance. I really appreciate her teamwork!"

About: **Photo Contributors**

From: **Len Keso**

"Thank you to everyone who sends in photos of themselves with the newsletter on their vacation for the photo feature on [page 10](#)."

CUSTOMER COMPLIMENTS

About: **Keisha Wallace**

A judicial assistant sent an email to Courtroom Services Supervisor Susan Morris expressing his appreciation for newly-hired courtroom Clerk **Keisha Wallace**. He wrote, "I want you to know that Keisha is amazing. I look at her minute entries and I am absolutely blown away that she is brand new. Her minute entries are really good and the turnaround is quick. I just wanted to say how appreciative we are of her work."



About: **Appeals and Exhibits Team**

Supervisor **Tina Barrett** recently received an email from a deputy clerk from the State Supreme Court Clerk's Office, who conveyed to Tina how grateful she was for the work of her staff. She said, "I want you to know that we appreciate all of the hard work **Flor Rivas, yourself, and your office** provided during the election cycle. It was definitely the busiest election year I have seen in 10 years. All of you made our jobs easier during this hectic time by getting the records to us so quickly. I appreciate knowing I can count on your office when we need something and that it will be correct and efficient."

Timely Service

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

CUSTOMER COMPLIMENTS CONTINUED

About: Elections Challenge Subpoena Team

Document Management Administrator Jessica Fotinos recently shared the following email with Deputy Director Nancy Rodriguez about the excellent teamwork this past month of several Clerk of the Court staff members. The team members she mentions were all a part of a particularly large, coordinated effort related to an elections challenge case.

"Nancy, I wanted to let you know that the regional director of sales for Nationwide Legal, came by the Downtown File Counter and asked if he could speak to me. I was available and so I met him in the File Counter lobby. He said he wanted to personally let me know how impressed Nationwide and his client, Snell & Wilmer, were with the File Counter's ability to issue 1,600 subpoenas within a two-day time period. He said that Snell & Wilmer could not believe how efficient the File Counter staff was with this endeavor. Also, they stated even though they (Nationwide and Snell & Wilmer) missed some of their own promised deadlines of having things to us by a time certain, the File Counter team was still able to do an amazing job and were able to go with the flow and crank out the work as quickly and accurately as possible. The director said he saw Clerk of the Court Chris DeRose last week at a luncheon event and he let him know how impressed he was with the service that Nationwide and Snell & Wilmer received regarding the issuance of the subpoenas.

I wanted to let you know that under the direction of **Chris Driscoll, Mike Mejia** spearheaded this effort and coordinated how the work was going to be processed. Mike assembled a team of the following individuals: **Jennifer Cardenas, Emily Hughes, Eufemia Vazquez, Jenela Fierro, and Clarissa Cruz.**

Mike also worked alongside the team and was stamping and processing subpoenas right along with all of the other staff, which I think is very cool! So, hats off to Chris, Mike and the above-mentioned File Counter staff for doing such an excellent job on a high volume and very time-sensitive project. I could not be more proud of them for their hard work and dedication. Mike and his team really knocked this one out of the park!"



Super Service - Pictured from left to right are: Mike Mejia, Clarissa Cruz, Jennifer Cardenas, Chris Driscoll, Emily Hughes, Jenela Fierro, and Eufemia Vazquez

Great Job!

Timely Service

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

About: Courtroom Services staff

From: Judge Pamela Gates

Civil Presiding Judge Pamela Gates recently wrote a letter in the Superior Court's *Judicial Branch News* offering her thanks for the efforts of many Court and **Clerk of the Court staff members**, who provided support in a civil trial that featured hundreds of witnesses. Below is an excerpt of her letter that highlights the Clerk of the Court efforts and the staff members who assisted in this major undertaking.

"Our court fielded an unprecedented number of election cases this year. Every person in the court system worked hard (and continues to work hard) to resolve the cases efficiently in time for appellate review by the Supreme Court. One case deserves particular note due to the size and unique challenges. With approximately one week lead time, our court facilitated an election trial with more than 1,400 subpoenaed witnesses and in excess of 6,000 exhibits. Keith Kaplan, on the job for a little more than three months, masterfully organized the effort.

Under the supervision of **Wendy Thompson** and **Shannon Stulz**, more than **25 family, probate, and civil courtroom clerks, specialists, supervisors, and managers** helped by tagging and identifying more than 6,000 exhibits, working through lunch, staying late, and working Saturday.

I wanted to take this opportunity to bring to your attention to what you already know: Court personnel, security, administrators, and the **team of clerks are exceptional.**"

Following are all of the employees from the Clerk of the Court's Office that the judge listed to express her gratitude to for their amazing work. Also shown are photos that were taken during an employee appreciation luncheon of most the team members on the list. They are:

Courtroom Services Administrator **Debora Wells-Guevara**; Courtroom Services Managers **Leslie Wilkins, Linda Berger**; Courtroom Services Supervisors **Michele Martinez, April Cannon, Shannon Stulz, and Wendy Thompson**; Courtroom Services Leads **Carrie Montoya, Jennifer Escarcega**; Courtroom Services Specialists **Betty Lopez-Mori, Margaret Brickman**; Courtroom Clerks **Christina Mai (Trial Clerk), Daisy Arrieta (Exhibits Clerk during Trial), Cyntia Avena (Exhibits Clerk during Trial), Sherri Ortega (Bull Pen-Oath) Clerk, Toni De Raddo, Pamela Culp, Asha Parmar, Samantha Marx, Claire Vigil, Carrissa Martinez, McKenzie Moyer, June Moreno, Kathy Ballard, Gail Verbil, Ashley Aycock, Nancy Brandenburg, Christina Ramirez, Marian Corriveau, Lorraine Brown, Nancy Johnson, Susan Lucero, Lisa Smith, Roselle Smith, Jacquelyn Mauldin, Angie Durda, Diana Charbagi, Viviana Chavez Arambula, Lorrie Stogsdill, Sheryl Brown, Nancy Cardenas, April Covarrubio, and Amber Hatfield.**



CLERK CONNECTION

It is time to "bug-in" thinking about what costumes to select for the annual contests?



“Dress for success” takes on a new meaning in the Office on Wednesday, Oct. 31. On that day, the Office will conduct its **Annual Costume Contest** that allows employees to dress up in costume for the chance to see if they are successful in winning in one of the different costume categories. In addition to this contest,

employees will be able to submit photos of their pets in costume the following week for yet another chance of experiencing being dressed for success of a different kind. More details about both contests will be forthcoming via email.

College spirit brought out in special casual day



On Friday, Aug. 31, the Office held its annual “**College Colors Casual Day**” where employees were allowed to wear the college apparel of their choice. Several employees participated including (in photo 1 left to right) **Nikki Swiss, Adrienne Harvey, and Angela Orrala** at Southeast Adult, and (in photo 2 left to right) **Vonda Culp, Jen Ford, and Richelle Webb** at Northeast.



Update on this year's new online appointment service

In January 2018, the Office launched a new online service that allowed customers to choose a date, time, and location to purchase a marriage license or process a passport application. The locations for this new service were the Customer Service Center and the courts at Southeast, Northeast, and Northwest. In its first six months of operations, **5,422 reservations** were made.

The News Mix

A look at a few various news items

Interesting daily average Office statistics

- ▶ **36,291** pieces of paper are filed with the Office daily;
- ▶ **14,590** documents are processed;
- ▶ **\$486,175** in monies are processed;
- ▶ **9,304** transactions in the Cash Management System; and
- ▶ **7,340** minutes entries are distributed.



All in a day's work - Court Workshop results are in

Last month it was reported three Courtroom Services staff members (**Samantha Marx, Yoli Soliz,** and **Sarah Price**) assisted with the **Court's Child Support Arrest Warrant Workshop** held on Aug. 17. The workshop provided parties who owe support monies to come to the workshop, make at least one payment of their obligation, agree to participate in court services, and in turn the Court quashes their warrant. Following are the results of the workshop, which were not available at the deadline for August newsletter: **28 warrants** were quashed and **\$9,397 was collected** in purge payments, and 13 cases are being reviewed for Motions to Quash.

Take a step in participating in two walking activities



Maricopa County is calling the month of October as "Walktober." The reason for the name change is due to the fact they are sponsoring two walking activities during the month. The first activity is the 3.1 mile Durango Fun Run/Walk being held on October 25 at the Flood Control Trail, 2801 W. Durango St. Those who complete the event may have it count towards their wellness incentive.

The second activity the county is highlighting is its walking groups that meet weekly at various locations throughout the county. For more information about either "Walktober" event, you may view the [county EBC](#).

Looking back in September – Then and Now

THEN - In September 2000, the Office introduced a new service that allowed the public to file their documents with the Office 24 hours-a-day, seven days a week through the installation of a Filing Depository Box at the Central Court Building.

NOW - The Office has five external filing boxes and three internal filing boxes. At the end of this past fiscal year, the Office received a total of **36,781 external filings** and **46,376 internal filings**.

Special Spotlight

on the Supervisors/Managers team members

This Month: **Lori Fiscus**



Title: Human Resources Manager

Years with Office: Brand-spanking new. Started in April.

Something You Enjoy About Your Job: The HR team and everyone I've encountered has really made me feel a welcome part of the team.

What Are the Office Areas That You Oversee: Human Resources

Your First Job: Rollerskating waitress in Boulder, Colorado

Hometown: Niwot, Colorado

Something Memorable You Have Done: I visited Machu Picchu

Do You Have A Hobby or Favorite Activity: Hiking. I love being outside and I am looking forward to the cooler weather to get out

in Arizona. My favorite hikes have been the 14ers in Colorado (mountains over 14,000 feet high).

Best Vacation Spot: Belize. Love it!

Where Would You Like To Travel To Next: Ireland

Favorite Meal: I love wine, cheese, meats, and fruits. I could sit and enjoy that every day.

Favorite Sports Team or Sport: The Denver Broncos and Colorado Avalanche. I am a Colorado girl.

Favorite TV Show/Movie: My favorite movie is *The Sound of Music*. Not only is it a great movie, but it brings back a lot of childhood memories with my family.

Favorite TV Show When Growing Up: *The Love Boat*. So cheesy and so awesome at the same time.

If Given A Chance, What Would You Like To Be For A Day: I would love to live without fear. I've always wanted to go skydiving, but can't seem to get myself into the plane to jump.

Who Is Someone You Would Like To Meet: Lyle Lovett

What Is Something On Your Bucket List: To visit Fiji or Moorea and stay in one of the huts over the water. Being able to snorkel from the room would be amazing.

Nobody Would Believe It If They Knew...that I have completed one marathon and four half-marathons and I hate running, so I don't see many more in my future.

What Advice Do You Have For A New Clerk Employee: Ask questions and give yourself time to learn.

What Do You Like Most About the Office: The people

Do You Have A Favorite Quote: "It's about progress, not perfection."

What Is An Ability You Wish You Had: Flight. It would be so cool.

What Is Your Dream Car: 1969 Barracuda Convertible

Do You Have a Favorite Animal: I love cats, but can't have them.

Have You Ever Won Anything: I won a Wizard of Oz set from a spelling bee in 2nd grade. I think I'm due again.

What Is Your Favorite Fruit and/or Vegetable and Least Favorite: I love bananas, but don't like banana flavor. I do not like cauliflower.

Do You Have Any Hidden Talents: Yes...and they will stay hidden.

Who Would You Like To See in Concert? Garth Brooks and Led Zeppelin

Who Has Been The Most Influential Person In Your Life And Why: My dad. He taught me to expect more of myself.

What Do You Think Are Important Business Skills To Have: Know your audience, learn the art of crucial conversations, and communication skills.

The County Chronicle

News items from Maricopa County

It's back - camp one night, get other night free



Beginning Oct. 1, Maricopa County's Parks and Recreation Department is bringing back the **"Buy One, Get One"** campaign. The campaign allows park visitors, who pay the camping fee for one night or more at a desert mountain county park, to receive one night of equal or lesser value for free at any of the County's desert parks during that same stay.

To receive the free night, park visitors must contact the Parks Call Center at (602) 506-2930 Mon. through Fri. between 8 a.m. and 4 p.m. The promotion will be applied to stays booked between Oct. 1 and Nov. 10, 2017. The participating county parks are:

- 1) **Cave Creek Regional Park** - Located north of Phoenix, the campground has 38 individual developed campsites.
- 2) **McDowell Mountain Regional Park** - Nestled in the lower Verde River basin, this park has 76 developed campsites.
- 3) **Usery Mountain Regional Park** - Located on the Valley's east side, this park is at the western end of the Goldfield Mountains, adjacent to the Tonto National Forest. The park offers 74 individual developed campsites.
- 4) **White Tank Mountain Regional Park** - At nearly 30,000 acres, this is the largest regional park in Maricopa County. Most of the park is made up of the rugged and beautiful White Tank Mountains on the Valley's west side. The park offers 40 individual developed campsites.

List of most popular dog names in Maricopa County



Each year, a list is usually generated on the most popular baby names in the country. This year, Maricopa County's Animal Care and Control Department came out with its' own list – a list of the most popular dog names in Maricopa County. The top 10 are: 1) Bella 2) Max 3) Daisy 4) Lucy 5) Buddy 6) Molly 7) Charlie 8) Bailey 9) Sadie 10) Maggie.

If you are interested in adopting a pet, you may visit the Animal Care and Control website [here](#) to find out more details.

Free flu shots are available

Maricopa County employees, who are enrolled in a county-sponsored medical plan, can get a free flu shot at select in-network local area pharmacies or through your in-network healthcare provider through Oct. 31. Dependents of employees are also eligible for the shot. Bring your medical ID card to your appointment. More information is available by visiting the [County EBC](#).



The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

The following Clerk employees celebrate milestone anniversaries with the Office in September:

30 YEARS

Patricia Valenzuela

25 YEARS

Ruben Trejo

20 YEARS

Angela Orrala

10 YEARS

Marcelina Tarin

5 YEARS

Kelly Robinson, and Gina Vacanari

NEW EMPLOYEES

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

- **Courtroom Clerk - Ciara Slater, Lisa Frazee, Kritine Jesberger, Brenda Crawford, Jasmyne Acevedo, Alexandria Martinez, and Keleigh Cabral**
- **Customer Service Center Marriage Licenses and Passports - Leticia Garcia and Christie Tanori-Ochoa**
- **Customer Service Center Public Records Counter - Andrea Madrid**
- **Criminal Financial Obligations Unit - Grace Esquivel**
- **Family Support Services - Osvaldo Olivo and Alex Aguilar**
- **Juvenile Durango Courtroom Clerk - Analyce Gonzalez**
- **Northeast Filing Counter - Terra Le Moine and Sonya Sengthong**
- **Northwest Operations - Ashley Frausto**
- **Southeast Adult File Counter - Jodi Everett**
- **Southeast Adult Marriage Licenses and Passports - Gozal Atabaeva Coy**
- **Southeast Adult Docketing/EDM - Sara Barba**

EMPLOYEE MOVES

- **Gaile Raines** moved from the Downtown File Counter to work with the Probate Registrar where she will assist with informal probates, work on Court Administration reports, conduct training, and handle any escalated customer issues.



- **Annette Young** was promoted to Court Operations Specialist at the Downtown eFile Department.
- **Lucia Avena** transferred from Durango Juvenile Operations to become a courtroom clerk at the same location.

Special Features

Where in the world has the Record Times been?



The newsletter and employee are in a happy place

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 in New York City. This month, it is seen with an employee in another major city in the world.

Pictured above is Courtroom Services Supervisor **Wendy Thompson**, who posed with the newsletter while she was at the Disney theme park in Tokyo, Japan. Wendy said the theme park was celebrating its 35th Anniversary.

You may submit a photo of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format); **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.



Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured on the left).

TIMES Gone By - Results

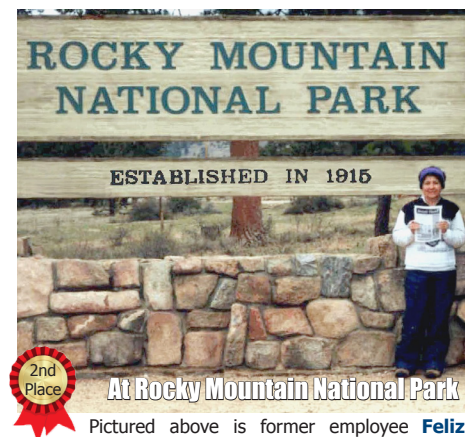
Not long ago, weekly Office emails titled "**Times Gone By**," were sent showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their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

Top 2 All-Time Pics 1998 - 2017

NATIONAL PARK CATEGORY



Pictured above is former employee Merriel Reynolds. The photo was printed in 2010.



Pictured above is former employee **Feliz Gorny**. The photo was printed in 2008.