

**JUDICIAL BRANCH OF ARIZONA
IN MARICOPA COUNTY**

**SUPERIOR and JUSTICE COURTS
ADULT and JUVENILE PROBATION**



***ANNUAL
STATISTICAL
REPORT***

FISCAL YEAR 2009

July 1, 2008 - June 30, 2009

**Office of the Presiding Judge
Office of the Court Administrator**

www.superiorcourt.maricopa.gov

Judicial Branch In Maricopa County

Fiscal Year 2009 set in motion many significant changes to the Judicial Branch in Maricopa County. This edition of the Annual Statistical Report (July 2008 – June 2009) illustrates and details operational data within the court family including the Superior Court, Justice Courts, and Adult and Juvenile Probation Departments. In addition, the Report provides particulars regarding a host of significant court programs and services considered to be essential to the citizens of Maricopa County. In its effort to maintain the highest level of services attainable, Judicial Branch leadership remains committed to an efficient and sustained delivery of all court programs.

The economic downturn that culminated in an unusually severe national recession in 2009 resulted in deep cuts to the Judicial Branch budget. While virtually every facet of the Court's budget was affected its primary asset, personnel resources, were reduced in excess of 400 positions. Most of the budget cuts became effective late in the fiscal year as the court and probation departments were required to balance a budget going into FY2010 with approximately 12 percent reductions. The Judicial Branch was successful in generating revenues through proposed fee increases that offset some reductions.

Overall, the Superior Court of Maricopa County experienced an unprecedented 12 percent growth in total case filings in fiscal year 2009. The majority of this increase was experienced in the Civil department and again, the cause and source can be traced directly to the economy as exemplified by the 34% increase in new cases, mostly from forcible detainer filings.

Two new Justice Court precincts were added as of January, 2009. The additional courts come on line at a time when the caseload for photo enforcement contributed more than 279,500 new cases beginning in November, 2008. The full workload impact on resources is yet to be completely realized.

The recently constructed Regional Court Center and trial courtrooms in the basement of the Central Court Building provide greatly needed space and a sense of dignity for staff along with requisite enhancements for attorney-client interaction, inmate transportation and general security. Early dispositions in these high-volume criminal calendar court divisions led to resolution of more than 11,000 cases in FY09.

Construction on the Criminal Tower began in earnest during the Fiscal Year '09 period and the completion of the project will make available critically needed courtroom space in 2012. The provision for additional courtrooms has been recognized as a genuine solution that will provide benefits for county departments, stakeholders that provide supportive functions relative to the judicial branch, and in virtually every department of the court.

We offer our appreciation to the Arizona Supreme Court, State Legislature, the Maricopa County Board of Supervisors and County Management for their continued and valued support of our courts.

Respectfully submitted,



Barbara Rodriguez Mundell
Presiding Judge



Marcus W. Reinkensmeyer
Court Administrator

TABLE OF CONTENTS

I. Fiscal Year 2009 Summary

Superior Court

CASE FILINGS BY DEPARTMENT, FY 2009	i
CASE FILINGS BY DEPARTMENT, FY 2005 – FY 2009	ii
TOTAL ANNUAL CASE FILINGS BY DEPARTMENT	iii
NEW FELONY CASE FILINGS	iv

Justice Courts

NEW FILINGS BY CASE TYPE, FY 2009	v
NEW FILINGS BY CASE TYPE, FY 2005 – FY 2009	vi
TOTAL ANNUAL NEW FILINGS BY CASE TYPE	vii
Maricopa County Justice Courts	1

II. Probation Departments

Adult Probation Department.....	5
Juvenile Probation Department.....	11

III. Departments of the Superior Court

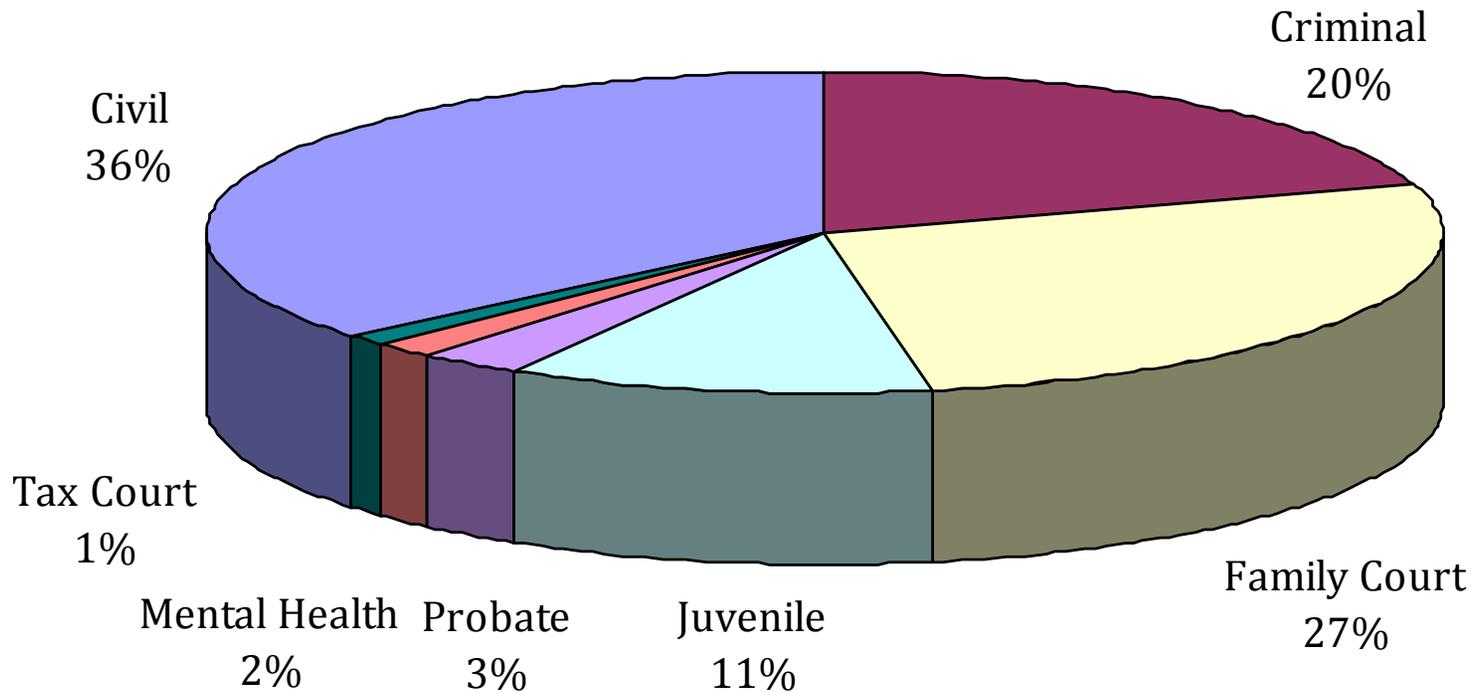
Criminal Department.....	17
Civil Department.....	20
Arizona Tax Court.....	22
Probate and Mental Health.....	23
Alternative Dispute Resolution (ADR)	26
Family Court	28
Family Court Conciliation Services	31
Juvenile Court.....	33
Southeast Regional Court.....	38
Northwest Regional Court	39
Northeast Regional Court.....	40

IV. Support Services

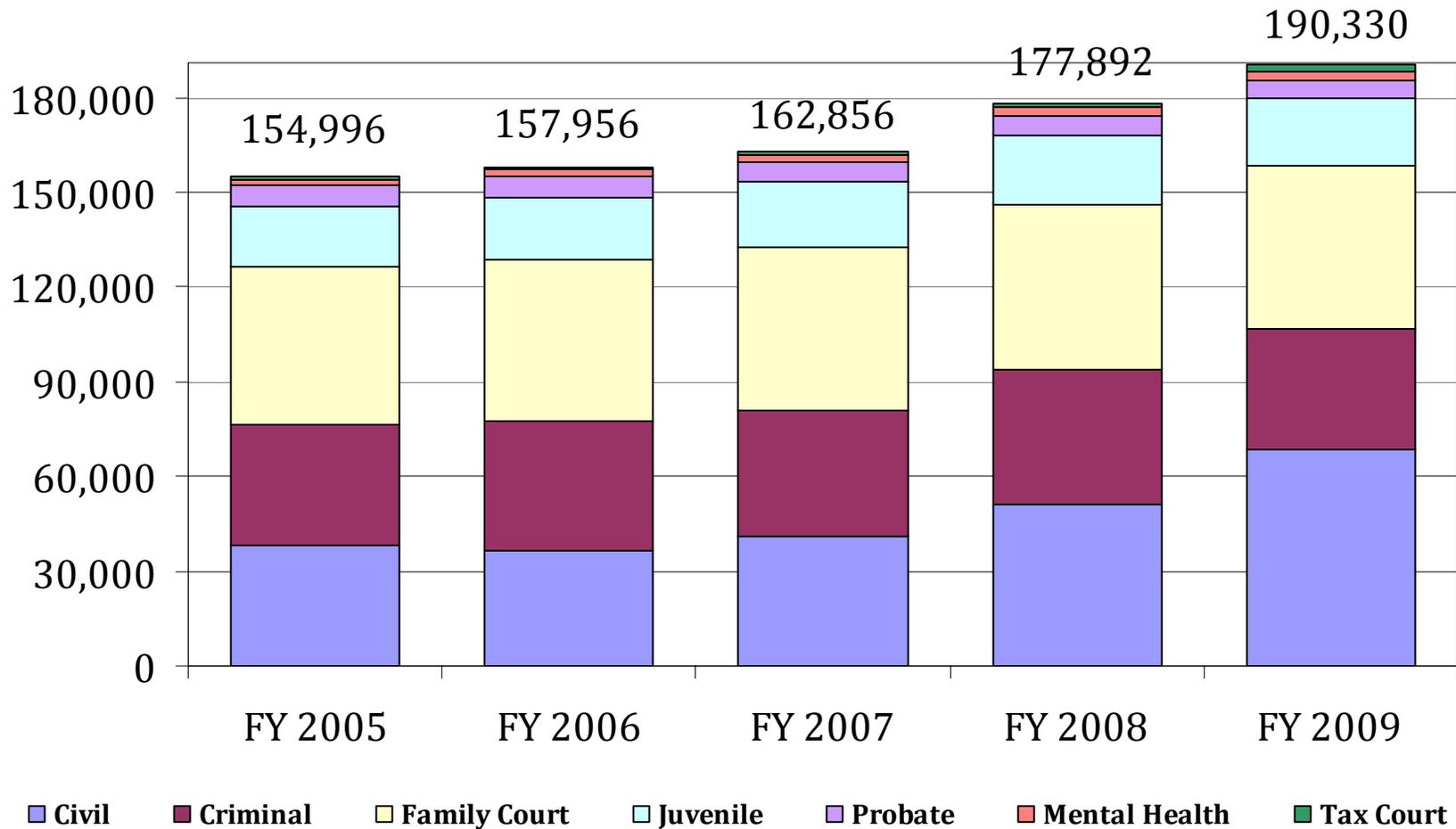
Public Access to Court Services	41
Media Relations and Community Outreach	43
Law Library	45
Office of the Jury Commissioner.....	48
Court Technology Services (CTS)	51
Court Interpretation and Translation Services (CITS)	55
Court Security Department	57
Human Resources and Administrative Services	58

SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2009

Total Filings = 190,330



SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2005 – FY 2009



SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

TOTAL ANNUAL CASE FILINGS BY DEPARTMENT

FY 2005 – FY 2009

<u>COURT DEPARTMENT</u>	<u>FY 2005</u>	<u>%</u>	<u>FY 2006</u>	<u>%</u>	<u>FY 2007</u>	<u>%</u>	<u>FY 2008</u>	<u>%</u>	<u>FY 2009</u>	<u>%</u>
Civil ¹	38,016	24.5%	36,691	23.2%	40,746	25.0%	51,191	28.8%	68,649	36.1%
Criminal ²	38,605	24.9%	40,928	25.9%	40,096	24.6%	42,611	24.0%	38,266	20.1%
Family Court ³	49,918	32.2%	50,878	32.2%	51,505	31.6%	52,028	29.2%	51,442	27.0%
Juvenile ⁴	18,825	12.1%	19,675	12.5%	21,171	13.0%	23,391	12.6%	21,325	11.2%
Probate	6,624	4.3%	6,758	4.3%	6,140	3.8%	5,997	3.4%	5,568	2.9%
Mental Health	1,994	1.3%	2,261	1.4%	2,282	1.4%	2,543	1.4%	3,091	1.6%
Tax Court	1,014	0.7%	765	0.5%	916	0.6%	1,131	0.6%	1,989	1.0%
Annual Totals	154,996	100%	157,956	100%	162,856	100%	177,892	100%	190,330	100%

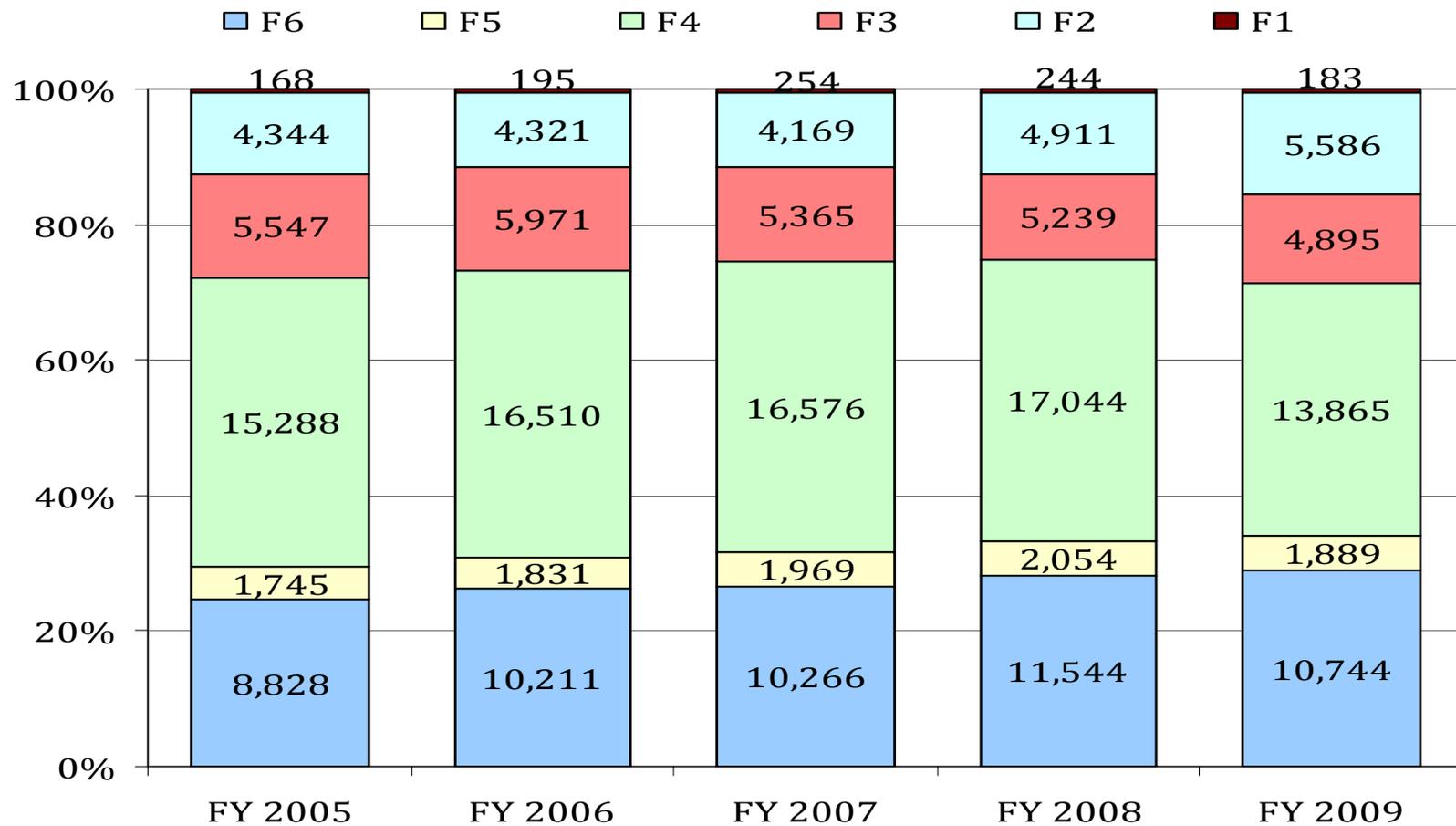
¹ Includes Lower Court Appeals cases.

² Includes Post-Conviction Relief cases.

³ Includes Subsequent Filings.

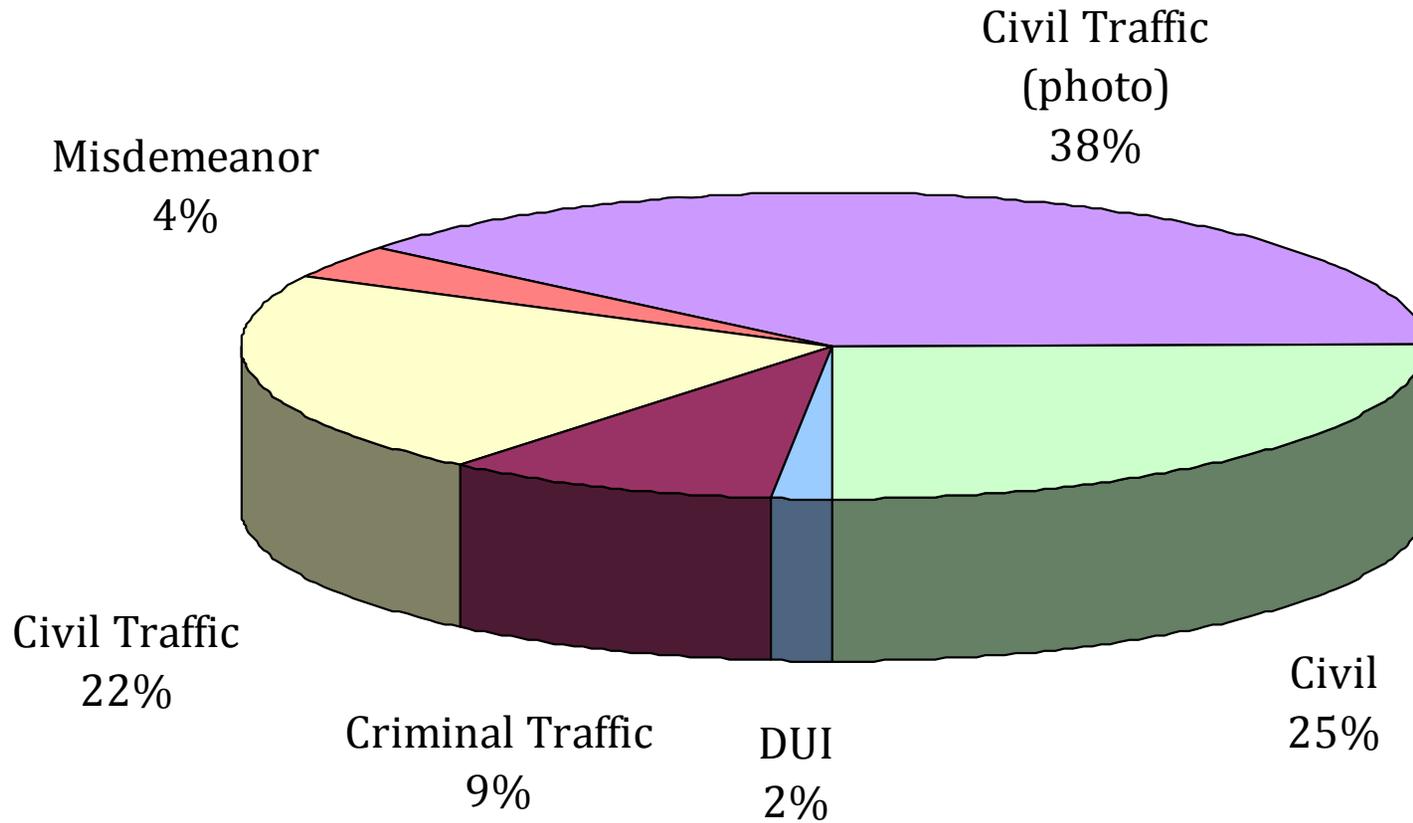
⁴ Includes Guardianship and exclude non-petition matters.

SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY NEW FELONY CASE FILINGS BY CLASS AND FISCAL YEAR

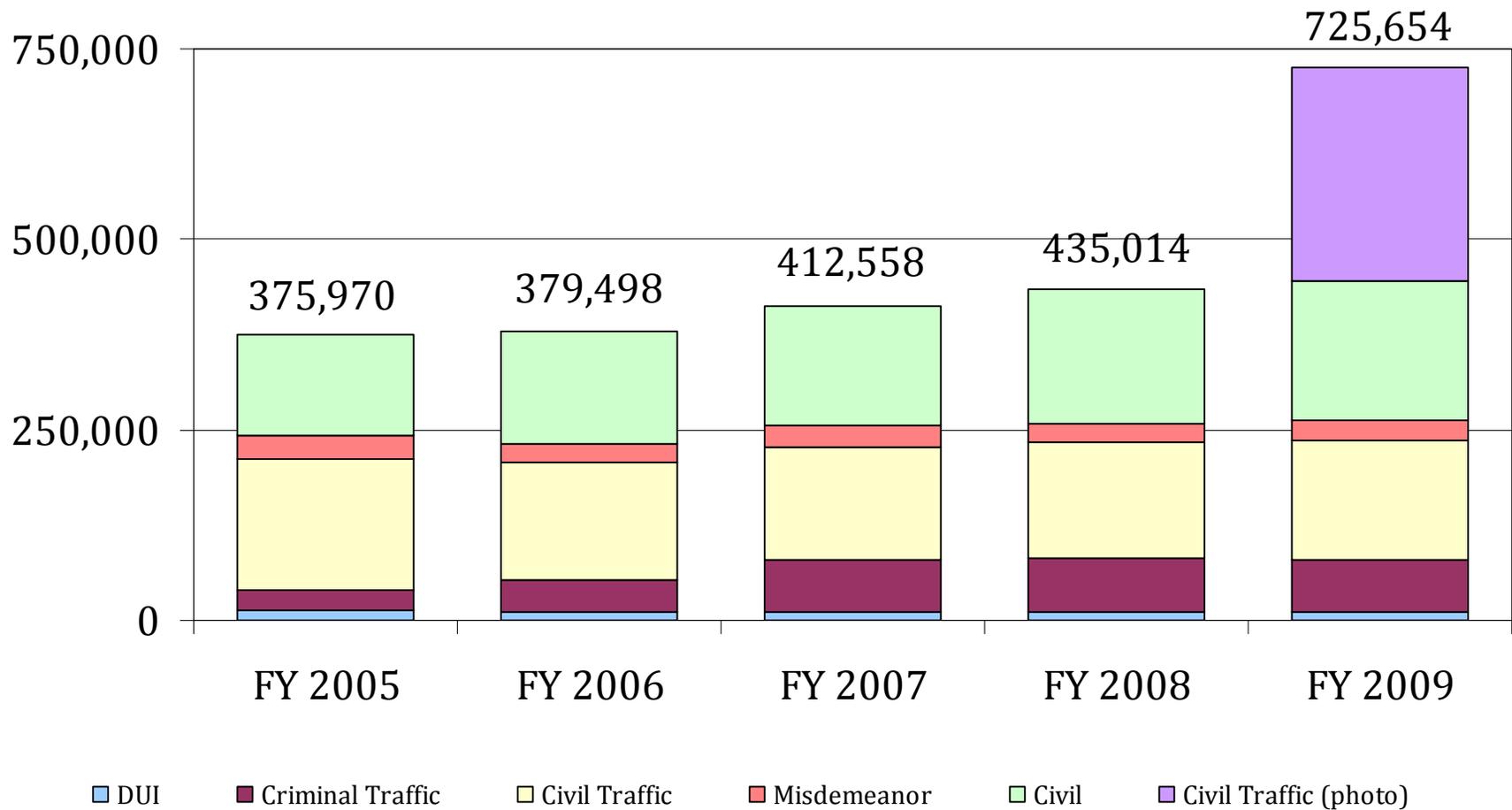


MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2009

Total Filings = 725,654



MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2005 – FY 2009



MARICOPA COUNTY JUSTICE COURTS

TOTAL ANNUAL NEW FILINGS BY CASE TYPE

FY 2005 – FY 2009

<u>CASE TYPE</u>	<u>FY 2005</u>	<u>%</u>	<u>FY 2006</u>	<u>%</u>	<u>FY 2007</u>	<u>%</u>	<u>FY 2008</u>	<u>%</u>	<u>FY 2009</u>	<u>%</u>
DUI	12,280	3.3%	13,653	3.1%	11,968	2.9%	11,552	2.7%	11,933	1.6%
Criminal Traffic	27,018	7.2%	41,896	11.0%	67,357	16.3%	69,834	16.1%	66,603	9.2%
Civil Traffic	171,476	45.6%	153,887	40.6%	148,642	36.0%	152,729	35.0%	158,241	21.8%
Misdemeanor	30,969	8.2%	24,624	6.5%	26,900	6.5%	24,275	5.6%	25,792	3.6%
Civil Traffic (photo) ⁵	0	0.0%	0	0.0%	0	0.0%	0	0.0%	279,508	38.5%
Civil	134,224	35.7%	147,438	38.9%	157,691	38.2%	176,624	40.6%	183,577	25.3%
Annual Totals	375,970	100%	379,498	100%	412,558	100%	435,014	100%	725,654	100%

⁵ In November 2008, Civil Traffic (photo enforcement) violations began filing into the Justice Courts.

Maricopa County Justice Courts

Fiscal Year 2009 Highlights

- **Statewide Photo Enforcement Program and Workload.**

While FY09 was a record setting year for the Maricopa County Justice Courts, with new case filings totaling 445,608 and revenue collections of nearly \$53M, new photo enforcement citations for speeding added another 279,508 filings in Civil Traffic cases. This new state-wide program began in the fall of 2008 with the installation and use of a significant number of stationary speed cameras, and mobile van-mounted speed cameras, throughout the freeway system in Maricopa County. This enormous increase in citation workload for many already over-burdened Justice Courts has significantly strained the justice system. In addition, the courts do not currently share in any revenues generated by these photo enforcement citations, so the State of Arizona and the private sector camera operator are the only financial benefactors from these newly generated revenues. The Justice Courts are currently reviewing the program to determine how best to allocate scarce resources within the courts to better handle this new and very significant workload issue.

- **Professional Standards Committee.**

To date, several key internal administrative policies and professional standards have been ratified by the Professional Standards Committee, such as adopting Human Resource Policies reflecting the current economic times, and community involvement with the Justice Courts and services provided. The Committee continues to work on addressing Justice Courts Practices and the needs of their employees and the public to ensure excellence, and has gained statewide and national recognition for their efforts. Two additional committees, the Technology Committee and the Career Development Committee, also continue their work in addressing current needs in the Justice Courts.

- **F.A.R.E. (Fines/Fees and Restitution Enforcement).**

Over the past 12 months, administrative staff has worked closely with Court Technology Services, on further implementation of F.A.R.E. – the statewide public/private collections and order enforcement program hosted through the Administrative Office of the Courts. The Encanto and Arcadia-Biltmore Justice Courts joined F.A.R.E. in May as part of a small “pioneer” group of limited jurisdiction courts. The remaining Maricopa County Justice Courts expect to implement F.A.R.E. by the end of January 2010. Some of the important contributions of this program include: 1) compliance with and respect for Court Orders and the Law, 2) enhanced customer service, 3) increased revenues, 4) consistency and uniformity in case processing, and 5) efficiencies to help reduce routine, non-judicial functions for court staff.

Maricopa County Justice Courts

Future Fiscal Year 2010 Projects

- Electronic Filings (*E-Filing*) will soon become a reality in the Maricopa County Justice Courts. In partnership with the Administrative Office of the Courts, the Justice Courts will choose a vendor for an Electronic Data Management System in the fall of 2009, and begin the complex process of eliminating paper court filings and documents, which will ultimately convert all court papers to an electronic format.

Maricopa County Justice Courts

Justice Court Case Activity, FY 2008 – FY 2009

New Case Filings

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
DUI	11,552	11,933	3.3%
Serious Traffic	1,704	1,847	8.4%
Other Criminal Traffic (includes FTA)	68,130	64,756	-5.0%
TOTAL CRIMINAL TRAFFIC	81,386	78,536	-3.5%
TOTAL CIVIL TRAFFIC	152,729	158,241	3.6%
Misdemeanor	20,560	22,664	10.2%
Misdemeanor FTA	3,715	3,128	-15.8%
TOTAL MISDEMEANOR	24,275	25,792	6.2%
Small Claims	16,520	16,060	-2.8%
Forcible Detainer	80,764	73,587	-8.9%
Other Civil/Non-Criminal Parking	70,151	86,385	23.1%
Orders of Protection	4,945	3,697	-25.2%
Injunctions Against Harassment	4,974	3,848	-22.6%
TOTAL CIVIL	177,354	183,577	3.5%
TOTAL NEW CASE FILINGS	435,744	446,146	2.4%
Civil Traffic (photo enforcement)		279,508 ⁶	
TOTAL NEW CASE FILINGS (with PE)	435,744	725,654	66.5%

TRIALS COMMENCED

	FY 2008 ⁷ <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Criminal Traffic (Non-Jury)	789	286	-63.8%
Criminal Traffic (Jury)	40	63	57.5%
Misdemeanor (Non-Jury)	1,359	775	-43.0%
Misdemeanor (Jury)	16	25	56.3%
Civil (Non-Jury)	2,563	2,565	0.0%
Civil (Jury)	24	32	33.3%
TOTAL NON-JURY TRIALS	4,711	3,626	-23.0%
TOTAL JURY TRIALS	80	120	50.0%

⁶ Civil Traffic (photo enforcement) began in November 2008.

⁷ FY 2008 totals for Trials Commenced have been revised.

Maricopa County Justice Courts

Justice Court Case Activity, FY 2008 – FY 2009

Total Cases Terminated

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	<i>FY08 - FY09 % Change</i>
DUI	10,080	11,037	9.5%
Serious Traffic	1,556	1,644	5.7%
Other Criminal Traffic (includes FTA)	70,337	66,939	-4.8%
TOTAL CRIMINAL TRAFFIC	81,973	79,620	-2.9%
TOTAL CIVIL TRAFFIC	156,853	169,367	8.0%
Misdemeanor	16,856	17,518	3.9%
Misdemeanor FTA	2,794	2,583	-7.6%
TOTAL MISDEMEANOR	19,650	20,101	2.3%
Small Claims	12,594	23,853	89.4%
Forcible Detainer	82,825	74,336	-10.2%
Other Civil/Non-Criminal Parking	56,165	80,607	43.5%
Orders of Protection Issued	4,811	3,628	-24.6%
Orders of Protection Denied	134	69	-48.5%
Injunctions Against Harassment Issued	4,973	3,848	-22.6%
Injunctions Against Harassment Denied	1	0	0.0%
TOTAL CIVIL	161,503	186,341	15.4%
TOTAL CASE TERMINATIONS	419,979	455,429	8.4%
Civil Traffic (photo enforcement)		69,763	
TOTAL TERMINATIONS (with PE)	419,979	525,192	25.1%

OTHER PROCEEDINGS

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	<i>FY08 - FY09 % Change</i>
Small Claims Hearings/Defaults	3,243	3,167	-2.3%
Civil Traffic Hearings	32,151	38,465	19.6%
Order of Protection/IAH Hearings	1,773	1,111	-37.3%
Search Warrants Issued	2,357	1,339	-43.2%

Adult Probation Department

Crime Reduction – FY 2009

- ***Effective Correctional Management of Offenders in the Community Project through Evidence-based Practices:*** The Crime and Justice Institute announced that the Department was one of two agencies chosen nationally to participate in the Implementing *Effective Correctional Management of Offenders in the Community Project*. The Department has been working on this two-year project with the National Institute of Corrections and the Crime and Justice Institute. The goal of the project is to assist agencies which have implemented an evidence-based practice initiative and to further advance the integrated model endorsed by the National Institute of Corrections. This initiative combines the use of evidence-based principles, collaboration and organizational development. During the past year, the Department had the opportunity to begin reviewing the results of assessments conducted to measure the organizational climate. As a result, the Department is utilizing the technical support from the grant to engage mid-managers in the decision-making process and improve the communication flow.

- ***Quality Assistance Supervisors:*** The Quality Assurance Team (QA) has remained focused on enhancing long-term support for evidenced-based practices (EBP) within the organizational culture of the Department. Since being placed in their positions in August 2007, the QA Team has remained steadfast in their efforts to engage the Department in the practice of the first three concepts of EBP: assessments, motivation, and intervention. In addition to developing and presenting trainings throughout the Department on those concepts, the team has trained others within the Department to guide their colleagues in putting EBP into practice.

- ***85041 Legacy Project:*** In partnership with the Arizona Department of Corrections and the Department of Economic Security, a collaborative model of supervision was developed for the South Phoenix area, specifically the 85041 zip code. Throughout the year, the Legacy/85041 model continued to address the high recidivism rate within this geographic area. Efforts have redefined the transition of prison releases to probation, implemented new programming for county jail releases, offered new field supervision strategies, and allowed for all partners to participate in a comprehensive training plan for evidence-based practice implementation.

- ***Domestic Violence Officers Assist Victims:*** The unit's victim-based supervision approach contributed to officers making 1,019 victim contacts and 130 victim referrals to services in the community. A joint grant with the Chrysalis Shelter provides two full-time victim advocates that attend weekly Domestic Violence (DV) Court to assist victims with the court process. Additionally, the advocates offer services, individual counseling and tools for empowerment to the victims.

Adult Probation Department

- ***Adult Probation Partners with Sunnyslope Community:*** The goal of this Department of Justice funded grant was to "weed" out problems within the community and "seed" the area with pro-social programs and activities. Grant participants included John C Lincoln Hospital, various public schools within the Sunnyslope Community, the City of Phoenix Prosecutor's Office, the Phoenix Police Department, the Adult Probation Department, the Sunnyslope Village Alliance, and several other community members from the Sunnyslope Area. This program was thought to bring very positive results to the Sunnyslope community and the outcome was considered a success.
- ***Global Positioning Monitoring:*** The statutorily-mandated Global Positioning Monitoring (GPS) for any person convicted of a Dangerous Crime Against Children after November 1, 2006, continues to be imposed for the duration of the individual's probation grant. Along with three GPS monitoring analysts, the Adult Probation Department's Communications Center staff have assisted in managing a 24/7 operation in order to adequately monitor and respond to the increasing number of violation alerts due to an increasing number of cases monitored on GPS.
- ***Installation of X-ray Machines:*** Following the results of a safety audit conducted in all probation offices in the county, new office security procedures remain in effect. Modifications to several buildings are completed and provide secure interview space for officers and improve the security layout at individual facilities. The magnetometers, manned by Court Security, have been extremely effective in preventing weapons from entering our facilities. Two of our largest Regional offices have had x-ray machines installed to assist with the detection of weapons and prohibited items.
- ***Fugitive Apprehension Round Up:*** The fugitive unit has regular ongoing round-ups with DPS Violent Criminal Apprehension Team, Phoenix Police Fugitive Apprehension Unit, Glendale P.D., U.S. Marshals, and MCSO / H.I.D.T.A Meth Lab Task Force. Round-ups for specific crimes such as Domestic Violence and Sex offenders have also been conducted with various agencies. One officer was assigned to work with the U.S. Marshal's Child Predator Unit and 4 officers were assigned to work with the U.S. Marshal's Arizona Wanted Unit. All sex offender cases are tracked by level and various agencies are used to assist in apprehending them.

Adult Probation Department

- ***Work Furlough's Stripes to Solids Initiative – Jump Start Program:*** As a component of the new Adult Probation Department's Stripes to Solids Jail Transition initiative, a new Work Furlough program called Jump Start was developed and implemented in mid-November 2008. Through collaboration with Maricopa Workforce Connection, probationers without a job are placed into Jump Start and released from jail to attend 3 days of free workshops to better prepare them for employment and eventual careers. These workshops provide training for job readiness and include: filling out applications, how to apply on-line for jobs, how to find jobs, better communication skills, interview techniques, and completing a resume.

Customer Satisfaction and Continued Growth

- ***Maricopa County Customer Satisfaction Surveys:*** Conducted in FY09, the county survey found that three out of four homes surveyed indicated they were satisfied with the services provided by Maricopa County Adult Probation.
- ***Community Partners Survey:*** A survey conducted in FY09 showed an 81% satisfaction rating of respondents who were satisfied with their organizations' interaction with the Adult Probation Department. In addition, a 77% satisfaction rating was reported for those that felt APD responded to their organization's needs in a timely manner and 89% felt that APD treated their staff with dignity and respect.
- ***MCAPD Embraces National Branding:*** Maricopa County Adult Probation began utilizing the brand, "*A Force for Positive Change.*" The field of Community Corrections – probation and parole officers and other critical support services – is doing work that makes a critical difference in the safety of our communities and society. Adult Probation provides supervision and treatment resources to protect and help people, families, and communities address the issues and problems that drive crime.
- ***MCAPD Restitution Program:*** Community Restitution Program (CRP) staff initiates, coordinates and supervises well over 300 work projects throughout Maricopa County on a monthly basis. Partnerships exist with over 1,200 not-for-profit and government agencies, providing probationers the opportunity to complete their court ordered obligation. On an annual basis, adult probationers complete approximately 600,000 hours of community service. Based on a comparative market analysis rate, this represents a savings in excess of \$6 million to the citizens of Maricopa County.

Adult Probation Department

Achievements and Awards FY 2009

- ***Showcase in Excellence awarded to SMI Supervision Program:*** Maricopa County Adult Probation was selected for a Showcase in Excellence award from the Arizona Quality Alliance (AQA) for our SMI Supervision Program. The application process consisted of a written submission as well as a half-day site visit by a team of examiners. The AQA award program annually recognizes Arizona organizations for their performance excellence and includes awards for entire organizations (the State Quality Award) and for specific organizational processes (Showcase in Excellence Award).

Garfield Probation Service Center receives Partnership Award: The Garfield Probation Service Center, received the City of Phoenix Neighborhood Services Department's Partnership Award. Staffs were honored for their commitment to blight eradication specifically and in general, for making the Garfield neighborhood a better place to live. The nomination noted their unwavering support of the Inspector by organizing and supervising probationer work crews to cut vegetation in rights of way, clean alleys and provide assistance to elderly and handicapped neighbors struggling to keep their properties within code compliance.

- ***Financial Compliance Program wins National Honor:*** The American Probation and Parole Association (APPA) selected MCAPD's Financial Compliance Program to receive the 2008 APPA President's Award. This prestigious national honor recognizes the Financial Compliance Program as an exemplary community corrections program which serves to advance the knowledge, effectiveness and integrity of the criminal justice system. With this award, APPA seeks to recognize visionary organizations that have exemplified the management and innovations necessary to lead community corrections into the next decade.
- ***NACo Achievement Award – Special Incident Reporting:*** Maricopa County Adult Probation received a 2009 NACo Achievement Award from the National Association of Counties for *Special Incident Reporting: A Management Tool for Staff Safety*. The national awards recognize unique, innovative county programs. It is rare to find a community corrections agency that collects special incidents data and produces special incidents reports to guide decisions essential to staff safety and security. MCAPD collects special incidents data, produces quarterly and annual special incidents reports, and utilizes the information in management decision-making. Knowledge from the reports, and discussions with staff, led to policy changes, new trainings, equipment additions and enhancements, new office procedures, architectural changes, and the addition of court security officers at probation offices. Credible data helped managers secure support from court and county managers in order to implement safety enhancements.

Adult Probation Department

- ***MCAPD L.E.A.R.N. Recognized for Excellence:*** Maricopa County Adult Probation Department's Education Program won the Administrative Office of the Court's 2009 Literacy Education and Resource Network (L.E.A.R.N.) Lab of the Year Award. The Department previously won this award in 2006. MCAPD has initiated some of the best innovative and creative educational programming in the state. Contributing to this success is the support of the community and local judiciary. Because of the efforts of the community and local judiciary, many educational services and scholarships have been made available to MCAPD students that otherwise would not be accessible. Approximately 2,100 students are expected to receive classes and instruction by the end of the year.
- ***Adult Probation Officer Awarded the "Arizona Black Law Enforcement Employee Officer of the Year":*** The Adult Probation Department is proud to announce that Gloria Washington has been selected as the recipient of the 2009 Officer of the Year Award by the Arizona Black Law Enforcement Employees. Gloria goes out of her way to help co-workers who may need assistance. Her willingness to go the extra mile has earned her admiration and respect amongst her family and peers. Gloria has been known to devote herself in a variety of activities beyond the normal scope of her duties. In the 1970s she helped to form Just Us, a group that provided unity and support for black law enforcement officers. Gloria currently participates in the Adult and Juvenile Probation Diversity Council, the Arizona Probation Officer's Association and the Maricopa County African American Knowledge Network.

Adult Probation Department

Adult Probation Selected Operational Statistics, FY 2009 Standard and Intensive

ACTIVE PROBATIONERS (as of 6/30/09)	TOTAL
	30,666
<hr/>	
<u>Standard Probation Total</u>	22,353
<i>Standard Probation (Regular)</i>	17,992
<i>Specialized Caseloads ^(a)</i>	3,030
<i>Interstate Compact</i>	676
<i>Custody Management & Work Furlough</i>	837
<u>Intensive Probation Total</u>	968
<u>Compliance Monitoring ^(b)</u>	7,261

^(a) Specialized Caseloads include Sex Offenders (1,666), Domestic Violence (630), Seriously Mentally Ill (563), and Transferred Youth (171).

^(b) Compliance Monitoring includes Minimum Risk Supervision (MARS) and Unsupervised.

Source: Maricopa County Adult Probation Annual Report – Reporting Period: FY2009.

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09</i> <u>% Change</u>
PRETRIAL SERVICES			
<i>Rate of Successful Completion of Release conditions</i>	82.1%	86.9%	4.8%

	<u>TOTAL</u>	<u>CLOSED</u>	<u>% CLOSED</u>
WARRANTS			
<i>New in FY09 only</i>	6,353	4,776	75.0%

FY2009 PERFORMANCE			<i>FY08 - FY09</i>
OUTCOME MEASURES	<u>FY 2008</u>	<u>FY 2009</u>	<u>% Change</u>
<i>Rate of Successful Completions</i>	65.5%	72.9%	7.4%
<i>Rate of Revocations to Prison</i>	28.4%	25.4%	-3.0%

ADDITIONAL PROBATION DEPARTMENT ACTIVITY

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09</i> <u>% Change</u>
	<u>Totals</u>	<u>Totals</u>	
PRESENTENCE REPORTS	21,188	19,178	-9.4%
COMMUNITY SERVICE HOURS	517,816	586,723	13.3%
<i>Collections:</i>			
<i>Reimbursement</i>	\$247,132	\$178,950	-27.6%
<i>Restitution</i>	\$9,093,677	\$8,788,218	-3.4%
<i>Fines/Surcharges</i>	\$9,236,115	\$9,438,982	2.2%
<i>Probation Fees</i>	\$9,606,347	\$8,827,513	-8.1%
<i>Taxes Paid</i>	\$1,407,501	\$851,348	-39.5%
TOTAL COLLECTIONS	\$29,590,772	\$28,690,912	-3.0%

Juvenile Probation Department

The Juvenile Probation Department supervises youth placed on probation by Juvenile Court and manages two detention facilities with a 376 bed capacity and a functional (staffing) capacity of 340. In addition, the Department administers community-based prevention programs, formal diversion in collaboration with the Maricopa County Attorney and Community Justice Centers and Communities as an extension of restorative justice.

Detention – Durango and Southeast

- ***Alternatives to Detention:*** The Department has begun using an all Electronic Monitoring program as a way to monitor youth living in the community. Electronic monitoring of youth is completed by using a traditional Radio-Frequency monitoring system (JEM), which detects whether a youth is home during established curfew hours, and the new Global Positioning Satellite (GPS) units. The GPS units provide the Court with additional information regarding compliance with the court’s orders. The unit is able to monitor youth in multiple locations which allows for tracking if a youth attends school, court ordered treatment programs, or employment.
- ***Residential Respite Alternative:*** The department offers short-term (under 30 days) residential respite programs to youth as an alternative to being detained. Three contracted providers provide services and support to youth and their families so that youth can transition home at the end of the 30 days. The department provided respite services to 263 youth (172 Males and 91 Females) during the year, which helped to reduce the census at both detention facilities.
- ***Parenting Program:*** Detained youth who are parents of children continue to be offered parenting and child care education through the grant funded HOPE (Helping Other with Parenting Education) program. The program offers youth the opportunity to wear an empathy belly (if not already pregnant) and be assigned their own “child” (Real Care baby) to care for overnight.
- ***GED Testing:*** The Detention facilities have provided GED study and testing services to eligible detained youth. Through this program, 57 youth obtained their GED certificate from July 1, 2008 to June 30, 2009.
- ***Evidence-Based Programming:*** The Department continues to move towards Evidence Based Programming. Several detention staff recently received training in Aggression Replacement Training (ART), which is a proven intervention designed to alter the behavior of aggressive youth, reduce anti-social behaviors, and offer an alternative of pro-social skills.
- ***New Behavior Management System:*** Detention services transitioned into a new Behavior Management system based on Character Counts! The system encourages detained youth to maintain positive behaviors based on the CC! Pillars of Trustworthiness, Respect, Responsibility, Fairness, Caring and Citizenship.

Juvenile Probation Department

Collaboration with Community Partners

- ***Disproportionate Minority Contact:*** The Department collaborated with Juvenile Court to organize a conference regarding African-American youth and their involvement and over-representation in both the Juvenile Justice and Child Welfare systems. The event was co-sponsored by Casey Family Foundation and was well attended by stakeholders in the community, as well as families and youth affected by these issues. In addition, the Department continues to provide training and educational opportunities in the areas of diversity, DMC (Disproportionate Minority Contact), DOCC (Disparate Outcomes for Children of Color), and Evidence Based Practices.
- ***Accountability:*** The Juvenile Community Offender Restitution and Public Service Program (JCORPS) was very active in FY09. JCORPS achieved its goal of completing 12 community Graffiti Abatement workshops and projects during fiscal year 2009. During the fiscal year, JCORPS served 5,148 youth through the Unpaid Community Restitution (UCR) and Paid Victim Restitution (PVR) Programs. This is a 10% decrease from last year's report. It should be noted that these numbers were generated with JCORPS operating with less than 50% of the crew leaders. Comparing the FY09 year report to that of FY08 reflects a decrease of 13% in "kid hours" (25,866 hours completed), a 13% decrease in "Value of work to the community" (\$129,330.00) and an increase of 31% in Paid Victim Restitution (total paid \$23,350.92). Again, numbers were still impressive considering the number of staff vacancies with which JCORPS operated.
- ***Sunnyslope:*** The probation officers at the Sunnyslope office have formed a partnership with the Desert Mission, a part of the John C. Lincoln Health Network. Desert Mission was established as a food bank in 1927 which services individuals and families struggling to meet their basic needs in the area of North Phoenix. The Sunnyslope office is now set up as a collection site for donations to the various programs. Officers also refer clients to the program as the need arises.
- ***Community Justice Panels:*** Throughout FY09, the department utilized more than 50 volunteers per month, and operated more than 25 Community Justice panels per month in more than 20 locations. Community Justice Panels are an alternative way to handle Diversion eligible cases. The Panels are made up of local community members who employ the principles of Restorative Justice by focusing on accountability (by assigning consequences) and repairing harm to the community (because the panels are held in the youth's community).

Juvenile Probation Department

- **Teen Court:** Throughout FY09, the department continued to partner with the Valley of the Sun YMCA to operate Court and School based Teen Courts, and offer two different models of the program. The first model is the “Traditional Court Room” model. Student volunteers act as the attorneys, clerks, bailiffs, jury foreperson, victim advocate and the jury. In some courts, they even act as the judge. The second model of Teen Court is the “Peer Jury” or “Grand Jury” model. In this model, there is a jury foreperson, bailiff, presenting attorney, and victim advocate. Under this model, student volunteers question the youth directly about the referral and other pertinent information. Consequences can include unpaid community restitution, educational classes, essays, apology letters, jury duties and other services tailored to the defendant. The department operated, on average, 14 Court based programs and 12 school based programs, seeing approximately 94 youth per month. During this same period, almost 100 youth volunteered during each month as Teen Court members.
- **Ronald McDonald House:** Two field probation officers, Vikki Vincent and Erin O’Bryan, joined with some of their probationers and Judges James Keppel and Brian Ishikawa to adopt the Ronald McDonald House on Cinco de Mayo. The group prepared a Mexican feast and the probationers learned a valuable life lesson in empathy.

Department Awards and Recognition

- Probation Officer Bruce Baus was selected as the Department’s Probation Officer of the Year. Teresa Tschupp was named Employee of the Year. Grace Ku was selected for Supervisor of the Year and Todd Weiss was the Department’s Detention Officer of the Year.

Operational Issues

- **Compliance Monitoring Caseload:** On June 1st, 2009, the Maricopa County Juvenile Probation Department implemented Compliance Monitoring Caseloads (CMC) in the standard field division. The principles of evidence-based practices suggest that supervision level should match risk level (juveniles at a low risk to reoffend benefit more from less intervention and supervision than juveniles who are at a greater risk to reoffend). The purpose of the project has been to develop caseloads of these low risk clients and assign them to specific officers who have higher caseloads (due to the reduced supervision requirements). This enables standard field officers to concentrate their efforts on the cases that do require higher supervision and intervention which enhances community safety and juvenile accountability.

Juvenile Probation Department

- ***Supporting Parents Of At-Risk Kids - The S.P.A.R.K. Program:*** In July 2008, JPO Supervisor Cheryl Starky and a team of MCJPD staff developed and began implementing the S.P.A.R.K. Program. The program was developed with the goal of providing parents with the education and support they need to enhance their parenting skills. In addition to the educational component of S.P.A.R.K., there is also a Parent Support Group after each training presentation where parents can form their own alliance of support, vent, ask for advice and exchange phone numbers with each other. The program is free because the facilitators are volunteers from the Department. Currently, twenty facilitators are running groups at eight sites with requests for more sites.
- ***GED Prep Course - Providing Resources for Educational Purposes:*** The GED Prep was designed by Juvenile Probation Officers Melissa Ohman and Sarah Embury to provide assistance and information to youth with the goal of producing a higher rate of GED Graduates in the future. The class is designed for youth who are not eligible to graduate from High School for various reasons and therefore, are seeking getting their GED instead. Early results suggest that these youth not only move forward and further their education, but they become eligible for early release from probation as well.
- ***Graduated Responses:*** A pilot was implemented in which probation officers utilized graduated responses in lieu of routine violations of probation in appropriate cases.
- ***Evidence-Based Practices (EBP):*** An EBP committee was established within the Department in order to facilitate assessment and training around evidence-based decision-making and practices. In FY09, the committee conducted an organizational assessment of the leadership team and developed an Introduction to EBP training.
- ***Teens N Truancy (TNT):*** TNT was created by Probation Officers Jessica Baker and Teresa McDonald. TNT is open to everyone, but has primarily served youth on Diversion. Probation Officers volunteer as instructors and cover truancy law, have the students create a budget based on earnings without a high school diploma, and help develop a school case plan that is then sent to the assigned Officer. This program is an excellent example of the graduated responses being implemented in the department.

Juvenile Probation Department

Juvenile Probation Selected Operational Statistics, FY 2008 - FY 2009

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	<i>FY08 - FY09 % Change</i>
JUVENILE POPULATION (estimates)			
County Population under 18 years old	1,110,894	1,133,112	2.0%
County Population age 8 through age 17	615,814	625,187	1.5%
REFERRALS			
Incorrigibility/Delinquent Complaints Received	33,242	33,210	0.0%
Juveniles Involved	22,159	24,196	-0.8%
Complaints per Juvenile	1.50	1.50	9.5%
DISPOSITIONS			
Juveniles Placed on Standard Probation	4,756 ⁸	4,469	-6.0%
Juveniles on Standard Probation (end of year)	5,004	4,884	-2.4%
Juveniles Placed on Juvenile Intensive Probation (JIPS)	328	268	-18.3%
Juveniles on JIPS (end of year)	1,220	520	-57.4%
Placements:			
Intensive Outpatient	16	30	87.5%
Residential	420	502	19.5%
Committed to Department of Juvenile Corrections	411	445	8.3%
DETENTION			
Juveniles Brought to Detention	10,444	10,327	-1.1%
Detained	8,526	8,227	-3.5%
<i>Average Daily Population</i>	335	282	-15.8%
<i>Average length of detention (days)</i>	14	13	-8.4%
Home Detention (includes Electronic Monitoring)	3,561	1,615	-0.5%
<i>Average Daily Population</i>	448	402	-0.1%
<i>Average length of home detention (days)</i>	45	40	-11.1%
Detention Alternative Care	367	329	-10.4%

⁸ Revised number.

Juvenile Probation Department

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>
TYPE OF JUVENILE OFFENSE (% to total)		
Felonies Against Person	4.7%	4.8%
Felonies Against Property	9.1%	7.4%
Obstruction of Justice	7.4%	7.4%
Misdemeanors Against Person	6.7%	7.2%
Drug Offense	8.7%	9.5%
Disturbing the Public Peace	24.9%	24.8%
Misdemeanors Against Property	16.9%	19.3%
Status (i.e. Truancy or Curfew)	20.2%	19.2%
Administrative Hold	1.4%	0.4%

GENDER

Male	69.4%	69.3%
Female	30.6%	30.7%

AGE AT TIME OF COMPLAINT

8 – 10 years old	1.0%	1.1%
11 – 12 years old	4.7%	4.6%
13 – 14 years old	21.6%	20.7%
15 – 16 years old	45.3%	45.5%
17 – 18 years old	27.4%	28.1%

RECIDIVISM ⁹

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY 2008</u>
All Juveniles	33.6%	34.3%	36.0%
First Time Offenders	26.5%	26.5%	27.0%

⁹ Recidivism is defined as the probability of getting a second complaint within 365 days of the first complaint. Excluded, are Juveniles who are 17 years old at the time of the first complaint and also, complaints alleging Violation of Probation. Juveniles referred in FY 2009 are not shown since they are less than 365 days at risk.

Criminal Department

Fiscal Year Filings, Dispositions, and Time Standards

- New felony case filings decreased 9%, from 41,036 in FY08 to 37,162 this fiscal year. The Superior Court routinely receives an average of more than 3,200 new felony filings a month. FY09 case terminations exceeded 39,000, producing a 106.8 percent case clearance rate. That also represents a 14.6% increase in case terminations from the previous year.
- The active pending case inventory decreased somewhat in FY09. By the end of June 2009, the number fell below 12,000, and was almost 800 less cases than the year before. Half of all criminal cases were terminated in 32 days or less during this fiscal year, which is 35% less than last year's data, and less than any year's data in more than a decade. However, the time it took to terminate 90% of the cases increased 22% from FY08. A total of 952 criminal trials were held in FY09, which is 1 trial less than the year before, but still the third highest total in this Court's history.
- Rule 8 of the Arizona Rules of Criminal Procedure calls for all in-custody defendants to have their cases resolved within 150 days after arraignment; out-of-custody defendants to have their cases resolved within 180 days after arraignment; complex cases resolved within 270 days; and capital cases resolved within 18 months.

Regional Court Centers (RCC)

- With more than 22,000 filings, the three RCC locations (Downtown/Phoenix, Southeast/Mesa and Northwest/Glendale) are an integral component in the Court's early felony case processing philosophy. By conducting preliminary hearings and arraignments at the same time, the RCCs continue to keep in-custody defendant jail days to a minimum. The RCCs resolved more than 11,000 cases in FY09 for a resolution rate, through either plea or dismissal, of approximately 50 percent.

Early Disposition Court (EDC)

- Drug and alcohol related offenses account for about 45% of all filings. More than 11,700 drug cases involving first-time offenders were assigned to EDC last fiscal year. The two Downtown Phoenix EDC commissioners, along with the two EDC/RCC commissioners in the Southeast Facility, resolve most nonviolent drug possession and use cases within approximately 20 days from initial appearance. The EDC resolution rate was above 95% in FY09. The Downtown EDC also hears welfare fraud and spousal support fugitive matters.

Initial Appearance (IA) Court

- IA Court continues to operate the Search Warrant Center, which provides law enforcement officers a location that is accessible 24 hours a day, seven days a week to request search warrants. The Search Warrant Center reviewed almost 7,000 requests this fiscal year, which is a 40% increase from last year. In addition, the IA Court conducted the Initial Appearances of 71,383 arrested defendants in FY09, which is approximately 5% less than the number seen in FY08.

Criminal Department

Administrative Programs to Manage Cases

- Maximizing judicial resources requires the Court to “multi-book” scheduled trials for Criminal Department judges. With an average trial rate of almost 3%, most trials settle prior to the scheduled trial date. Occasionally though, more trials remain scheduled on a division’s calendar than a judge can adjudicate in a given week. To maximize judicial resources, maintain trial time standards set by ARCRP Rule 8, and spread trials to other open divisions, judges place cases scheduled for trial into *Case Transfer* so they can be placed with other available judges. *Case Transfer* helps locate judges who are available to try cases on short notice.
- Defendants who are accused by the Adult Probation Department of violating the terms of their probation are brought before the Probation Revocation Court rather than a trial judge. In this fiscal year, almost 13,000 probationers were arraigned through that process, which enabled trial judges to spend more time hearing trials. The Probation Revocation Courts are located in the lower level of the 4th Avenue Jail, which provides less inmate transport challenges and yet preserves the accessibility of these court proceedings to the public and interested parties.

Specialty Courts

- The Court continues to support a variety of specialty post-adjudication courts, including the DUI Court, the Adult Drug Court, Family Drug Court, Juvenile Drug Court, the Juvenile Transferred Offender Program, and the Domestic Violence Court. Additionally, the Comprehensive Mental Health Court, which is housed within the Probate Department, assists with the management of criminal cases when the mental competency of the defendant is at issue.

Capital Case Management

- At the conclusion of FY09, there were 107 active capital cases in the Court. This is nearly twice as many pending capital cases as in June 2004, and it is one of the largest inventories of capital cases in a single court in the United States. Under the direction of the Criminal Department Presiding Judge, and with the support of the Arizona Supreme Court Capital Case Task Force, the Court implemented a number of initiatives to improve the caseflow management of capital cases. They include weekly administrative meetings to manage scheduling conflicts among the judicial officers and lawyers who handle capital cases, assignment of all capital cases to judges who specialize in capital caseflow management, and the development of Resolution Management Conferences to encourage parties to explore earlier resolution of these cases. As a result, 40 capital cases were resolved in FY09, the highest number ever resolved in one year in this Court.

Criminal Department

Criminal Department Selected Operational Statistics, FY 2008 – FY 2009

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Case Filings	41,036	37,162	-9.4%
Total Terminations	38,137	39,671	4.0%
Clearance Rate ¹⁰	93.2%	106.8%	14.6%
Active Pending Caseload	12,209	11,430	-6.4%
Total Trials Completed	953	952	-0.1%
Trial Rate ¹¹	2.3%	2.6%	13.0%
Defendants Sentenced	32,927	33,684	2.3%
Dismissed	5,034	5,847	16.2%
Acquitted	176	140	-20.5%
Pleas	22,854	23,706	3.7%
Notices of Change of Judge	406	521	28.3%
Settlement Conferences Held	10,212	10,274	0.6%
Petitions for Post-Conviction Relief Filed (Rule 32)	1,575	1,104	-29.9%
Bond Forfeiture Hearings	2,175	1,524	-29.9%
Amount of Bonds Forfeited	\$4,739,856	\$2,927,087	-38.2%

Case Aging Statistics (in days) ¹² for Terminated Criminal Cases

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
(median) 50 th Percentile	50	32	-35.1%
90 th Percentile	242	294	21.6%
98 th Percentile	525	582	10.9%
99 th Percentile	725	702	-3.1%

¹⁰ Clearance rate equals total terminations divided by total case filings.

¹¹ Trial rate equals total trials completed divided by total case filings.

¹² Case aging days are computed from Arraignment Date to Termination, which includes days to sentencing for guilty defendants. In addition, case aging days include all elapsed calendar time except days out on bench warrants, Rule 11 competency treatments, adult diversion programs, and appeals pending in a higher court

Civil Department

Fiscal Year 2009 Highlights

- In terms of new case filings, FY09 concluded with a significant increase for the second consecutive year. While in FY08 a 26% increase in new case filings inundated the Court, the FY09 increase surpassed 34%. The number of new case filings totaled 67,687 (an increase of 17,365). When factoring in LCA filings, the total filings increased to 68,649. The two areas most significantly impacting the increase in civil filings are revealed in contract and unclassified civil cases. The prevailing economic conditions have continued to exert a dramatic impact on the swell in new case filings, with forcible detainer matters increasing from a historic average of 75 per month in FY07 to more than 600 per month in FY09.

Age of Civil Cases Terminated vs. Standards

<u>Cases terminated:</u>	<u>FY 2008</u>	<u>FY 2009</u>	<u>Arizona Supreme Court Standards</u>	<u>American Bar Association Standards</u>
within 9 months	83.2%	87.1%	90%	
within 12 months	92.0%	94.1%		90%
within 18 months	95.6%	96.6%	95%	98%
within 24 months	98.3%	98.6%	99%	100%

Civil Department Clearance Rates and Termination Standards

- Despite the number of FY09 terminations, the record tempo continues to keep pace with the increase in new case filings (-14%), resulting in a clearance rate of 87.3%. The age of civil cases terminated vs. standards as illustrated in the above chart documents the tremendous success of the Civil Bench in meeting the standards of the Arizona Supreme Court and American Bar Association. The comparative numbers between FY08 and FY09 reveal that the civil bench has succeeded in generating higher rates of case terminations in FY09 than in FY08. The numbers reflect that termination percentages actually topped the Arizona Supreme Court Standards at 18 months and met the standard (when rounded off) at 24 months.

Civil Trial Rates and Selected Statistical Trends

- Civil trials held declined by 20.6% in FY09 when compared with FY08. The civil bench conducted 74 fewer trials in FY09 than in FY08.
- While the number of cases filed as Tort Motor Vehicle, Tort Non-Motor Vehicle, Medical Malpractice and Eminent Domain cases declined in FY09, there was a significant increase in Contract (53.7%), Unclassified Civil (34.8%) and LCA (17%) cases.

Civil Department

Arbitration Filings

- In FY09 there were a total of 19,405 cases filed in the Arbitration Program. This exceeded by 5,368 the number of cases filed in Arbitration in FY08 (total of 14,037), representing an increase of 38%.

Complex Civil Litigation Program

- The Complex Civil Litigation Pilot Project, enacted in 2002 has been extended by order of the Arizona Supreme Court through December of 2010. This program is designed to provide intensive case management to cases involving sophisticated and complicated legal issues, extensive discovery, large numbers of legal motions filed, and documentary evidence involving large numbers of expert witnesses. In FY08 the program was modified to allow cases to be assigned to the program by the Civil Presiding Judge, thereby altering the previously enacted policy of voluntary admittance only. In FY09, 24 new cases were admitted into the CCL program.

Civil Department Selected Operational Statistics, FY 2008 - FY 2009

	New Case Filings			Case Terminations		
	FY 2008	FY 2009	<i>FY08 - FY09 % Change</i>	FY 2008	FY 2009	<i>FY08 - FY09 % Change</i>
Tort Motor Vehicle	5,064	4,740	-6.4%	5,340	4,785	-10.4%
Tort Non-Motor Vehicle	2,399	2,308	-3.8%	2,172	2,353	8.3%
Medical Malpractice	381	327	-14.2%	403	311	-22.8%
Contract	16,213	24,912	53.7%	13,345	19,281	44.5%
Eminent Domain	108	68	-37.0%	143	96	-32.9%
Lower Court Appeals	825	965	17.0%	890	919	3.3%
Unclassified Civil	26,201	35,324	34.8%	24,597	32,773	33.2%
TOTALS	51,191	68,649	34.1%	46,890	60,518	29.1%
Civil Trials	360	286	-20.6%			
Trial Rate	0.7%	0.4%	-42.9%			

Arizona Tax Court

The Tax Court Department of the Superior Court in Maricopa County serves as the State-wide "Arizona Tax Court," exercising original and exclusive jurisdiction over all cases involving tax matters except property tax cases. Property tax cases may be filed either in the Tax Court or in any Arizona Superior Court as a civil case. Tax Court also hears Small Claims involving disputes concerning the valuation or classification of property in which the full cash value does not exceed one million dollars.

In FY09, the number of Tax Court filings increased by 838 cases over FY08. This represents an increase of 72.8%.

Arizona Tax Court Summary of Filings by County of Origin, FY 2009

Apache	0	Graham	1	Mohave	110	Santa Cruz	1
Cochise	9	Greenlee	0	Navajo	9	Yavapai	93
Coconino	9	LaPaz	2	Pima	54	Yuma	2
Gila	11	Maricopa	1,588	Pinal	100	<u>TOTAL</u>	<u>1,989</u>

Tax Court Selected Operational Statistics, FY 2008 - FY 2009

	New Case Filings			Case Terminations		
	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
Cases of Record						
Property	365	684	87.4%	237	309	30.4%
Other	440	298	-32.3%	420	317	-24.5%
Small Claims						
Property	346	1,000	189.0%	305	863	183.0%
Other	0	7		0	5	
TOTALS	1,151	1,989	72.8%	962	1,494	55.3%

Probate and Mental Health

Protecting Vulnerable Persons Through Increased Case Monitoring

- Since the 1990s, numerous instances have arisen in Arizona involving the abuse, neglect or financial exploitation of vulnerable adults by certain public or private fiduciaries. As a result, in 2001 the Arizona Supreme Court mandated increased monitoring of all professional fiduciaries throughout the state. In order to achieve better monitoring of court-appointed fiduciaries, the Probate/Mental Health Department relies on its team of Probate Examiners, consisting of attorneys and paralegals, to review all active cases within the Department, and to ensure compliance with statutory reporting requirements and court orders. The Department employed three Probate Examiners during FY09, who along with other Case Processing staff, completed the following case monitoring reviews:

Adult Guardianship & Conservatorship Cases:	1,697
Minor Guardianship & Conservatorship Cases:	3,027
<u>Decedents Estate Cases:</u>	<u>3,625</u>
Total Monitoring Reviews:	8,349

As a result of the Department's case monitoring activities, **4,621 Notices of Non-Compliance** were issued in cases where the appointed fiduciaries failed to file mandated reports as ordered by the Court or as required by Arizona law.

- Court Accountants also review financial accountings in pending conservatorship, decedent estate, and trust administration cases, and make recommendations to the Court regarding whether to approve those accountings. During FY09, a total of 1,245 accounting reviews were conducted of estates collectively valued at \$333,923,973.
- Court Investigators and Contract Investigators conduct independent investigations and prepare written reports to the Court regarding whether proposed wards are in need of guardians or conservators to protect them. The Court Investigators also conduct inquiries into cases where matters of concern have been brought to the Court's attention. During FY09, Court Investigators conducted 998 initial investigations and reports, with an additional 64 investigations and reports prepared by certified fiduciaries who serve as Contract Investigators. Probate Court Investigations also provides assistance to the Juvenile Court by performing "locate" investigations on 43 cases. In addition, Court Investigations staff performed annual visits of adult wards to personally monitor the wards' well-being. In response to requests from the Court's judicial officers, the Investigations staff reviewed 441 TRW (credit reporting agency) inquiries to facilitate locating fiduciaries and wards whose whereabouts were unknown and who had failed to file annual guardian reports.
- Court Volunteers in the Guardian Review Program provide additional oversight of adult guardianships and conservatorships. In order to monitor the welfare of these vulnerable adults, Court volunteers expended 870 hours conducting 371 case file reviews and visits to wards during FY09 to assess their well-being and to report any concerns to the Court.

Probate and Mental Health

Future Objectives

- Implement additional technology enhancements to expand the Department's case monitoring capabilities and improve oversight of fiduciaries and the estates they administer.
- Implement E-Filing capability for all Probate and Mental Health cases and pleadings.
- Implement a "Continuity of Care" calendar to provide community information, probation officer assignments and RHBA case manager contacts for those seriously mentally ill defendants with upcoming criminal hearings before judicial officers in the Superior Court.
- Implement a Pilot Program kiosk system (if funding available) for assisting all seriously mentally ill defendants to utilize for releases of information and personal information for court proceedings.

Probate and Mental Health

Probate and Mental Health Selected Operational Statistics, FY 2008 – FY 2009

	New Case Filings			Case Terminations		
	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
Estate Probates and Trust Administrations	3,856	3,429	-11.1%	5,861	4,069	-30.6%
Guardianships and Conservatorships	2,120	2,110	-0.5%	2,644	2,007	-24.1%
Adult Adoptions	21	29	38.1%	29	27	-6.9%
TOTALS	5,997	5,568	-7.2%	8,534	6,103	-28.5%

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
Mental Health Case Filings	2,543	3,091	21.5%
Mental Health Case Terminations	2,160	2,847	31.8%

Alternative Dispute Resolution (ADR)

Family Court Settlement Conference Program

- The Family Court bench referred 1,183 cases in FY09 to ADR. A total of 841 settlement conferences were conducted with a full settlement rate of 48% and partial settlement rate of 30% with an overall settlement rate of 78% for the Family Settlement Conference Program. Updates to the *judges pro tempore* (JPT) documents, including settlement conference report, agreement forms, evaluation form, and Family Court Settlement Conference Training Manual were posted on ADR's website. The family settlement conference program logged 1,355 pro bono hours in FY09.

Civil Court Settlement Conference Program

- There were 1,384 cases referred for civil settlement conferences in FY09, with 940 settlement conferences being conducted, resulting in an full settlement rate of 39% and a partial settlement rate of 3% and an overall settlement rate of 42%. JPTs' ability to download forms from ADR's website is ongoing, eliminating postal fees and other related costs. Updates to the JPTs' documents, including settlement conference report, agreement form, evaluation form, and CV Settlement Conference Training Manual were posted on ADR's website. In FY09, the civil settlement conference program logged 2,350 pro bono hours.

Short-Trial Program

- The ADR Short Trial Program received 23 cases and held 18 short trials. During FY09, ADR conducted trainings with commissioners having rotated into the civil division in addition to recently appointed civil JPTs. Updates to the JPTs' documents, including the Short Trial Bench Book and administrative procedures were posted on ADR's website. The civil short trial program in FY09 logged 45 pro bono hours.

Probate Mediation/Settlement Conference Program

- The Probate Mediation Program was converted to the Probate Settlement Conference Program in November 2008. The program's procedures and forms are similar to the Civil Settlement Conference Program. As a result of the conversion, JPTs' documents, including settlement conference report, agreement form, evaluation form, and Probate Settlement Conference Training Manual were added to the ADR's website.
- The Probate Mediation/Settlement Program received 60 cases and conducted 42 mediations/settlement conferences with a full settlement rate of 50% and partial settlement rate of 10% and an overall agreement rate of 60%. The Probate Mediation/Settlement Conference Program logged 147 pro bono hours in FY09.

Alternative Dispute Resolution (ADR)

Justice Court Mediation Program

- ADR provided mediation services to the 13 Limited Jurisdiction Courts that participated in the program. In FY09, 1,309 cases were referred to the program and 751 mediations were held, resulting in a 49% full settlement rate and 1% partial agreement and an overall rate of 50%. The Justice Court Mediation Program logged 1,126 volunteer mediator hours in FY09.
- Effective June 1, 2009, as a result of ADR's reorganization, the Justice Court Mediation Program was transferred to Justice Court Administration.

ADR Selected Operational Statistics, FY 2009

	<u>Family Court</u>	<u>Civil</u>	<u>Short Trial</u>	<u>Probate</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
Cases Received	1,183	1,384	23	60	1,309	3,959
Conferences Held	841	940	18	42	751	2,592
Full Settlement	403	364	18	21	371	1,177
Percent Full	48%	39%	100%	50%	49%	45%
Partial Settlement	256	26		4	1	287
Percent Partial	30%	3%		10%	1%	11%
Pro Bono Hours	1,355	2,350	45	147	1,126	5,023

FY 2008 – FY 2009 Comparisons

	<u>FY 2008</u>	<u>FY 2009</u>	<u>FY08 - FY09 % Change</u>
Cases Received	4,581	3,959	-13.6%
Conferences Held	2,877	2,592	-9.9%
Full Settlement	1,336	1,177	-11.9%
Percent Full	46%	57%	23.9%
Partial Settlement	284	287	1.1%
Percent Partial	10%	11%	10.0%
Pro Bono Hours	6,051	5,023	-17.0%

Family Court

Fiscal Year 2009 Highlights

- **Comprehensive Information System (CIS):** During the FY09, Family Court continued to operate its Comprehensive Information System which provides How-To Workshops for the public in the areas of Child Support Modifications, Stop/Change Orders of Assignments, and Paternity Establishments. The workshops, taught by Conference Officers and Attorney Case Managers, are available at the downtown, Mesa and Surprise regional locations.

In addition, Family Court continues to meet customer service needs by providing the public with an avenue to ask questions and receive feedback regarding Family Court matters through the Family Court Navigator e-mail and phone number.

CIS hosted a number of brown bags designed to provide judicial officers with an informal way to further their knowledge about issues relevant to family law. Family Court continues to conduct Pro Tem Training semi-annually. The training, presented by Family Court Commissioners, exposes volunteer lawyers to the kinds of calendars and issues they will encounter while serving in Family Court.

- **Decree on Demand:** The Decree on Demand (DOD) program, in its fifth year of operation, was initiated to provide an expedited dissolution process whereby a Petitioner could call to schedule a default hearing as early as the next court day. To reduce the massive phone call traffic generated by the program, the service was expanded in 2005 to allow for on-line computer settings. Litigants meet with court staff prior to their hearing for final review of documents and calculation of child support. Consent Decrees and Stipulated Judgments can also be expedited through DOD. During FY09, 6,754 default decrees and 69 consent decrees were signed through the program.

The DOD program continues to operate in the downtown region after being de-regionalized in FY08. The program retains two full-time commissioners and 3 full-time staff to manage and process the resulting workload.

- **Early Resolution Program:** As part of the Uniform Case Management plan adopted in 2005, Family Court developed an Early Resolution Conference (ERC) program. The purpose of the program is to intervene early on in the court process and to provide self-represented litigants an opportunity to meet with law trained court staff (Attorney Case Managers) in a conference setting to facilitate agreements on issues (division of property, debt, parenting time, child support, custody, and spousal maintenance) and assist with the drafting of forms.

Family Court

Early Resolution Program, FY 2009

Early Resolution Conferences scheduled ¹³	3,692
Early Resolution Conferences held	2,316
Full Agreements	63%
Partial Agreements	29%
No Agreements	7%

- **Family Court Conference Center:** The Specialty Courts housed within the Family Court Conference Center (FCCC) are designed to expedite procedures for the litigants seeking to establish child support, modify child support, enforce support, enforce parenting time, or change an Order of Assignment. These procedures resolve post-decree and post-judgment petitions at the earliest possible date with a minimum of court proceedings, utilizing Court Commissioners and Family Court Conference Center staff. Through this multi-level process of case management, over 50% of conferences result in a stipulated agreement at the Conference Officer level and an additional 40% of the matters produce partial agreements resulting in a significant narrowing of the issues presented to Court Commissioners for rulings. In FY09 there were a total of 1,563 Child Support Conferences set and a total of 2,038 Enforcement Conferences set, significantly reducing the amount of court time utilized on the assigned judge's calendar. FCCC staff also provided 721 arrearage calculations to the court. FCCC also offers an informative pre-conference video to litigants who have a Title IV-D case prior to their meeting with the Attorney General.

The Specialty Courts include the non-compliance court referred to as Accountability Court. Accountability Court focuses on assisting families by focusing on litigants who are not fulfilling their obligation to pay support in a consistent manner. Progress is monitored through regular court appearances until the arrears are paid in full. The court provides a balance of resources and sanctions when the obligors are not meeting the program goals on their own. There are currently 352 cases involved in this court.

- **Night and Saturday Family Court:** Night and Saturday Family Court at the Northeast Regional Facility completed its first year during FY08, but ceased operation in FY09 due to budgetary constraints. Night and Saturday Court was open Tuesday through Friday until 9 pm, and every other Saturday from 8 a.m. to 5 p.m.

¹³ Approximately 30% of the conferences scheduled did not take place because cases settled, parties reconciled or they failed to appear.

Family Court

Family Court Selected Operational Statistics, FY 2008 – FY 2009

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Dissolution Filings	18,279	18,328	0.3%
Other Case Filings	11,770	12,050	2.4%
TOTAL CASE FILINGS	30,049	30,378	1.1%
Dissolution Terminations	18,691	18,946	1.4%
Other Case Terminations	12,544	12,143	-3.2%
TOTAL TERMINATIONS	31,235	31,089	-0.5%
Clearance Rate	103.9%	102.3%	-1.5%
Active Pending Caseload	11,400	10,689	-6.2%
SUBSEQUENT FILINGS ¹⁴	21,979	21,064	-4.2%
Domestic Violence: Orders of Protection	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Total Filings	6,658	7,571	13.7%
Orders Issued	5,728	6,592	15.1%
Orders Denied	930	979	5.3%
Emergency Orders Issued	51	63	23.5%
Domestic Violence: Hearing Requests to Revoke/Modify Orders of Protection	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Requests for Hearings	2,514	2,746	9.2%
Hearings Commenced	1,904	1,983	4.1%
Case Aging (filing to termination in pre-decree cases)			
50 th percentile (median)	125 days	121	-3.2%
90 th percentile	276 days	254	-4.3%
95 th percentile	364 days	342	-6.0%

¹⁴ Post-decree matters filed after original case has reached resolution - usually modifications and/or enforcements.

Family Court Conciliation Services

- **Parenting Conferences and Mediation:** Family Court Conciliation Services (FCCS) completed 4,516 cases in FY09, which is a 10% decrease from the prior year. Parenting conferences represented 50% of the cases completed in Conciliation Services. Mediations during FY09 accounted for 30% of the FCCS caseload. This parenting conference decrease is a result of the impending FY10 outsourcing of the parenting conference work to vendors.

PROGRAM MANAGEMENT

- **Parent Information Program:** The purpose of the program is to give parents information about how children are affected by matters that involve family courts: divorce, paternity, or custody matters and parenting. During FY09, over 15,600 parents completed a mandatory parent education class.
- **Parent Conflict Resolution Class:** The Department continued to offer classes for parents in high conflict. The classes address specific strategies that parents can use to reduce their conflict and its effect on children. In FY09, 708 parents attended a class.
- **Access and Visitation Grant:** The Family Court Department received money from a grant from the Federal Office of Child Support Enforcement "...to support and facilitate noncustodial parents' access to and visitation with their child(ren)". The funding is available for low-income parents who have court-ordered supervised visitation, monitored exchange, or reunification therapy. The Court contracts with an outside agency to provide these services. In FY09, 89 applications were processed for parents who qualified for funding for a three-month period.
- **Mental Health Provider Seminar:** In December 2008, the Court co-sponsored, with the Arizona Chapter of the Association of Family and Conciliation Courts, the 12th Annual Mental Health Provider Seminar held at the Downtown Center. Both providers and court staff attended. Topics included research updates and open discussion between judges and providers about hypothetical cases and real-life questions within their respective practices.
- **Collaboration with Arizona State University:** FCCS continued under an intergovernmental agreement with ASU to have contracted Parent Information Program providers administer New Beginnings programs for those families choosing to do so. The Court also collaborated in previous years with ASU in developing a Parents and Children Together (PaCT) evidence-based intervention program and ordered families to participate in sessions with Family Transition Guides to assess the effectiveness of a motivational interviewing technique to encourage families to participate in PaCT. The purpose of these programs is to promote positive outcomes for children whose parents are seeking divorce through the court. This project continued in FY09 as well.

Family Court Conciliation Services

Conciliation Services Selected Statistics, FY 2008 – FY 2009

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Conciliation Counseling	383	371	-3.1%
Mediation/Open Negotiation	1,428	1,314	-7.9%
Parenting Conferences	2,781	2,255	-18.9%
Emergency/Child Interviews	443	575	29.8%
TOTAL CASELOAD	5,035	4,515	-10.3%

Juvenile Court

Mission and Vision

The Juvenile Court envisions a community free from crime, where every child has a functional, safe and permanent family. The mission of the Juvenile Court is to fairly and impartially decide cases and administer justice through the comprehensive delivery of services to children and families, victims of crime and the community so that: children reach their full potential; victims of crime are restored; and families and the community function in the best interest of children. The Juvenile Court decides cases involving children in Guardianships, Adoptions and the Child Welfare and Juvenile Justice Systems. The Honorable Norman Davis serves as the Superior Court Associate Presiding Judge and as the Presiding Judge of the Juvenile Court Department. The Juvenile Court includes 16 full-time Judges and six Commissioners. There are two Juvenile Court locations, the Durango Juvenile Court Complex in Phoenix and the Southeast Juvenile facility in Mesa. In addition to the Judicial Officers, the Juvenile Court is supported by 32 Judicial Division staff, 67 court administration staff and a probation department comprised of a staff of 786.

The Juvenile Court has exclusive original jurisdiction over youths, 17 years of age and under, who violate any federal, state or municipal law, and any child who is abused, neglected or dependent. In FY09, the Juvenile Court Juvenile Offense and Information and Intake Unit processed 18,198 referrals and 15,012 citations from local law enforcement agencies and schools.

The Community Services Unit (CSU)

- The CSU was established in 2006, to provide services to children and families through collaboration among the Court, Juvenile Probation, Child Protective Services, Magellan and community providers. Services are available to both post-and-pre adjudicated youth, with an effort made towards high quality services and alternatives to detention.
- In FY09, the CSU received approximately 7,272 telephone calls and 2,468 walk-in requests from the public for services and information. The CSU facilitated between 27 and 53 monthly requests from Juvenile Court Judicial Officers, Juvenile Probation Department, and the CASA Program for professional assistance involving the areas of expertise of respective CSU members. In addition, the CSU conducted 138 staffings.

Juvenile Court

Juvenile Court Guides

- Available by telephone or in person at each Juvenile Court facility, Durango and Mesa, Juvenile Court Guides assist members of the community seeking options for children who are without proper parental custody and care. In addition, Court Guides assist petitioners who are filing Guardianship, Emancipation and Dependency petitions. FY09, Juvenile Court Guides received 5,739 telephonic requests for information and over 1,847 walk-in requests for information.
- The Court has the power to determine child custody, support and visitation in some circumstances; to permanently terminate parental rights, and to authorize or require treatment for children with mental health needs. The Court may also place children under the supervision of the Court's probation department; place children in the custody or care of foster homes, group homes, special treatment centers, or secure institutions. The Court works closely with the Department of Economic Security, Division of Children, Youth and Families involving abuse, neglect or dependency. The Court may also require children to pay fines or make restitution for damage or loss resulting from their delinquent acts. It also has jurisdiction over habitual truants, runaways and ungovernable youth if efforts by other social service agencies are not successful.

Court Appointed Special Advocate Program (CASA)

- CASA volunteers are appointed by Juvenile Court Judges to advocate for abused and neglected children. These Court-appointed volunteers make sure that the needs of dependent children are met by helping their cases navigate through the legal and social service system. The CASA volunteers stay with each case until it is closed, and the child is placed in a safe, permanent home. For the majority of dependent children, their CASA volunteer will be the one constant adult presence throughout their involvement with the child welfare system.
- During FY09, the Maricopa County CASA (CASA) program processed over 1,500 requests for information and applications via phone, email and U.S. Mail. Additionally, The CASA program increased its presence at many community events, providing speakers and volunteers. This increase in recruitment added an additional 60 new volunteers.
- During FY09, CASA increased the number of children being served by a CASA volunteer from 261 in FY08 to 380. This represents a 46% increase in the number of children being served in Maricopa County.

Juvenile Court

- In FY07, MCCASA was 98% female and 95% Caucasian, 4% Hispanic and .5% African American and .5% other.
 - Through strategic recruiting MCCASA now “looks” at least racially like the overall demographic makeup of Maricopa County. The U.S. Census Bureau reports that Maricopa County in 2008 was 61% Caucasian, non-Hispanic, 31% Hispanic, 4.3% African-American, 2.7% Asian, and 1% Native American.
 - As of June 30, 2009, MCCASA is 60% Caucasian non-Hispanic, 32% Hispanic, 4% African American, 2% Asian and 2% Native American.
 - MCCASA is current 75% female and 25% male.
- In FY07, MCCASA was 98% female and 95% Caucasian, 4% Hispanic and .5% African American and .5% other.
- In FY09, CASA volunteers filed 426 court reports, gave 9,436 hours of time on their cases at a federal government estimate worth of \$186,225. In the course of their duties, CASA volunteers drove 101,218 miles during FY09.

Juvenile Court

Juvenile Court Selected Operational Statistics, New Filings, Counts of Petitions and Juveniles FY 2008 – FY 2009

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Delinquency and Citations	11,864	10,706	-9.8%
Delinquency – Violations of Probation	2,146	2,135	-0.5%
Dependency – Petitions	2,018	2,592	28.4%
Dependency – Juveniles	3,314	4,035	21.8%
Guardianship – Petitions	1,999	2,042	2.2%
Guardianship – Juveniles	n/a	2,088	n/a
Adoption – Petitions	1,205	1,184	-1.7%
Adoption – Juveniles	1,540	1,497	-2.8%
Adoption Certifications	1,020	276	-72.9%
Severance – Petitions	333	376	12.9%
Severance - Juveniles	392	478	21.9%
Emancipation – Petitions/Juveniles	46	42	-8.7%
Relinquishments – Petitions	17	6	-64.7%
Relinquishments - Juveniles	20	6	-70.0%
ICWA Relinquishments – Petitions	15	8	-46.7%
ICWA Relinquishments - Juveniles	18	8	-55.6%
Injunctions Against Harassment	32	54	68.8%
TOTAL FILINGS - PETITIONS	20,695	19,421	-6.2%
TOTAL FILINGS – JUVENILES	22,391	21,325	-4.8%

Juvenile Court

Juvenile Court Selected Operational Statistics, Petitions Closed and Counts of Juveniles, FY 2008 – FY 2009

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Delinquency and Citations	11,477	12,130	5.7%
Delinquency – Violations of Probation	1,993	2,153	8.0%
Dependency – Petitions	1,570	2,329	48.3%
Dependency – Juveniles	2,384	3,814	60.0%
Guardianship – Petitions	1,732	2,029	17.1%
Guardianship – Petitions	n/a	2,197	n/a
Guardianship – Existing Juveniles	n/a	6,555	n/a
Adoption – Petitions	1,395	1,403	0.6%
Adoption – Juveniles	1,763	1,818	3.1%
Adoption Certifications	n/a ¹⁵	404	n/a
Severance – Petitions	343	324	-5.5%
Severance - Juveniles	433	481	11.1%
Emancipation – Petitions/Juveniles	42	41	-2.4%
Relinquishments – Petitions	11	37	236.4%
Relinquishments - Juveniles	12	39	225.0%
ICWA Relinquishments – Petitions	15	10	-33.3%
ICWA Relinquishments - Juveniles	19	10	-47.4%
Injunctions Against Harassment	14	60	328.6%
TOTAL CLOSED - PETITIONS	18,592	20,920	12.5%
TOTAL CLOSED - JUVENILES	19,869	23,147	16.5%

¹⁵ Revised number.

Southeast Regional Court

Fiscal Year 2009 Highlights

- The Southeast Regional Court Facility, located in Mesa, operates both adult and juvenile facilities, and provides the same downtown court services to the regional communities in the East Valley. In FY09, there are 26 judicial officers assigned to the Southeast Court Facility, consisting of two Civil Court Judges, five Criminal Court Judges, six Family Court Judges (including the Southeast Presiding Judge), five Juvenile Court Judges, two Criminal Court Commissioners assigned to the Regional Court Center and Early Disposition Court calendars; three Juvenile Court Commissioners; one Civil/Probate Commissioner, one Family/Title IV-D Commissioner, and one full-time Commissioner assigned to a Mental Health Calendar at Desert Vista Hospital.

- In addition to Judicial Officers and court staff, other agencies such as the County Recorder, Elections, Clerk of Court, County Attorney, Public Defender, Adult Probation, Clerk of Court, and the Sheriff's Transportation Unit also have offices at the adult facility, and the Clerk of Court, Juvenile Probation, and the CASA Program have offices at the juvenile building. In FY09, over 35,000 people visited the juvenile facility and over 430,000 people visited the adult facility. By the end of FY09, the Southeast Adult Court held almost 110 civil and criminal trials, and over 8,000 citizens reported to Southeast for jury service. The criminal calendars are expected to move downtown and be replaced with civil and family calendars in December 2009 in order to better serve the East Valley.

Selected Operational Statistics, FY 2008 - FY 2009

	New Case Filings		<i>FY08 - FY09 % Change</i>
	<u>FY 2008</u>	<u>FY 2009</u>	
Criminal Court	10,690	10,398	-2.7%
Family Court	7,419	7,857	5.9%
Civil Court	3,554	4,054	14.1%
Probate Filings	935	971	3.9%
Juvenile Filings	10,001	9,069	-9.3%
TOTALS	32,599	32,349	-0.8%

Northwest Regional Court

Fiscal Year 2009 Highlights

- Since its opening, the Northwest Regional Court Center, located in Surprise, has averaged about 4,000 new cases per year. Along with the four Justice Courts and the Justices of the Peace, the Northwest Regional Court Center serves the needs of more than 900 citizens daily.
- During FY09, representatives from the Juvenile and Adult Probation Departments held educational sessions, probation case reviews, and juvenile traffic citation hearings in the Northwest courthouse. Bringing staff from these agencies to a regional courthouse improves access to those services for citizens who live nearby, and alleviates the need for citizens to travel 20+ miles to downtown Phoenix. Also, the Clerk of the Court now processes passport applications and issues marriage licenses to local residents at the Northwest court.
- In FY09, the Attorney General has been reviewing Title IV-D Family Court hearings in the Northwest courthouse. These hearings bring in parents who owe child support to appear before a Court judicial officer and recommit to the payment of child support orders on which they had defaulted. The coming year will bring an increase in services provided for public benefit, such as a continuing location for community blood drives, education sessions conducted by Family Court Judges regarding parental rights, the process and results of divorce proceedings on family units, and other topics to inform the public regarding the role of the Court in the community.

Selected Operational Statistics, FY 2008 - FY 2009

	New Case Filings		<i>FY08 - FY09 % Change</i>
	<u>FY 2008</u>	<u>FY 2009</u>	
Family Court	2,712	2,799	3.2%
Civil Court	608	678	11.5%
Probate Court	800	712	-11.0%
TOTALS	4,120	4,189	1.7%

Northeast Regional Court

Fiscal Year 2009 Highlights

- The Northeast Regional Court Center celebrated its fourth year of operation in 2009. This modern, co-located courthouse operates 12 Superior Court divisions (Family Court, Civil, and Probate) and four Justice of the Peace Courts: Dreamy Draw, McDowell Mountain, Moon Valley, and Desert Ridge. The Justice Courts handle cases involving civil, small claims, forcible detainers, orders of protection, injunctions against harassment, criminal and civil traffic offenses, misdemeanors, and search warrants. The courthouse is home to 16 judicial officers and 165 employees. It serves over 240,000 visitors a year.
- In an effort to assist divorcing parents with visitation issues, the court has a program for supervised Child Exchanges. Judicial officers refer families for support and guidance in establishing a consistent and respectful pattern of child exchanges in the safe confines of the courthouse.
- In addition to ongoing employee trainings, several other training opportunities are currently available to the public through various court departments and agencies working in conjunction with the courts. Some of the classes include: Parenting Information Program, Life Skills and Credit Restoration, Substance and Alcohol Abuse, and Child Support Modification workshops. Other departments and affiliates working within the Northeast Regional Court Center include: Clerk of Court, Family Violence Prevention Center, Maricopa County Sheriff's Office, County Attorney, Public Defender, Constables, Attorney General, and Adult Probation.

Selected Operational Statistics, FY 2008 - FY 2009

	New Case Filings		<i>FY08 - FY09</i>
	<u>FY 2008</u>	<u>FY 2009</u>	<u>% Change</u>
Family Court	6,244	7,200	15.3%
Civil Court	3,775	5,597	48.3%
Probate Court	1,036	1,058	2.1%
TOTALS	11,055	13,855	25.3%

Public Access to Court Services

Public Access to Court Services provides timely, efficient, and reliable access to law and justice system resources including legally and procedurally accurate and easy to follow documents for the public, the bar, the Court and government agencies.

Public Access to Court Services

- The Self-Service Center offers court forms, instructions and information to those who are representing themselves in Civil, Probate, Juvenile, or Family Court matters and in the Justice Courts as well. Currently, the Self-Service Center provides over 1,450 documents in both English and Spanish. The Self-Service Center served more than 25,426 walk-in customers and responded to 579 requests for service by mail.
- Self-help information was also provided to 32,071 callers through the Self-Service Center automated phone system 602-506-SELF (7353). The phone system offers more than six hours of recorded information on Family Law, Probate and Domestic Violence procedures and services.
- The Self-Service Center is located at the following four court locations: Downtown Superior Court (Phoenix), Northeast Regional Court Center (Phoenix), Southeast Adult Court (Mesa), Northwest Regional Court Center (Surprise).

Self Service Center Forms Distributed, FY 2009

Divorce	10,947
Other Family Court ¹⁶	22,421
Probate	3,782
Juvenile ¹⁷	3,185
Justice Court	23,729
Civil ¹⁸	9,699
Service Packets	13,977
Others ¹⁹	7,325
<i>Total Forms Distributed</i>	<i>95,065</i>

¹⁶ Includes legal separation, paternity, establishments, modifications, and enforcement.

¹⁷ Includes juvenile dependency, juvenile guardianship, and emancipation.

¹⁸ Includes name change, excess proceeds, and property tax appeal.

¹⁹ Includes documents used across different case types.

Public Access to Court Services

- The Family Violence Prevention Center provides a user-friendly, on-line prompt system for plaintiffs requesting protective orders. All other documents related to dismissal or hearing on a protective order are also available, as well as Domestic Violence brochures and fliers on safety planning.
- The Family Violence Prevention Center staff schedules hearings for Orders of Protection and contacts the plaintiff regarding the date, time, and location of the scheduled hearing when a defendant requests a hearing on a Superior Court Order of Protection.
- The Family Violence Prevention Center is located at the following seven court locations: Downtown Superior Court (Phoenix), Downtown Justice Center (Phoenix), Northeast Regional Court Center (Phoenix), Southeast Adult Court (Mesa), Northwest Regional Court Center (Surprise), and San Tan Regional Court Center (Chandler).

***Family Violence Prevention Center
Petitions Completed for Initial Protective Order,
Modified Protective Order, Dismissal of a Protective Order,
and Hearing on a Protective Order, FY 2009***

Domestic Violence - Superior Court	10,036
Domestic Violence - Justice Courts	3,526
<hr/>	
<i>Total Distributed</i>	<i>13,562</i>
<hr/>	

Media Relations and Community Outreach

The Media Relations and Community Outreach Department provides internal and external communication services for Superior Court, Juvenile Court and Adult and Juvenile Probation. The Department is responsible for:

- Responding to public records requests
- Handling all media inquiries and requests
- Tracking high profile cases / media issues
- Writing, editing and maintaining public information on the Court's web site
- Developing press releases, issuing media alerts and statements
- Monitoring media coverage
- Working with national media on special projects
- Creating, writing and editing all Court publications
- Coordinating and managing publicity for community relations programs
- Training judges, commissioners, court staff and others on media issues
- Planning and organizing numerous special events throughout the year
- Producing and posting video footage of high-profile cases to the Court's website

Fiscal Year 2009 Highlights

- ***National Adoption Day*** – The department is responsible for all media coverage of the event. Last year, 205 children were adopted on the day of the event.
- ***National Association of Counties Achievement Award: "Web Broadcast"*** – The program was developed to help the Court relay important court case information to the news media and the public by posting high profile video clips to Superior Court's web site.

The project has been a cost-effective venture because it allows reporters and members of the public the opportunity to view court events without coming to the courthouse. It also allows television, radio, print and web bloggers the ability to download and broadcast the clips free of charge and at no cost to the Court.

Members of the media have praised the Court about the accessibility to high profile videos. The current economic landscape has forced many media outlets to lay off numerous reporters and photographers. More and more, the media is reliant on media relations staff to help report their news stories.

- ***Hispanic Media Forums:*** The Hispanic media met quarterly with Presiding Judge Barbara Rodriguez Mundell and other judicial officers to discuss topics affecting the Hispanic community.
- ***View from the Bench:*** This program is responsible for increasing communication between judges and legislators. In FY09, 17 State Legislators spent time in Superior Court, while 38 Judges and Court Commissioners visited the State Capitol.

