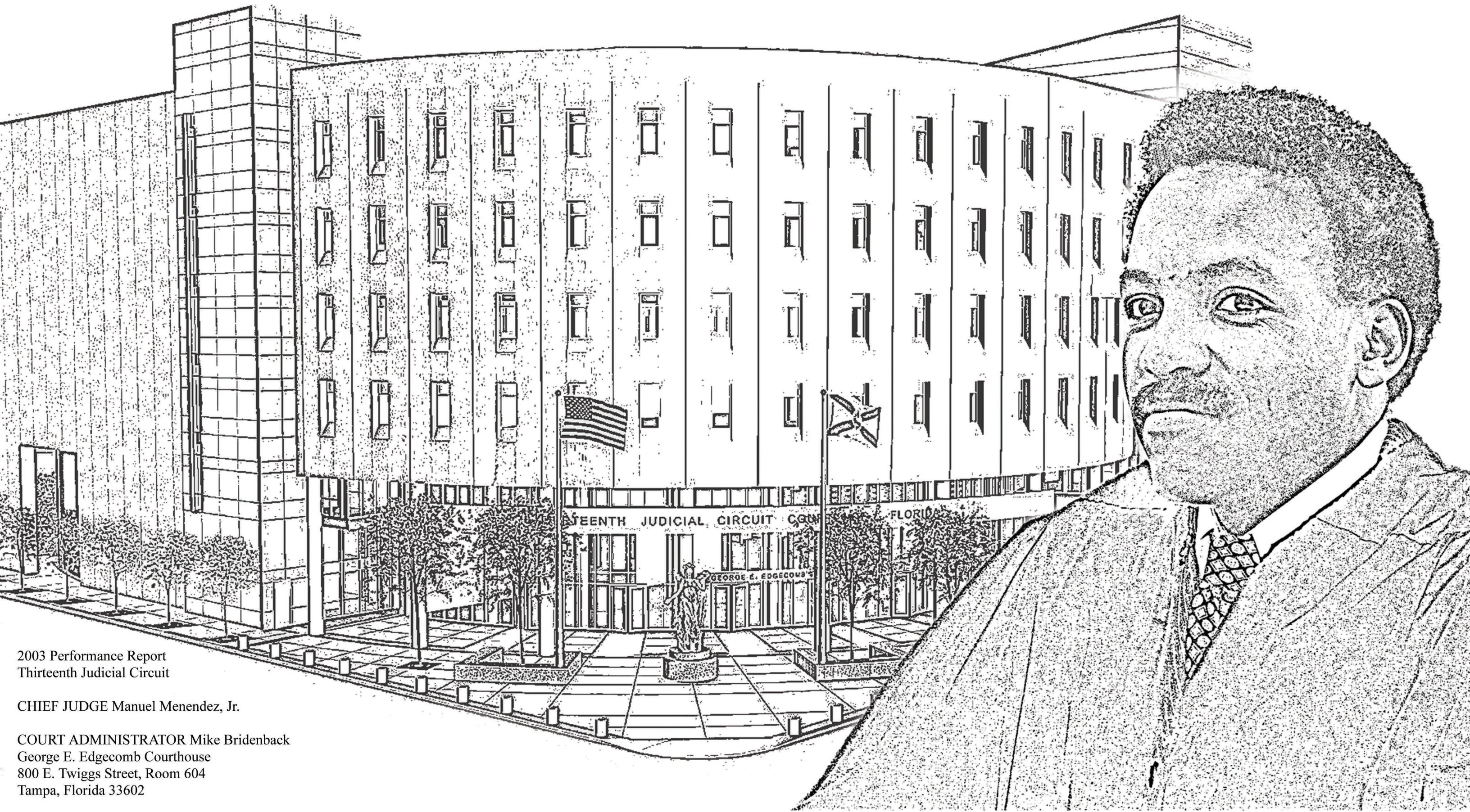


*2003 Performance Report
Administrative Office of the Courts
Thirteenth Judicial Circuit*



2003 Performance Report
Thirteenth Judicial Circuit

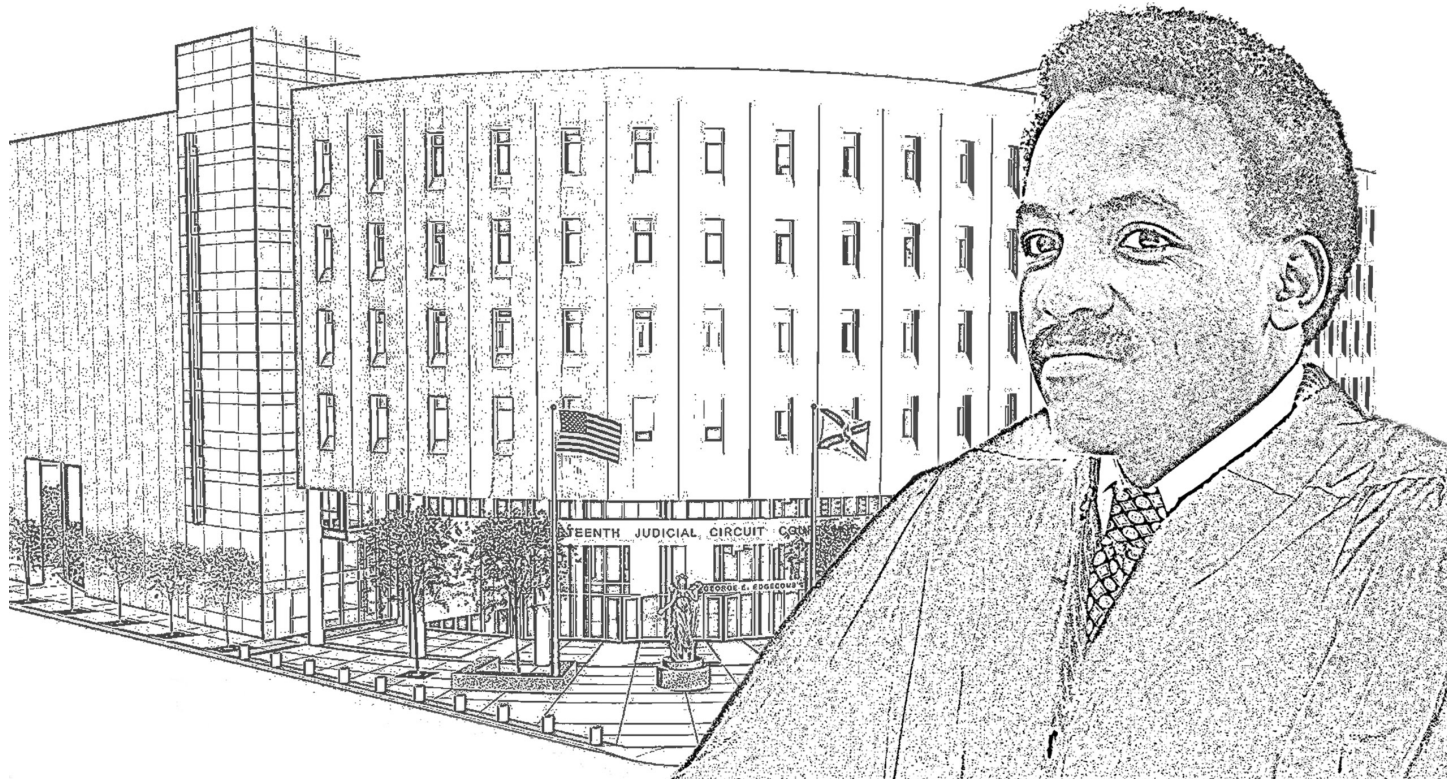
CHIEF JUDGE Manuel Menendez, Jr.

COURT ADMINISTRATOR Mike Bridenback
George E. Edgecomb Courthouse
800 E. Twiggs Street, Room 604
Tampa, Florida 33602

13th Judicial Circuit
 Court Administration
 FY2003 Adopted Budget
 9/30/02
 By Index

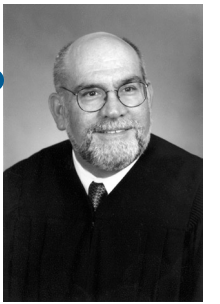
State Budget:			
Judges and JA's (County and Circuit)	10,447,629	67,618	10,515,247
Court Administration	430,058	6,800	436,858
Drug Court	106,062	6,150	112,212
Attorney Ad Litem		18,581	18,581
GAL	661,801	187,582	849,383
Staff Attorneys	620,627	9,864	630,491
Information Systems	85,904	3,200	89,104
Child Support	126,320	900	127,220
Family Court Case Management	155,208	6,750	161,958

Funding Source	Index Codes	Title of Account	Personnel Costs	Temp. Help	Operating Expenses	Projects/ Equipment In Kind	Total FY03
Total State			12,633,609	0	307,445	0	12,941,054
Combined State and County			21,282,971	198,289	10,385,471	158,556	32,025,287

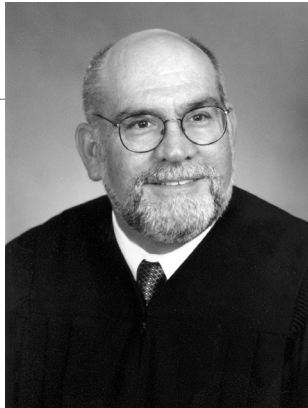


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**Chief Judge
 Manuel Menendez, Jr.**



Chief Judge
Manuel Menendez, Jr.

MESSAGE FROM

CHIEF JUDGE MANUEL MENENDEZ, JR. AND COURT ADMINISTRATOR MIKE BRIDENBACK

In the Thirteenth Judicial Circuit, quality and performance have long been our focus. The Circuit has often served as a pioneer in the direct delivery of innovative court programs and the test bed of new ideas for support services that make them accessible. These range from the start of mediation in the 70's to the technology courtroom of the 90's. And the resources to design and implement these ideas have been scarce. It has taken the dedication of progressive judges and court professionals throughout the circuit to not only accomplish a traditional role but invest the time and proficiency to see new possibilities. We have continued to take bigger steps toward solving the problems that bring court cases back to court.

As you read the performance numbers and narratives of our results in this report, it has also been our goal to include the impact upon people that come into contact with the court system. While it is imperative that we make the greatest use of our public dollars to accomplish our many duties, what has affected our own professional lives the most has been what we have heard back from people involved in the services we provide. We have heard back from the parents of young people no longer involved in drug abuse or delinquent behavior. We have heard back from families that have found closure to traumatic circumstances and counseling to carry on with their lives. There are many others that have written to tell us what has changed. These are our greatest accomplishments, and we have included these letters to show our highest values.

The Thirteenth Judicial Circuit has many partners in the community that participate in our operations and services. We continue to listen to the researchers and specialists in court operations and management for new ideas, and we share our Circuit's experiences with the extended judicial and legal community. It is this exchange that will determine our future and the future of those that seek resolutions in the Thirteenth Judicial Circuit.

As the result of changes in the budgetary structure of the courts in Florida, there may be changes in the volume and types of services that our Circuit will be able to provide. The performance measures that we have maintained demonstrate what we will strive to continue.



Court Administrator
Mike Bridenback

13th Judicial Circuit
Court Administration
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Funding Source	Index Codes	Title of Account	Personnel Costs	Temp. Help	Operating Expenses	Projects/ Equipment In Kind	Total FY03
2710	JBE30108	County Criminal - PD Conflicts			14,200		14,200
2710	JBE30112	County Criminal - Other Costs			27,000		27,000
2716	JBE10114	Court Admin. Witness Center	18,444		2,853		21,297
2716	JBE20116	Circuit Criminal - Witness Management	127,012		3,900		130,912
2716	JBE20406	Juvenile Division - Witness Management	9,533				9,533
2716	JBE30106	County Criminal - Witness Management	24,132				24,132
2721	JBE10210	Court Facilities Dept Opns.	392,093		1,498,590	10,000	1,900,683
2722	JBE10113	Court Admin. Off/ Mediarion Admin Mgt.			203,367		203,367
2722	JBE20222	Circuit Civil - Med-Arb Resolution	109,380				109,380
2722	JBE20322	Family Division - Med-Arb Resolution	254,298				254,298
2722	JBE30213	County Civil - Med-Arb Resolution	202,896		55,000		257,896
2723	JBE20223	Circuit Civil - Mediation Resolution	47,561		8,136		55,697
2723	JBE20323	Family Division - Mediation Resolution	35,586				35,586
2723	JBE20423	Juvenile Division - Mediation Resolution			1,000		1,000
2723	JBE30214	County Civil - Mediation Resolution	410,961				410,961
2724	JBE20327	Family Division - Mediation Resolution					0
2725	JBE30306	Traffic Division - Hearing Officer	153,094		74,925		228,019
2725	JBE30311	Traffic Division - Administration	32,592		99		32,691
2725	JBE30312	Traffic Division - Court Reporters			25,000		25,000
2726	JBE20330	Family Division - Alt Disp Resolution	452,178		14,762	2,500	469,440
2727	JBE10211	Technology Support Services	96,636		836		97,472
2728	JBE20511	Probate Division - Administration	151,736		9,258		160,994
2730	JBE30215	County Civil - Mediation Resolution			106,800		106,800
2731	JBE30216	Special Master - Water			1,500		1,500
2732	JBE20332	Family Division - Mediation Resolution			113,800		113,800
2733	JBE20319	Family Division - Custody Investigation			50,300		50,300
2735	JBE30205	County Civil - Mediation Referral			30,000		30,000
2737	JBE20517	Probate Division - Pub.Guardian Trust			25,000		25,000
12100	JBE20149	Child Advocacy Interview-. OAG	46,242		4,982	15,306	66,530
12100	JBE30318	Traffic Div. Hearing Officer			56,250	56,250	112,500
12100	JBE20342	Sexual Abuse Intervention	108,788		18,294	44,500	171,582
12100	JBE02310	Juvenile Child Dependency			350,000		350,000
12100	JBE02333	Child Spt Hearing Officer	162,238		5,669		167,907
12100	JBE02341	Child Advocacy Intreviewer DCF			38,500		38,500
12100	JBE20340	Elder Justice Center Referral	118,650		2,060	30,000	150,710
12100	JBE20152	Child Advocacy CB Prog O3	39,339		47,602		86,941
12100	JBE20346	Sex Abuse Interv CB 03	52,448		19,616		72,064
Total County			8,649,362	198,289	10,078,026	158,556	19,084,233

13th Judicial Circuit
Court Administration
FY2003 Adopted Budget
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By Index

Funding Source	Index Codes	Title of Account	Personnel Costs	Temp. Help	Operating Expenses	Projects/ Equipment In Kind	Total FY03
1001	JBE10101	Court Administrators Office	608,988	24,412	118,675		752,075
1001	JBE10102	Judicial Support Services		135,331	4,000		139,331
1001	JBE10103	Court Counsel/Legal Support	436,045	38,546	23,000		497,591
1001	JBE10104	Management/Special Services	281,577		24,150		305,727
1001	JBE10105	Elder Justice Center	96,479		4,725		101,204
1001	JBE10201	Public Information Office	212,185		78,000		290,185
1001	JBE10202	Information Systems	714,338		881,250		1,595,588
1001	JBE10203	Fiscal Affairs	315,535		6,800		322,335
1001	JBE10204	Personnel Services	305,133		8,950		314,083
1001	JBE10209	Court Business Center			450,000		450,000
1001	JBE20131	Child Advocacy Center	263,884		27,750		291,634
1001	JBE20202	Court Reporters - Civil			2,500		2,500
1001	JBE20206	Cir. Civil - Other Costs			44,400		44,400
1001	JBE20301	Family Division - Administration	41,284		1,675		42,959
1001	JBE20304	Family Division - Court Interpreter	4,351				4,351
1001	JBE20308	Family Division - Domestic Violence			430,000		430,000
1001	JBE20309	Family Division - Custody Investigation	120,657		14,850		135,507
1001	JBE20311	Family Division - Intake Unit	212,367		8,250		220,617
1001	JBE20313	Family Division - Other Costs	21,372		17,990		39,362
1001	JBE20401	Juvenile Division - Admin.			14,750		14,750
1001	JBE20402	Juvenile Division - Court Reporters			6,000		6,000
1001	JBE20405	Juvenile Division - Court Interpreter	10,005		500		10,505
1001	JBE20409	Juvenile Division - Juvenile Diversion	321,906		37,050		358,956
1001	JBE20412	Juvenile Division - Guardian Ad Litem	235,852		115,700		351,552
1001	JBE20416	Juvenile Division - Other Costs	30,869		1,500		32,369
1001	JBE20502	Probate Division - Ct. Rptrs.			5,500		5,500
1001	JBE20503	Probate Division - Clinical Evaluation			133,500		133,500
1001	JBE20509	Probate Division - Other Costs			2,600		2,600
1001	JBE30204	County Civil - Alt. Disp. Resolution			23,700		23,700
1001	JBE30301	Traffic Division - Administration	31,729		750		32,479
1001	JBE30302	Traffic Division - Ct. Reporter Appeals			5,500		5,500
2707	JBE20433	Teen Court - Juv Education	44,059		27,505		71,564
2710	JBE20101	Circuit Criminal - Administration	58,126		215,847		273,973
2710	JBE20102	Circuit Criminal - Court Reporters	262,960		695,000		957,960
2710	JBE20104	Circuit Criminal - Clinical Evaluation			435,000		435,000
2710	JBE20105	Circuit Criminal - Court Interpreter	121,768		55,160		176,928
2710	JBE20106	Circuit Criminal - Non Capital Felony			590,000		590,000
2710	JBE20108	Circuit Criminal - PD Conflicts Cap			486,000		486,000
2710	JBE20109	Circuit Criminal - Drug Court	386,836		323,375		710,211
2710	JBE20111	Circuit Criminal - Indigent Costs			84,600		84,600
2710	JBE20112	Circuit Criminal - Indigent Screening	312,402		52,475		364,877
2710	JBE20114	Circuit Criminal - Other Costs			75,000		75,000
2710	JBE20119	Circuit Criminal - PD Conflicts App			141,000		141,000
2710	JBE20120	Circuit Criminal - RICO Attorney Fees			248,000		248,000
2710	JBE20403	Juvenile Division - Court Reporter			351,500		351,500
2710	JBE20408	Juvenile Division - PD Conflicts			37,200		37,200
2710	JBE20415	Juvenile Division - Non Conflict Depcy Repr.			700,500		700,500
2710	JBE30101	County Criminal - Administration					0
2710	JBE30103	County Criminal - Court Reporter			207,000		207,000
2710	JBE30105	County Criminal - Court Interpreter	152,818		49,550		202,368

VISION

Vision

The Vision of the Administrative Office of the Courts, Thirteenth Judicial Circuit, is to provide the best service to the Judiciary and the Public by:

- Earnestly working together to achieve the highest goals
- Providing innovative responses to our community's needs
- Assisting the Judiciary in fulfilling its constitutional role
- Encouraging the exchange of information throughout Court Administration and with those we serve
- Honoring excellence in individuals and teams
- Continually seeking improvement
- Drawing upon our diversity as a source of vitality.

VALUES

Values

Service:

We are committed to providing the highest quality of service by identifying and exceeding constituent expectations.

Continuous Improvement:

Our creativity holds the key to the future. We encourage innovation and place no limits on improvement. We regard change as an opportunity to improve. Our environment supports personal and professional growth through education and training.

People:

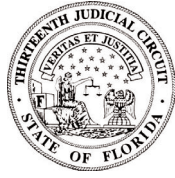
We believe that a diverse workforce that values individual differences leads to a stronger, more successful organization.

Ethics/Integrity:

We value the courage and conviction to act with integrity and the commitment to behave ethically. By demonstrating a high standard of personal integrity in all activities, we will inspire public confidence and trust in our judicial system.

Communication:

Communication is the life blood of any organization. We are dedicated to keeping ourselves, the Judiciary, and Public informed. We realize our potential through the free exchange of ideas in an atmosphere of trust and mutual respect.



Thirteenth Judicial Circuit Description Major Divisions

While there are twenty judicial circuits in Florida, citizens in Hillsborough County are served by the Thirteenth Judicial Circuit, the fifth largest trial court jurisdiction in the state.

The Florida Legislature has allocated 37 circuit and 15 county court judges in the Thirteenth Judicial Circuit.

Circuit court judges hear all criminal and civil matters not within the jurisdiction of county courts, including matrimonial law, paternity cases, juvenile delinquency and dependency cases, as well as mental health, probate, guardianship and civil matters greater than \$15,000. They also hear appeals from some county court rulings and judgments and from some administrative divisions. There are nine divisions within the Thirteenth Judicial Circuit Courts. Over 60,000 cases were filed in circuit courts in 2003.

County courts are sometimes referred to as “the people’s courts,” probably because a large part of their courts’ work involves citizen disputes, less serious criminal matters (misdemeanors), traffic violations and smaller monetary disputes under \$15,000. There are four divisions within the county courts, including an Emergency division that is designed to streamline court functions related to First Appearances in both circuit and county criminal divisions.

MAJOR DIVISIONS

Circuit Court Judiciary



James D. Arnold



Rex M. Barbas



James M. Barton, II



E. Lamar Battles



Herbert Baumann, Jr.



Debra Behnke



Charles Ed Bergmann



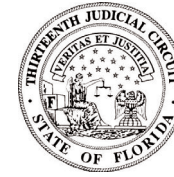
Anthony K. Black



J. Kevin Carey



Martha J. Cook



COURT DIVISION STATISTICS

THIRTEENTH JUDICIAL CIRCUIT:

FELONY DIVISION	2002	2003	% Change
Filings	14,307	16,415	15% Increase
Dispositions	14,177	15,895	12% Increase

GENERAL CIVIL	2002	2003	% Change
Filings	13,067	12,976	1% Decrease
Dispositions	11,920	11,603	3% Decrease

FAMILY LAW	2002	2003	% Change
Filings	20,808	18,154	13% Decrease
Dispositions	19,279	18,282	5% Decrease

JUVENILE DELINQUENCY	2002	2003	% Change
Filings	4,652	5,592	20% Increase
Dispositions	5,750	5,152	10% Decrease

GUARDIANSHIP, MENTAL HEALTH, PROBATE & TRUST	2002	2003	% Change
Filings	5,579	5,837	5% Increase
Dispositions	5,675	5,908	4% Increase

STATEWIDE:

CIRCUIT CRIMINAL	FY 01-02	FY 02-03	% Change
Filings	179,757	182,893	1.7% Increase

CIRCUIT CIVIL	FY 01-02	FY 02-03	% Change
Filings	186,218	184,858	.7% Decrease

DOMESTIC RELATIONS	FY 01-02	FY 02-03	% Change
Filings	280,457	276,966	1.2% Decrease

JUVENILE	FY 01-02	FY 02-03	% Change
Filings	91,504	92,686	1.3% Increase

Child to Work Day



Judge Nazaretian and visiting children



Judge Ficarrotta speaks to visiting children

Circuit Court Judiciary



Marva L. Crenshaw



Jack Espinosa Jr.



Katherine G. Essrig



Ronald Ficarrotta



Barbara Fleischer



Robert A. Foster, Jr.



William Fuente



Frank Gomez



Gregory P. Holder



Charlene E. Honeywell



Claudia R. Isom



William P. Levens



Perry A. Little



Manuel A. Lopez



Vivian C. Maye



Manuel Menendez Jr.



Richard A. Nielsen



J. Rogers Padgett



Sam D. Pendino



Daniel L. Perry



Denise A. Pomponio



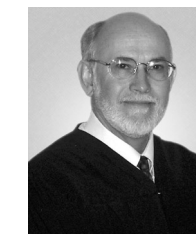
Susan Sexton



Monica L. Sierra



Robert J. Simms



Ralph C. Stoddard



Chet A. Tharpe



Wayne S. Timmerman

Thirteenth Judicial Circuit Description

MAJOR DIVISIONS

County Court Judiciary



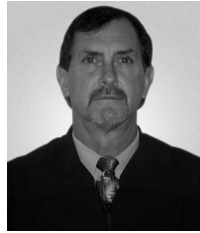
Charlotte W. Anderson



James V. Dominguez



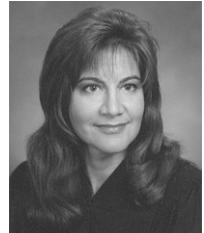
Gaston J. Fernandez



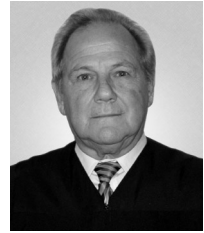
Walter R. Heinrich



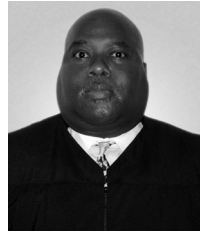
Paul L. Huey



Joelle Ann Ober



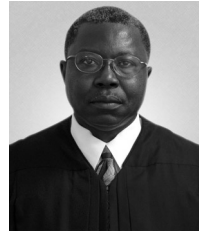
Elvin Martinez



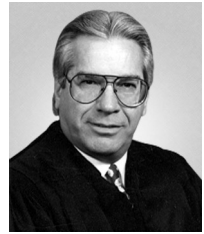
Eric R. Myers



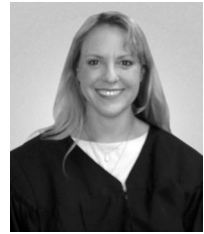
Nick Nazaretian



Art E. McNeil



Raul C. Palomino, Jr.



D. Michelle Sisco



Cheryl Thomas



Christine K. Vogel



Mark R. Wolfe

Court Staff Awards

Court Staff Awards



Tessie Rosette Award, Maggie Fuente



Employee of the Year, Janice Albury

Judicial Accomplishments

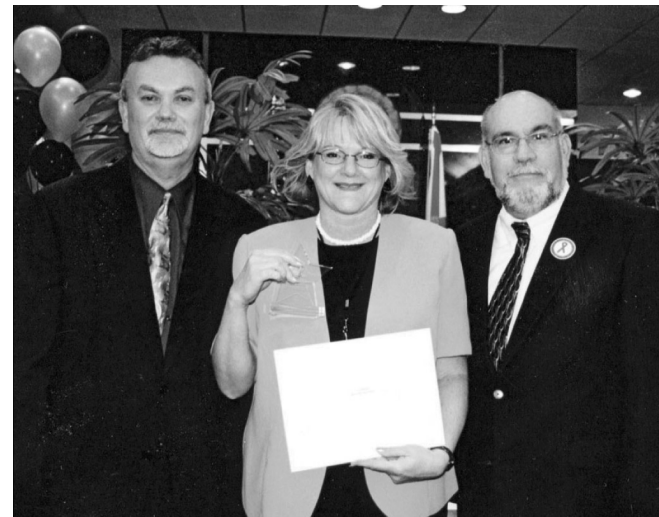


Judge Martha J. Cook, Judge Chet A. Tharpe, General Master Vicki Reeves, Judge Cheryl Thomas, Joy Casper and Judge Monica L. Sierra toured Florida prisons.

New Judges

- Judge J. Kevin Carey
- Judge Martha J. Cook
- Judge Manuel A. Lopez, appointed to circuit bench from county bench
- Judge Art E. McNeil
- Judge Monica L. Sierra

Chief Judge Manuel Menendez, Jr. instituted a local judicial orientation for his new colleagues to acquaint them with the Thirteenth Judicial Circuit. The orientation included a variety of presentations, training activities, field trips, and courtroom observations.



Leadership Award, Heather Thullbery



Visionary Award, Abdiel Ortiz

LEAVING THE CIRCUIT



Donald C. Evans, Circuit Judge

Judge Evans retired in 2003 after more than twenty years of service to the court system. He served the Thirteenth Judicial Circuit since 1982, when he became a county judge. He was elected circuit judge in 1984, and his assignments included the Family Law Division, Felony Division, and Drug Court Division.



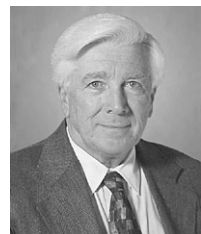
Cynthia A. Holloway, Circuit Judge

Judge Holloway resigned in 2003 after serving in the Circuit for 13 years. She started as a county judge in 1990 and became a circuit judge in 1994, serving in the Felony Division.



Marshall I. Farkas, General Master

General Master Farkas served in this capacity nearly ten years and retired in 2003. His work in the Family Law Division involved hearing post-judgment family law matters and pre-judgment temporary relief. He commented that his recommendations regarding the best interest of the child were based on “case law, a little gut and a little heart.”



Nick Ficarrotta, Special Master

Special Master Ficarrotta retired in 2003 following seven years of service to the Circuit. He was assigned as a special master to the Guardianship, Mental Health, and Trust Division.



Joseph J. Navarra, Hearing Officer

Hearing Officer Navarra started with the Circuit in 1988 and retired in 2003 after nearly 15 years of service. He was assigned as a hearing officer to the Family Law Division.

RECOGNITION RECOGNITION



Judge E. Lamar Battles was presented with a Distinguished Service Award from the Florida Council on Crime and Delinquency for outstanding contributions to public safety.

Judge Perry A. Little received the Francisco Rodriguez Achievement Award presented by George Edgecomb Bar Association recognizing his substantial contributions to the community and the legal profession.



Judge Claudia R. Isom received the Silver Beaver Award from the Gulf Ridge Council of the Boy Scouts of America recognizing her volunteer efforts and distinguished service to youth.



Court Counsel
David Rowland

Mission:

The mission of the Legal Department is to provide high quality legal advice and representation to the Judiciary of the Thirteenth Judicial Circuit and the management of the Administrative Office of the Courts.

Department Goals:

Case Management

The provision of legal research and preparation of memoranda and proposed orders to the judiciary is a primary goal. By providing the judiciary with necessary legal research and voluminous proposed orders, the Legal Department assists in case disposition.

Prevention

Avoiding legal problems and litigation is preferred over the more costly adjudication of legal issues. The Legal Department is dedicated to providing legal advice in the development of effective operational policies and procedures that reduce the risk of legal problems and taking the opportunity, when legal problems arise, to educate concerning the prevention of future legal problems.

Service Volume 2003:

- Number of Courthouse Tours Conducted - 35
- Number of People Touring Courthouse - 817
- Number of Schools Represented in Courthouse Tours - 34

Types of Schools -

- Public Schools - 10
- Private or Home School - 8
- College or Vocational Technical - 7
- Civic - 4
- Law Schools - 5

- Number of Students Participating in Law Week Tour - 630
- Hits on Website Averaged 3,000 Per Month in July 2001
- Hits on Website Averaged 28,000 Per Month in December 2003
- Most Active Hours on Website - 10 a.m. and 3 p.m.
- Most Requested Website Pages - Judges Directory and Forms
- Most Requested Website Judicial Area - Circuit Civil
- Number of Official Requests Per Month for Camera Access - 19
- Response to Request for Camera Access Within Two Hours 100%
- Camera Access Requests Related to Preliminary Presentation Court- 15%
- Camera Access Requests by Local News - 85%
- Camera Access Requests by National News - 15%

Outcome Measures:

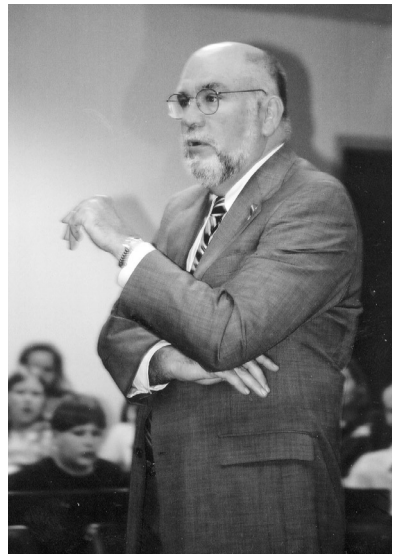
As the Result of the availability of pro se forms on the website, telephone traffic in Family Intake decreased by 62 percent. Judicial Assistants report a reduction in calls as a result of the availability of the website, some estimating a reduction from 20 calls per day to 2 calls per day related to calendaring issues

Recent Accomplishments:

- George Edgecomb production received efficiency award from Florida Government Communicators
- Completed Small Claims Video, paid by grant funding of \$14,940 from Alternative Dispute Resolution grant funds
- Completed Dependency Video, in both English and Spanish, through State Model Court Dependency funding



Judge Marva L. Crenshaw, Law Week



Budget/Staff:

Budget:

Total - \$290,185
 Salaries & Benefits - \$212,185
 Operating Expenses - \$78,000

Staff:

Senior Court Operations Consultant; 2 Court Operations Consultants; Administrative Secretary; Public Information Aide

Space Allocation:

615 Square Feet

Specialized Software:

Director
 Dreamweaver
 Fireworks
 Flash
 Illustrator
 Indesign
 Informs
 Mavis Beacon Typing tutor
 Photoshop
 Sound Forge
 Studio MX



Quality Indicators/Quotes

- Member of Florida Government Communicators Association
- Member of National Conference of Court Public Information Officers



Professional Integrity

It is important to maintain the appropriate professional expertise in relevant areas of law and demonstrate trustworthy conduct and accountability. Through this focus, the Legal Department is able to provide informed, independent judgments to the judiciary and administrative managers for whom we serve.

Effectiveness

Attention to deadlines and time-sensitive tasks is critical to Legal Department operations. The Legal Department strives to work efficiently, with an awareness of resource constraints, without sacrificing quality results.

Budget/Staff:

Budget:

Total - \$500,091
 Salaries & Benefits - \$474,591
 Operating Expenses - \$25,500

Staff:

Circuit Court Counsel; 5.5 Senior Staff Attorneys; Administrative Assistant III; 10 Staff Attorneys; Administrative Secretary

Space Allocation:

7,875 Square Feet

Specialized Software:

Banner (criminal, civil, juvenile, or probate)
 Lexis Nexis and Westlaw (legal research)
 Paradox (motion relief tracking)

Service Volume (2003):

Total Post-Conviction Relief Orders Drafted - 2,864
 Total Court Orders Drafted (Non PCR) - 800
 Total Judicial Consultations and Research Projects - 720
 Total Administrative Orders - 89

Magistrates and Hearing Officers

Description:

To leverage scarce judicial resources, and pursuant to Judicial Rules of Administration and Rules of Procedure, the Chief Judge can appoint magistrates and hearing officers to hear cases and make recommendations for judicial review.

The magistrates and hearing officers provide invaluable assistance in speeding up the timeliness of case proceedings.

Budget/Staff:

Budget:

Magistrates -
 Total - \$717,711
 Salaries & Benefits - \$655,239
 Operating Expenses - \$28,251
 Capital - \$34,221

Hearing Officers -

Salaries & Benefits - \$163,751
 Operating Expenses - \$56,193
 Capital - \$7,500

Staff:

There are six magistrates in the Thirteenth Judicial Circuit. Three serve in the Family Law area, two assist the judges in Juvenile Dependency, and one is in the Guardianship & Mental Health division.

Two hearing officers work with Title IV child support enforcement, and there is one civil traffic hearing officer that works with civil traffic infractions and all County ordinance violations.

Three senior secretaries provide support services.

Space Allocation: 5,262 Square Feet

Specialized Software:

Lexis Nexis and Westlaw (legal research)
 Banner (criminal, civil, juvenile, or probate)

PROGRAM/SERVICE: Civil Traffic Hearing Officer Program

Service Volume FY 02/03:

- | | |
|--------------------------------------------------|---------------------------------------------------|
| 🔨 Animal Control Violations Heard - 3,550 | 🔨 Hillsborough County Parking Cases Heard - 359 |
| 🔨 Traffic Arraignment Cases Heard - 13,381 | 🔨 City of Temple Terrace Parking Cases Heard - 62 |
| 🔨 Traffic Hearing Cases Heard - 14,337 | 🔨 Water Use Violations Total - 2,294 |
| 🔨 City of Tampa Parking Violations Heard - 1,350 | 🔨 CTHO Dismissed Cases Total - 4,140 |



Support Enforcement Hearing Officer Lila Stello sworn in by Chief Judge Menendez



General Master Sean O. Cadigan sworn in by Chief Judge Menendez

Court Communications & Technology Services/Court Business Center

A public/private partnership between the AOC and a private vendor, this document management center maintains and services all copiers within the courthouse complex, as well as operating a full-service document production center. Services are generally available for both the public and court personnel. Some of the services available through the Court Business Center include:

- Document consulting services
- Document design creation and layout
- Scanning services
- Copying, binding and laminating document
- Audio/visual equipment rental for the courtroom
- Video duplication
- Mail services
- Multimedia production.

Service Volume and Outcome Measures (2003):

- Between 95% and 100% Up Time on All Convenience Copiers
- Printer Volume 6,194,714
- Printer Volume Monthly Average 516,226

Public Information

COURT ADMINISTRATION PUBLIC INFORMATION

PROGRAM/SERVICE: Public Information

Mission:

The Office of Public Information will build public trust and confidence in the judicial system.

Department Goals:

- 🔨 Remove the mystery of the court process for potential court users and to educate and inform the public about court programs designed to assist them.
- 🔨 Educate the public about the relevance of courts and judicial independence to their individual lives.
- 🔨 Through a partnership with Channel 18 and the Hillsborough County Bar Association, two videos will be produced for the 50th anniversary of Brown vs. Board of Education for law week in May 2004
- 🔨 Reorganization of information desks to create greater uniformity in procedures
- 🔨 Reorganization of Justice Files to a planned quarterly production in 2004

Objectives:

- 🔨 Increase access to information about the court process and court programs for targeted audiences.
- 🔨 Establish formal relationship with Hillsborough County schools as an educational forum for students.
- 🔨 Establish positive media relations for the Administrative Office of the Courts resulting in 50 percent of all news releases culminating into print, radio or television news.
- 🔨 Establish cooperative partnership with justice organizations to educate the public about the court system and roles and responsibilities.
- 🔨 Garner adequate resources to support mission of the Office of Public Information.
- 🔨 Establish cooperative partnership with existing public and non profit organizations to educate the public about the court system.

MAGISTRATES AND HEARING OFFICERS

Court Communications & Technology Services/Help Desk

Mission (Help Desk): To provide information technology support to the Thirteenth Judicial Circuit’s judiciary and staff in a timely, courteous, and professional manner. We accomplish this mission by embracing diversity with respect and dignity for each other as an essential component in the way we do business, applying the highest standards of excellence, developing enthusiastically satisfied customers all of the time, and recognizing that communication is essential to our success.

Service Volume and Outcome Measures:

	FY 00-01	FY 01-02	FY 02-03
Help Desk Calls			
Telephone Calls to Main Number	11,614	10,425	9,284
Abandoned Calls	614	621	349
Percentage Abandoned	5.29%	5.96%	3.76%
Help Desk Projects	FY 00-01	FY 01-02	FY 02-03
Training Hours (including one on one)	184.25	437.5	286.76
Workstation Setups	Not Recorded	120	202
Computer Moves	131	166	93
Help Desk Service Tickets	FY 00-01	FY 01-02	FY 02-03
Total Number Opened	11,096	11,412	11,058
Opened by Level 1 Staff	8,851	9,613	9,545
Opened by Facilities Staff	1,237	1,190	716
Percentage Opened by Facilities Staff	11.15%	10.43	6.47%
Opened by Others	1,008	609	797
Closed by Level 1 Staff	4,238	3,728	3,766
Percentage Closed by Level 1 Staff	47.88%	38.78%	39.46%
Closed at Level 1 Within 1 Hour	3,513	2,634	2,803
Percentage Closed at Level 1 - 1 Hr.	82.89%	70.65%	74.43%
Escalated to Desktop Team	8,441	7,846	7,315
Escalated to Others	410	5,885	5,779
Closed by Desktop Team - 4 Hrs.	1,573	1,564	1,786
Percentage Closed Desktop - 4 Hrs.	37.43%	37.98%	50.32%

Quality Indicators/Quotes

	FY 00-01	FY 01-02	FY 02-03
Help Desk Customer Satisfaction			
Judges/Judicial Assistants	89.13%	87.5%	93.76%
Staff	81.82%	83.1%	96.11%

SPECIALTY COURT DIVISIONS



Specialty Court Divisions and parallel administrative support programs offer unique problem solving opportunities, including evaluation and treatment, for offenders as an alternative to the traditional court process.

PROGRAM/SERVICE: Domestic Violence Division

Mission:

To promote public safety by providing a program to offer treatment to domestic violence offenders and their victims.

Program Goals:

- Train new attorneys with the State Attorney’s Office and Public Defender’s Office regarding domestic violence battery assessment and treatment procedures
- Train domestic violence assessors on Level III procedures
- Organize meetings with domestic violence judge and attorneys in division to facilitate communication and training

Budget/Staff:

Budget:

Total - \$435,000
Salaries & Benefits - 0
Operating Expenses \$435,000

Fiscal Summary:

Operating expenses are funded by the Hillsborough County Board of County Commissioners, which includes supplementing the sliding fee scale paid to the local treatment providers, as well as contractual services with a local professional to ensure criteria is consistent among approved providers.

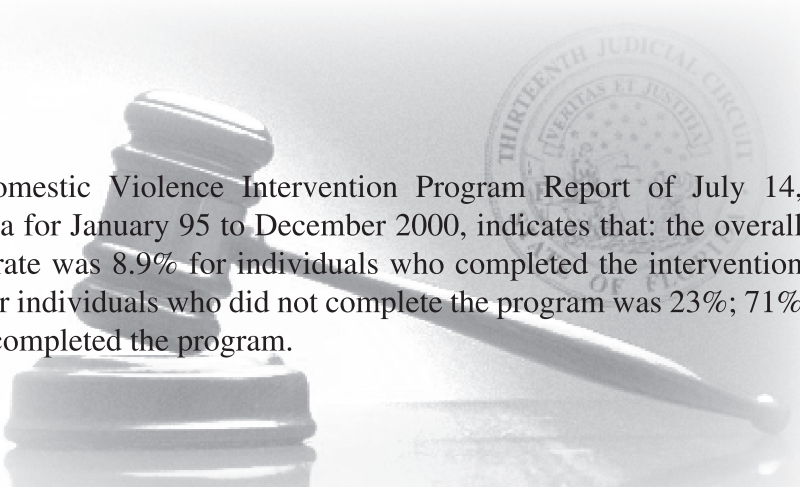
Staff:

Full Time Employees - 0
While no full-time positions are dedicated to this program, it operates under the direction of a court operations consultant, with monitoring of the treatment programs provided through a contract with the Department of Public Health at the University of South Florida.

Service Volume FY 02/03:

Probation Assessments Completed - 579
Diversion Assessments Completed - 569
Probation and Diversion Assessment Amount - \$41,550
Probation and Diversion Monitoring Amount - \$201,630
Probation and Diversion Treatment Amount - \$141,305
Jail, Department of Corrections Assessment and Treatment Amount - \$41,783
Injunction Assessment and Treatment Amount - \$3,455

Outcome Measures:

 The Hillsborough County Domestic Violence Intervention Program Report of July 14, 2002, which summarized outcome data for January 95 to December 2000, indicates that: the overall recidivism (as measured by rearrest) rate was 8.9% for individuals who completed the intervention program; the overall recidivism rate for individuals who did not complete the program was 23%; 71% of batterers who entered the program completed the program.

Quality Indicators/Quotes:

Qualitative Vignette:

Mary was a 30-year old mother of two who had been married 12 years. The relationship with her husband, John, had been deteriorating for the past year. He seemed upset over the smallest things - if dinner was a little late, if everything in the house was not in order, if the children made too much noise. He felt that she spent too much time with her mother and sought out the advice of her father rather than his.

One afternoon, on returning home from work he found that dinner was not ready and he just "lost it." He started throwing pots and pans. When Mary approached him to try to explain that one of the children had been sick all day and she had not had time to prepare dinner, he felt that was not a valid excuse and slapped her in the face with an open hand. Mary dismissed his actions as just a one-time event. Perhaps he was tired or had a bad day at the office.

There was no further abuse, physically, for the next month, although John was still edgy and appeared upset a lot of the time when he came home from work. One particular day, John appeared to be withdrawn and when Mary approached him to try to find out why, he said he didn't want to talk about it. When she refused to give up, he hit her in the face with his fist and broke her jaw. Mary was taken to the emergency room of a local hospital, where the police were called. John was arrested.

Treatment was ordered and John was placed on probation with the Salvation Army. A determination was made by the Indigent Screening Unit that he would need help financially. He was then scheduled for an assessment with the Family Violence Intervention Program where it was decided in which service level John would need to be placed. It was determined that Level II would be appropriate since John was demonstrating a pattern of violence and seemed to have power and control issues.

John was assigned to attend therapy sessions for a recommended period of time which is where he is now. His bills for treatment will be submitted to the Salvation Army who will verify the request and submit a monthly report to the Judge for approval. This in turn will be submitted to the Administrative Office of the Courts for review and payment by the Board of County Commissioners Accounting Department.

John has been attending therapy sessions for two months now and is not so angry. Hopefully his progress will continue.

Innovative Ideas:

Court Technology Coordinator Position:

... Act as liaison between the judge, individual attorneys presenting a case in front of the judge, and court technology staff for services and processes in an electronic courtroom environment...

... Assist in defining and redesigning business processes in the technology courtroom to facilitate litigation of specific cases requiring technological interfaces...

... Skill in the utilization of litigation support software, electronic filing software, presentations software, and audio visual technology ...

Records Management:

It is the goal of the AOC to become a paperless office. The first steps to pursue this goal were taken to start the sorting process office-wide. Obsolete records were identified and destroyed with proper authorization or moved to more cost effective off- site storage until retention periods were met. Extensive inventory work was then completed in all areas to identify the many types of records and volume for imaging. Various vendors provided recommendations regarding technical and procedural operations. Pilot projects were initiated to index and scan records, making the records available to electronic retrieval and distribution.

A centralized records system providing automated access to administrative records is expected to reduce costs associated with storage and staff retrieval time and provide another safeguard to protect the organization from loss of critical information.

Dashboard Design:

Looking ahead, research is being conducted to determine the potential to establish an electronic dashboard project in our circuit. The concept involves electronically linking various indicators together, usually to establish an overall measure of the status of pending court cases or external influences that will affect case processing. This overall measure is then divided into numeric ranges and assigned a green, yellow, or red light to indicate current conditions and alert managers to potential backlogs or the need to reallocate resources to handle higher than normal volumes.

Specialized Software

Help Desk -

Support Magic (call tracking software)
Supports all applications

Court Business Center -

- Art Explosion
- AutoDesk 3D
- Director
- Dreamweaver
- InDesign
- Live Picture Photo Vista
- Word
- Paperport
- Page Maker
- Photoshop
- Session Manager
- Shockwave
- Textbridge
- Vegas DVD
- Matrox collection
- Illustrator
- Winzip

COURT ADMINISTRATION TECHNOLOGY SERVICES

PROGRAM/SERVICE: Court Communications & Technology Services

Mission CCTS:

To provide efficient technology services and technical support to the judiciary, AOC, and all affiliated court programs and departments.

Service Goals:

- 🔨 To use innovative technology to increase citizens access and convenience in addressing the courts and related services
- 🔨 To expedite the courts ability to access factual and legal information through the most effective technical method
- 🔨 To provide efficient technology resources to maintain and improve existing programs, systems, and networks
- 🔨 To advance court operational performance by providing consultation and training to expand best practice usage of technology tools
- 🔨 To participate in the establishment of new court programs and services that implement the Circuit's vision
- 🔨 To strengthen interagency relationships through communication and collaboration
- 🔨 To maintain the security and integrity of information and plan for effective recovery in the event of disaster

Budget/Staff

Budget:

Total - \$4,446,839
Personnel - \$1,020,844
Administrative - \$3,425,995

Staff:

Trial Court Technology Officer; Senior Information Systems Consultant; Court Technology Project Coordinator; Distributed Systems Network Coordinator; 4 User Support Analysts; Communications Specialist

Space Allocation:

1,786 Square Feet (CCTS)
759 Square Feet (Help Desk)
1,475 Square Feet (Court Business Center)

Recent Accomplishments:

- Technology projects included:
- 🔨 Calendaring, in the Family and Civil Divisions, used Groupwise to allow legal offices to directly access and schedule proceedings on judicial calendars, minimizing the time that judicial and legal assistants invest in routine scheduling activities.
 - 🔨 Children's Justice Center relocation
 - 🔨 Teleconferencing support for Circuit Criminal Division
 - 🔨 Court reporting support

PROGRAM/SERVICE: Drug Court/Drug Division/Juvenile Drug Court

Mission:

Increase the public safety of Hillsborough County residents by reducing crime and costs of criminal activity by diverting substance abuse offenders into community based treatment programs under extended intensive judicial supervision.

Program Goals:

- 🔨 Expand post program services through linkage to community resources
- 🔨 To keep parents continuously informed (Juvenile Drug Court)
- 🔨 Increase educational opportunities for professionals involved in drug court services

Budget/Staff:

Budget:

Total - \$600,682
Salaries & Benefits - \$551,070
Operating Expenses \$49,612
(Not Including Treatment Funding)

Fiscal Summary:

The Florida Department of Law Enforcement (FDLE) Edward Byrne Memorial Funds granted \$58,262 for support of the Juvenile Drug Court Program.

Staff:

Drug Court Program Coordinator; 4 Drug Court Specialist II; 3 Drug Court Specialist I; Court Program Specialist II; Administrative Assistant I

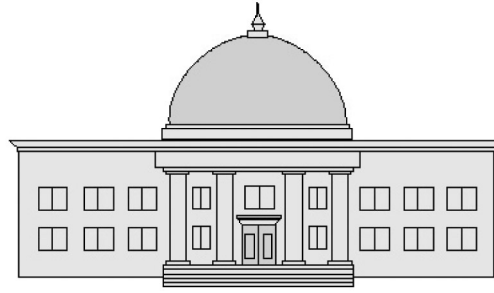
Specialized Software:

Drug Court -
Banner (criminal, civil, or juvenile)

Juvenile Drug Court -
Banner (criminal, civil, or juvenile)
JDC Net
Imaging/docushare

Service Volume FY 02/03:

Drug Court PTI Intakes - 249
Drug Court PTI Successful Terminations - 146
Drug Court PTI Unsuccessful Terminations - 131
Drug Court Evaluations - 1,423
Drug Court Updates - 3,863
Juvenile Drug Court Average Number of Offenders in Program Per Month - 214
Juvenile Drug Court Current New Intakes - 300
Juvenile Drug Court Successful Terminations - 179
Juvenile Drug Court Unsuccessful Terminations - 61



Outcome Measures:

- For Pre-Trial Intervention Drug Court, 94 percent of the clients who successfully graduated from the program remained arrest free for one year after successful termination (statistics through March 1, 2003)
- In a study conducted in 2003, juveniles referred to the Juvenile Drug Court in 2000 were tracked for three years and only 14% of the successful graduates of Juvenile Drug Court re-entered the criminal justice system compared to 30% rearrests for the youth that refused to enter the Juvenile Drug Court program, and
- Juveniles referred to the Juvenile Drug Court in 2001 were tracked for two years and only one percent recidivism occurred for Juvenile Drug Court graduates compared to 24% of the youth who refused to enter the program
- For Pre-Trial Intervention Drug Court, from July 2002 to June 2003, of those clients eligible to work, 81 percent of the clients discharged were employed or in training (194 out of 242)

Recent Accomplishments:

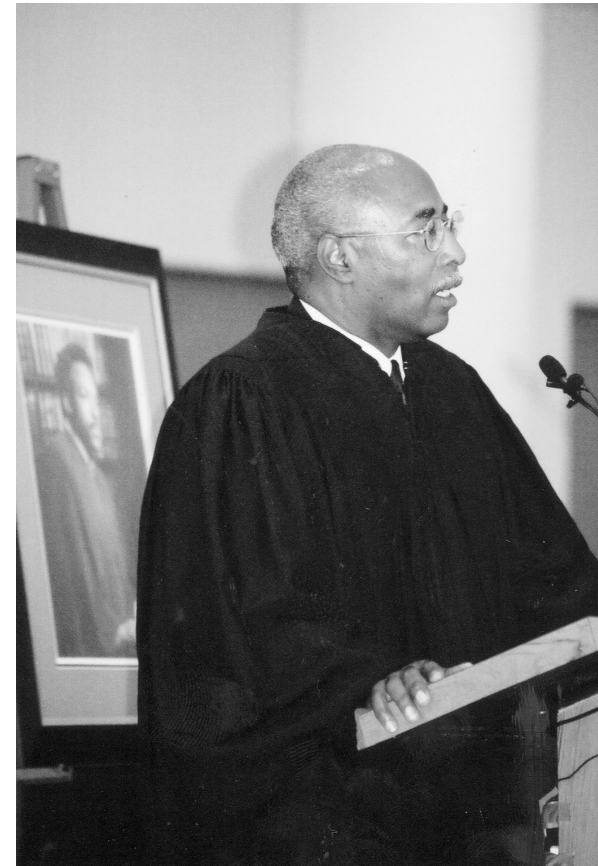
- The program coordinator serves on the Board of Directors for the Florida Association of Drug Court Professionals, is a representative to the national association, and since 2002 has served in the elected position of delegate to the National Congress of State Drug Court Associations
- The drug court programs participate in the Hillsborough County Anti-Drug Alliance, and the program coordinator serves on the Board of Directors
- Five staff members in the program are Certified Drug Court Professionals
- An in-depth assessment tool was instituted for utilization in the courtroom setting.

Quality Indicators/Quotes:

- The Juvenile Drug Court was the first Juvenile Drug Court in Florida and the third Juvenile Drug Court nationwide
- The National Association of Drug Court Professionals estimates that drug courts generate a \$10 cost savings for every \$1 spent on drug courts; the cost savings is based on reduced jail/prison use, reduced criminality, and lower criminal justice system costs.

“...Since I was thirteen there had never been a time, for even a week, when I stayed sober. When I first entered the program they started teaching me a completely different way of life and it wasn’t so easy to learn. I had to restructure my entire life... And you need people to help and you need people around you to support you in what you are doing. The pride you get after you have been sober for 9 months is great. When you look in the mirror and you think WOW! yesterday I was sober and it was very, very cool.”

“... I was not wanting to accept the fact that I had a problem ... And basically in the end, you won’t see it now but in the end there will be a lot of benefits from it. You’ll see that the Drug Court Program is not punishment, actually it is the opposite, it is something to be grateful for.”



Judge Perry A. Little, Edgecomb Courthouse ceremony

Specialized Software:

- AutoCAD
- Support Magic (call tracking)
- Visio

Service Volume FY 02/03:

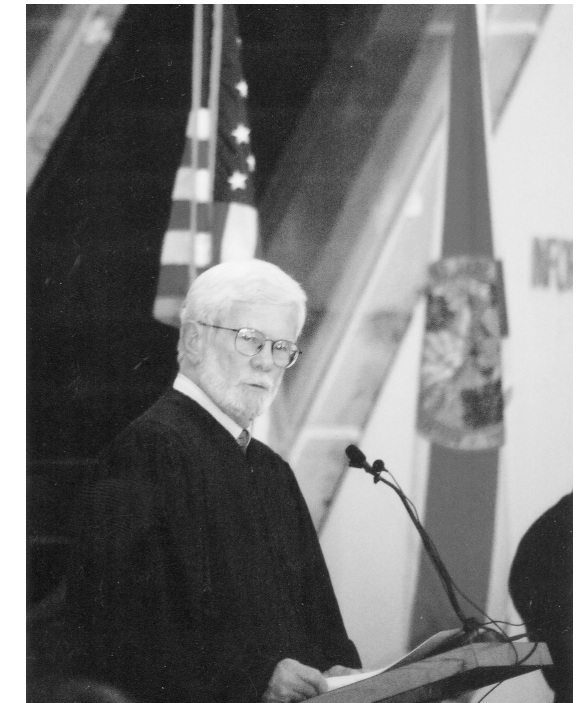
- CAP 1 (Controlled Access Point) Twiggs Street - 1,059,956
- CAP 2 Kennedy Blvd. - 502,177
- CAP 3 Jefferson Street - 724,109
- CAP 4 Pierce Street - 655,372
- CAP 5 Plant City - 270,531
- CAP 6 700 E. Twiggs - 497,670
- Total - 3,709,815
- Knives - 17,379
- Firearms - 9
- Bullets (by incident) - 104
- Mace - 2,814
- Other - 13,380

- Duress Alarms - 300
- Safety Hazards Found - 1,552
- Suspicious Conduct Observed - 4,667

(Information Provided by Hillsborough County Security Services)

George E. Edgecomb Courthouse

On August 13, 2003, what would have been Judge Edgecomb’s 61st birthday, a judicial ceremony honoring his memory was held in the lobby of the new courthouse, built on the site of the former George Edgecomb Public Service Center. Judge Edgecomb was the first African American County Solicitor, Chief Assistant County Solicitor, and County Judge in Hillsborough County. He was remembered by his friends and family for his great respect for honesty and truth. In the fall of 2003, the first occupants started moving into the facility. The 268,000 square foot, six-story courthouse houses all Family and Civil Courts; Guardianship, Probate & Trust Courts; and related programs from the Administrative Office of the Courts and the Clerk of Circuit Court.



Judge J. Rogers Padgett, Edgecomb Courthouse ceremony

COURT ADMINISTRATION FACILITIES AND SECURITY







PROGRAM/SERVICE: Court Facilities Management

Mission:

Facilities Management is responsible for the execution and coordination of various services relating to the Courthouse complex, grounds, and related infrastructure with the goal of providing an environment that is well maintained and secure in support of Thirteenth Judicial Circuit operations involving the public, Judiciary, and Court System staff.

This includes direct services and coordinating with external agencies in the areas of maintenance of facilities, new building projects, repairs to buildings and building systems, electronic access control, minor renovation projects, property inventory, access for disabled, and monitoring safety concerns. Mail Services are also provided to allow timely and dependable delivery of hard copy communications throughout the AOC, Judiciary, and certain related agencies.

Service Goals:

-  To provide appropriate maintenance to reduce repair costs, save energy, and extend the life of property and facilities to protect the taxpayer's investment
-  To monitor safety conditions in order to prevent accidents, eliminate fire and safety hazards, and deter crime
-  To facilitate communication among Court System professionals through interdepartmental coordination and efficient mail delivery services
-  To facilitate space allocation by conducting well organized moves and efficient purchasing procedures
-  To keep abreast of contemporary technical developments for security, access control, and telecommunications equipment
-  To strive to be a customer services oriented department through the use of clear policies, effective procedures, efficient work processes, and highly skilled workers enabled with the proper tools and technology.

Budget/Staff:

Budget:

Total - \$1,900,683
Salaries & Benefits - \$392,092
Operating Expenses - \$1,498,590
Capital - \$10,000

Staff:

Director; 2 Court Operations Coordinators; Communications Technology Systems Coordinator; 2 Communications Specialists; Multi-Trades Worker; 3 Multi-Trades Worker II's; 2 Customer Service Agents; Administrative Assistant

Space Allocation:

4,010 Square Feet

Drug Division

Excerpts of Statements

"... I'm a hard core drug addict, really hard core... Every time I kept falling on my face. My judge didn't give up on me because I didn't give up on myself ...I like him today, he saved my life...I want to live like normal people live. Today I got a steady job, today I got a checking account, today I got a savings account. Today I am somebody."

"First of all, I want to thank everyone who helped me to get here... They gave me the skills because I had none. They helped to give my self esteem back, they help me to regain the morals and values that were taught to me as a child... Today, I'm coping. I'm taking life one day at a time...I get high on my accomplishments and being something in my community."

Juvenile Drug Court

Comments on Exit Interviews from parents of graduating Juvenile Drug Court Participants:

If they found Drug Court informative / beneficial, how?:

"The parenting class was helpful because you were able to relate to other parents with the same problems."

"Knowing that the court system was supportive."

If there have been any changes in their child's routine since being in drug court:

"Yes, it made my husband and I very aware of available programs."

"She competed and graduated from high(school) and is enrolled as a freshman at the University of Tampa."

"He stopped getting angry and acting out in numerous ways."

"Gave up hanging around with a lot of 'undesirable' peers, did better in school."

If they feel that communication with their child has improved:

"Yes, just that - she has been much more communicative."

"We have become closer and are able to talk out problems."

Excerpts from autobiographical letter written to the judge for their graduation:

"The Drug Court program has helped me by opening my eyes to the realities of drug abuse. Even though I wasn't heavy into drug use, it stopped me before I could go any further. I have met some of the nicest, most understanding people while in the program...The program provided a lot of emotional support, too. Not making you feel bad because you made a couple mistakes in your life."

"...Before I got into drug court I was making very good money and I was spending it all on drugs and I had nothing to show for it...Most of all I have realized that I do not have to have drugs to have fun. I can hang out and be sober and have even more fun and I have a lot more to show for it."

COURT ADMINISTRATION MEDIATION & DIVERSION

Quality Indicators/Quotes:

“Communication is the first step in resolving dispute. Parties may be happier with the decisions in mediation, since judges may have less adaptability under the law.”
Judge Charlotte Anderson, County Civil Division

Satisfaction surveys are distributed to all mediation participants two months of the year; the high approval rating from those surveys has consistently been over 90 percent.

PROGRAM/SERVICE: *Mediation & Diversion*

Mission:

To provide high quality, professional mediation services for Hillsborough County disputants, at a reasonable cost, in a cordial and comfortable environment. To serve the Court and the community in the resolution of disputes in a timely and efficient manner, and to instill confidence and satisfaction in all those we serve.

Overall Program Goals:

- 🔨 To provide the highest quality and most well trained mediators to handle the cases that are referred to the program
- 🔨 To streamline scheduling procedures so as to promote quick and efficient access to mediation
- 🔨 To provide the Judiciary and the community a program to be proud of

Short term Goals:

- 🔨 Review ways to continue to deliver the high volume of mediation and diversion services with less available resources, including:
- 🔨 Delay scheduling of County personal injury protection cases for mediation until the later stages of the case when attorneys have gathered all information and settlement is more likely
- 🔨 Allow attorneys in Family Law automated access to mediation scheduling information to encourage mutual agreement on appointment times and maintain standardized appointment times to reduce administrative handling
- 🔨 Distribution of written policies to educate court professionals
- 🔨 Automated collection of statistical information

Budget/Staff:

Budget:

Total - \$1,535,982

Salaries & Benefits - \$1,059,768

Operating Expenses - \$ 476,214

The New Hire Orientation Process:

Utilizing statistics to document the new hire process can sometimes be difficult to interpret because of the numerous steps and number of staff members involved in the total process. The new-hire orientation to the AOC is the first impression a successful candidate will have of our organization. The Court Personnel Department is dedicated to providing as much information as is required for a new employee to make informed decisions about benefit choices, assist in the interpretation of the employee handbook and its policies, coach and instruct in the basic requirements of completing time sheets and leave requests and introduce them to the organization and its leaders. This process requires many steps and involves every member of Court Personnel staff.

The personnel management analyst is the first point of contact as she receives and enters the applicant’s resume or application into the human resources system. The applicant is then sent a letter which is prepared by the personnel secretary, and pertinent equal employment opportunity data is requested for the purpose of maintaining equal employment opportunity statistics. As the applicant progresses through the hiring process, he or she is contacted for an interview and ultimately receives an invitation for a final interview with the court administrator. Once hired, the new employee has a one-on-one detailed benefit sign-up session with a benefit specialist. After a lengthy explanation of benefit options and choices, an overview of the employee handbook and policies by the personnel director is next. Then the new employee is added to the payroll by the personnel secretary, who is responsible for processing the personnel action request (PAR) form, auditing and checking the starting pay, classification and effective date before adding the new employee to the payroll. The final step in the new hire process falls within the responsibility of the personnel secretary, who must prepare and complete the official personnel record which will contain all of the required documentation and personal data that is pertinent to the official personnel record which is required to be maintained for fifty years, according to the official public records retention schedule.



Quality Indicators/Quotes

- Court Personnel Resources is a member of the Society for Human Resource Management
- Florida Public Personnel Association

Another example that presents some difficulty in measurement relates to the change of funding status for an employee. A simple statistical measurement indicated by “transfer” can translate into lengthy task hours because of the many steps required to complete the termination of an employee from the county or state payroll, and then the capture and completion of duplicate information on new forms that is required to initiate a new hire in the state or county payroll system. The most difficult factor in completing a funding transfer for an employee is the fact that the two payroll systems are completely separate and driven by different time cycles – the county on a bi-weekly schedule and the state on a monthly payroll. The timing of closing out one cycle and transferring leave accruals and credit for previous service with the AOC is a very manual process, even though great strides have been made in automating the county payroll reporting system. Article V, Revision 7 will require this transfer process to effect approximately 80 employees of the AOC and will place the burden of a very short time line on the staff members of Court Personnel Resources during this transition.

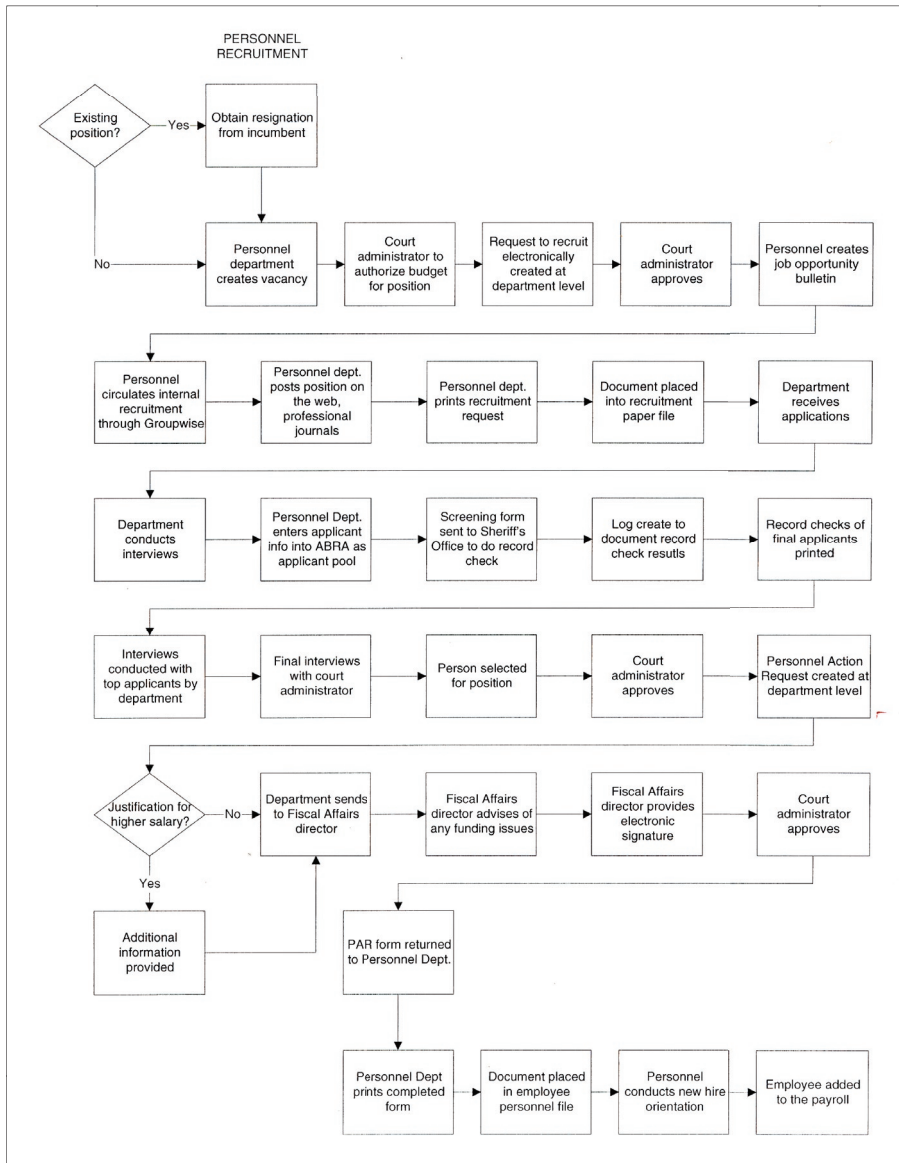
Outcome Measures:

- These survey responses have been typical of the responses received by CPR:
- Satisfaction surveys regarding the performance of the CPR Department have been conducted periodically: 90% of responses rated professionalism of staff members at the highest or second highest rating; 83% rated the ability to handle confidential matters to be the highest or second highest rating; and 82% rated the ability to help employee/customer resolve issue or complete objective to be the highest or second highest rating (June 2000 survey).
 - Satisfaction surveys for the “Bring Your Child to Work Day” in 2000 indicated that 94% of respondents rated the event the highest or second highest rating.

Recent Accomplishments

- Since September 2003, the Administrative Office of the Court joined the web-based Clerk’s Automated Time and Attendance (CATA), a paperless time and attendance system, which has eliminated the need for green bar reports
- Automation of Personnel Action Request process
- County employee health insurance enrollment process to change to new plan, including employee meetings and training

PERSONNEL RECRUITMENT



Fiscal Summary:

Funding is generated from filing fees and is supported by the Mediation Trust Funds. User fees collected in Family and County mediations are applied toward payment of mediators. More than one-third of operating expenses are utilized for data process services. Almost 25 percent of operating expenses are dedicated for contract mediators in the County Civil and Community Mediation Programs and to cover indigency costs in Family Law cases.

Staff:

Director; Family Mediator; 8 Court Program Specialists; 4 Court Program Managers; Administrative Assistant; 5 Administrative Aides

Space Allocation:

3,287 Square Feet

Specialized Software:

Banner (criminal, civil, or juvenile)
 Clerk System A (reports)
 Mediation database
 Open Access

Criminal Mediation:

Referrals - 29
 Hearings Held - 10
 Settled - 8
 Percentage Resolved - 80%

Service Volume FY 02/03 and Outcome Measures:

Circuit Civil Mediation
 Referrals - 240
 Hearings Held - 206
 Settled - 87
 Percentage Resolved - 42%

Dependency Mediation:

Referrals - 11
 Hearings Held - 11
 Settled - 7
 Percentage Resolved - 64%

Family Mediation:

Referrals - 4,181
 Hearings Held - 2,230
 Settled - 1,520
 Percentage Resolved - 68%

Southshore Community Justice Center

Referrals - 46
 Hearings Held - 18
 Settled - 16
 Percentage Resolved - 89%

County Mediation:

Referrals - 5,224
 Hearings Held - 2,809
 Settled - 1,174
 Percentage Resolved - 42%

Truancy Mediations

Referrals - 29
 Hearings Held - 16
 Settled - 16
 Percentage Resolved - 100%

Community Mediation:

Referrals - 1,957
 Hearings Held - 320
 Settled - 204
 Percentage Resolved - 64%

Total Mediations

Referrals - 11,717
 Hearings Held - 5,620
 Settled - 3,032
 Percentage Resolved - 54%





Recent Accomplishments:

- Implementation of a new comprehensive case management system that incorporates all of the mediation programs into one software program. The new software system was smoothly transitioned into the mediation program without any major problems or setbacks.
- Mediation staff were trained to operate the new case management system, and now have the opportunity to be cross-trained in all of the mediation processes and procedures. The

intake personnel will learn the intake functions for all types of mediation conducted in the program, and the clerical personnel will be able to be trained to assist the public with their telephonic inquiries.

- The mediation room scheduling process has been improved by the establishment of standard mediation times which eases the scheduling process and increases room availability.
- Family mediation has incorporated a pre-paid system that has improved the collections process and discouraged no-shows.
- Standardized mediation agreements with a check off selection of terms has reduced clerical time and expedited processing of the agreements.

Professional Associations:

-  The ACR
-  The NAFCM

Student Attendance Mediation Initiative (S.A.M.I.) Pilot Program:

This program uses mediation as an early intervention during a student’s first signs of non attendance. The pilot program was conducted at one Hillsborough County Elementary school (Palm River) during the 2000-2001 school year and at two elementary schools (Palm River and Clair Mel) during the 2001-2002 school year to measure the impact of mediation in terms of attendance outcomes and participant response to the program’s effectiveness.

Mediations were conducted for one-hour time periods and involved teachers, social workers, students, parents, and Thirteenth Judicial Circuit mediators. The sessions were conducted in one of two Hillsborough County parks, to allow a location that was not intimidating to the participants, and park employees also provided assistance.

Twenty-five families participated in the pilot program. Definite positive feedback was provided by all participant groups regarding the impact on the family’s behavior regarding attendance and communication among family members and between families and school professionals.

This pilot program was funded through a grant from the Dispute Resolution Center, Office of the State Courts Administrator, and involved the School District of Hillsborough County and the Hillsborough County Parks and Recreation Department.

In 2003, the program was continued in Palm River and Gibsonton Elementary Schools, and later in the year was opened to all of the eleven elementary schools in that area.

COURT ADMINISTRATION PERSONNEL RESOURCES






PROGRAM/SERVICE: *Personnel Resources*

Mission

To provide professional and responsive human resource services to the Judiciary, Administrative and Management Staff and Employees of the Administrative Office of the Courts, Thirteenth Judicial Circuit.

Service Goals:

The attraction, retention, and development of the AOC’s human resources will be accomplished by achieving the following goals:

-  Improving organizational effectiveness by recruiting and hiring talented productive professionals
-  Establishing and communicating clear and consistent employment policies and practices
-  Recognizing and valuing each individual’s unique skills and diverse abilities through performance measurement
-  Providing adaptable employee programs in conjunction with competitive compensation and benefit plans
-  Empowering employees to encourage teamwork, innovative thinking and creative problem solving.

Budget/Staff

Budget:
\$139,950

Staff:

Director; Personnel Management Analyst; Personnel Specialist; Personnel Technician (Benefits Specialist); Personnel Secretary

Space Allocation: 885 Square Feet

Specialized Software:

- ABRA
- Excel
- Policies Right Now
- Policies Now
- Description Now
- Word
- COPEs

Service Volume (Jan - Dec 2003):

- Attendance & Leave Transactions - 1,349
- County Benefit Actions - 178
- County Open Enrollment Changes - 540
- Personnel Action Requests Processed - 589
- New Hires - 66
- Total Applicants - 604
- Total Payroll Checks Processed - 2,779

Number of Positions - 208 AOC Staff; 52 Judges; 52 Judicial Assistants

Recent Accomplishments:

- Written procedures have been developed or updated for processing documents including Field Purchase Orders, invoice payments, Purchase Orders, petty cash requirements, payroll processing, budget amendment procedures, fiscal monitoring.
- Fiscal staff continues to have the opportunity to attend training seminars and classes in their areas of expertise in order to maintain and improve their skills.
- Fiscal staff assignments were realigned to provide each member a broader understanding of the County/State financial and purchasing systems.
- Fiscal staff is provided cross training in areas outside of their specialty in order to broaden their knowledge and provide a mechanism to continue processing documents when positions are vacant because of vacation, illness, or resignation.
- Fiscal Affairs supports State Article V efforts by providing information regarding cost surveys and County fiscal practices.

Article V, Revision 7

In 1998, an amendment to Article V of the Florida Constitution (local option for selection of judges and funding of state courts) appeared on the ballot, and is now referred to as Revision 7. The amendment passed with more than 2 million votes and changed how the courts are funded in the future, starting in July 2004. Revision 7 provided that the State should bear more responsibility for funding the trial courts and counties less of the burden, without the State assuming all of the costs. The State Legislature then began the process of deciding the funding that the trial courts would receive.

Extensive efforts were made throughout the circuit to consider potential State budget cuts and address how to maintain court services in the most effective manner possible.



- Invoice processing time has been reduced to 9 days or less
- Fiscal Affairs assists in educational efforts for AOC staff regarding specialized fiscal procedures, including the budgeting process, grant monitoring and documentation
- Awarded the “NERD” Award by Hillsborough County Purchasing Department (Never give up, Exceeding normal standards, Responding to others questions, Determination by going above and beyond to get the job done)
- Awarded the “Antique Award” for six years of participation in the Purchasing Card Program and being part of the pilot (the Purchasing Card Program saves processing costs through the efficient use and minimal cost of the Purchasing Card to avoid the need for purchase orders, estimated to cost \$150 each to process, compared to \$21 per transaction for Purchasing Cards)

PROGRAM/SERVICE: Performance Measures Advisory

Advisory assistance is available to identify quality improvement opportunities, including focusing on appropriate service measures and program and service outcomes. Consideration is often given to advancing the use of contemporary techniques, best practices and procedures models, needs assessments for grant writing or resource sharing efforts, and completing process mapping.

COURT ADMINISTRATION

FAMILY AND JUVENILE COURT PROGRAMS

PROGRAM/SERVICE: Child Custody Investigations

Mission:

To provide the court with a written report which entails family history, facts, and observations through which the judges and attorneys can become educated about the family dynamics, to allow custody issues to be analyzed and determine what will most benefit and protect the best interest of the minor child. To provide the court with information to assist in determining the placement of minor children.

Program Goals:

- Maintaining a report criteria checklist to ensure that the judges receive comprehensive information regarding the investigation results
- Decreasing the amount of time to complete custody investigations to no longer than 75 days
- Continuously developing specialized training for child custody investigators with local resources
- Increasing the billing and amount of collections

Budget/Staff:

Budget:

- Total - \$60,715
- Salaries & Benefits - \$60,715
- Operating Expenses - 0

Staff:

- Program Coordinator; Court Counselor
- Part Time Secretary
- Pool of Contract Investigators

Space Allocation:

Child Custody Investigations shares 4,101 Square Feet of space with the Children’s Justice Center.

Specialized Software:

- Paradox application
- Banner (criminal, civil, or juvenile)

Service Volume FY 02/03 and Outcome Measures:

- New Cases (Number of Orders requesting investigation received) -156
- Total Amount Billed - \$113,435
- Total Amount Received - \$85,602.50
- Percent Collected - 75% (Amount Received divided by Amount Billed)

Recent Accomplishments:

- Improved investigative report format to more clearly designate essential elements of the investigation for reference by the judges and attorneys

Quality Indicators/Quotes:

- Maintained service levels despite reduction from two full time staff court counselors to one and change from full time secretary to part time secretary



Mission:

To serve the community by providing a neutral, child-friendly atmosphere to children who are exposed to an adult court system. The Children's Justice Center service programs aim to:

- 🔨 Provide a neutral and non-threatening environment for children who are the subject of child abuse investigations or who have witnessed a crime, to communicate information regarding allegations to community professionals
- 🔨 Coordinate forensic medical exams for sexually assaulted children and provide case management for those victims
- 🔨 Provide a neutral and safe site for children to maintain contact with a parent amidst allegations that safety would otherwise be jeopardized
- 🔨 Provide community outreach to professionals by providing training opportunities to benefit child victims
- 🔨 Conduct investigations and provide reports to the court to assist the judiciary in making decisions regarding child custody and visitation issues

Program Goals:

- 🔨 To promote a safe environment for child victims who have entered the judicial system due to alleged victimization
- 🔨 To provide children and families with resources that can build and reinforce safe and protective factors
- 🔨 To educate, train and increase collaboration among professionals, law enforcement and court personnel to ensure quality services to children
- 🔨 Increase the overall program's cultural competency and diversity
- 🔨 Begin implementation and outreach of child sexual abuse prevention in geographically targeted areas indicating high risk.

Budget/Staff:

Budget:

Total - \$948,003
Salaries and Benefits - \$589,551
Operating - \$44,984
Contract Funds - \$313,468

Fiscal Summary:

Hillsborough County Board of County Commissioners provide more than 40 percent of funding to support the Children's Justice Center. Almost half of revenue is generated through grant sources, including Hillsborough County Children's Board, Victims of Crime Act (VOCA), and the Department of Children & Families. Almost 80 percent of operating expenses are allocated for contract visitation supervisors.

Staff:

Program Coordinator, 3 Program Specialists, 2 Court Counselors, Case Coordinator, Indigence Specialist, 3 Assistants

Space Allocation:

Children's Justice Center shares 4,101 Square Feet of space with the Child Custody Investigation Unit.

COURT ADMINISTRATION BUDGET MANAGEMENT

Mission:

To support the efforts of the Court Administrator and Chief Judge in providing the necessary resources to the judiciary to allow them to fulfill their constitutional duties through the timely acquisition of supplies and equipment and the prompt payment of approved billings.

Department Goals:

- 🔨 Complete projects/assignments within established time frames at least 90% of the time
- 🔨 Complete administrative duties within established time frames at least 90% of the time
- 🔨 Encourage staff to recommend improvements to office policies/procedures and reward staff for developing and implementing improvements
- 🔨 Support staff in volunteer activities to the extent that operations workloads allow

Budget/Staff:

Budget:

Total - \$322,335
Salaries & Benefits - \$315,535
Operating Expenses - \$6,800

Staff:

Director; Senior Fiscal Analyst; Senior Purchasing Specialist; Accountant; Fiscal Assistant; Purchasing Assistant

Space Allocation:

794 Square Feet

Specialized Software:

ADPICS/FAMIS (finance)
COIN intranet site
Excel
PC Files
System A
SAMAS

Service Volume 02/03:

Number of Competency Exam Invoices - 1,686
Cost of Competency Exams - \$683,491
Cost of Dependency Contract Attorneys - \$1,208,015
Cost of Dependency Off Contract Attorneys - \$449,248
Capital and RICO Costs - \$354,668
Costs of Special Public Defenders - \$1,072,561
Guardianship Cases - 404
Guardianship Costs - \$72,697
Court Reporter Bills Processed - 5,697
Procurement Card Transactions Audited - 1,114
Procurement Card Expensed Amount - \$204,886
Customer Service Contacts - 3,459

COURT ADMINISTRATION CASELOAD ANALYSIS

PROGRAM/SERVICE: Trends Analysis

As an initial consideration in resource needs, court division filings, dispositions, and pending case numbers are obtained from Clerk's Office and Office of the State Court Administrator records. These figures are calculated for clearance rates (dispositions divided by filings for the same time period), reviewed for trends over several years, and compared to State and national figures as available.

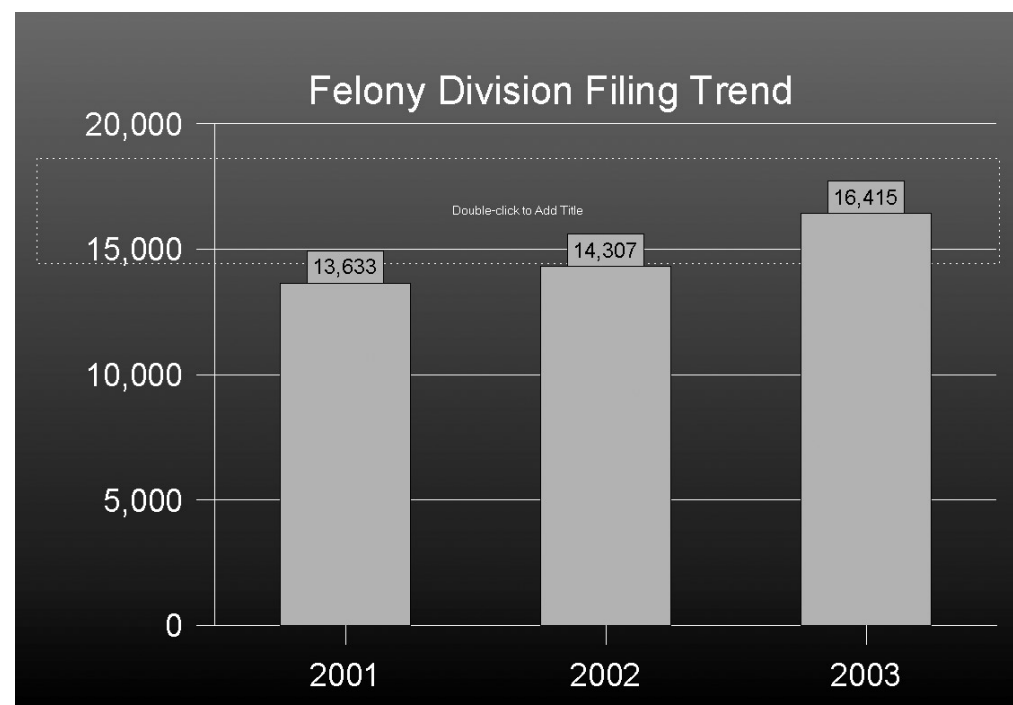
PROGRAM/SERVICE: Judicial Certifications

During the FY 2003 - 04 certification process, three additional judgeships were requested, three were certified, and zero were legislatively authorized.

In September 2003, the Thirteenth Judicial Circuit requested eight additional judgeships – four circuit and four county for FY 2004-2005 with the projected assignment as follows:

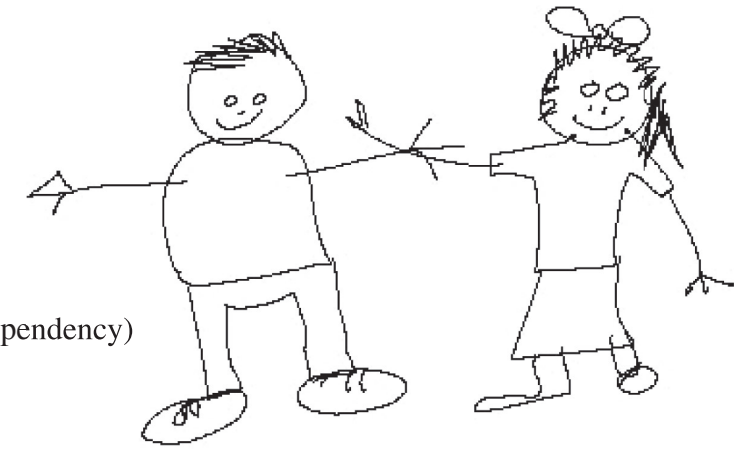
Circuit Judge	Felony Division
Circuit Judge	Family Division
2 Circuit Judges	Juvenile Delinquency and Dependency Divisions
2 County Judges	County Criminal
2 County Judges	County Civil

Requests for judgeships are based on the Delphi, weighted-case analysis which takes into account the differences in case complexity and the judicial time required to address different cases.



Specialized Software:

- Calendar Creator
- Microsoft Access
- Paradox
- Visio
- Banner (criminal, civil, delinquency, or dependency)
- Palm Pilot/Intellisync

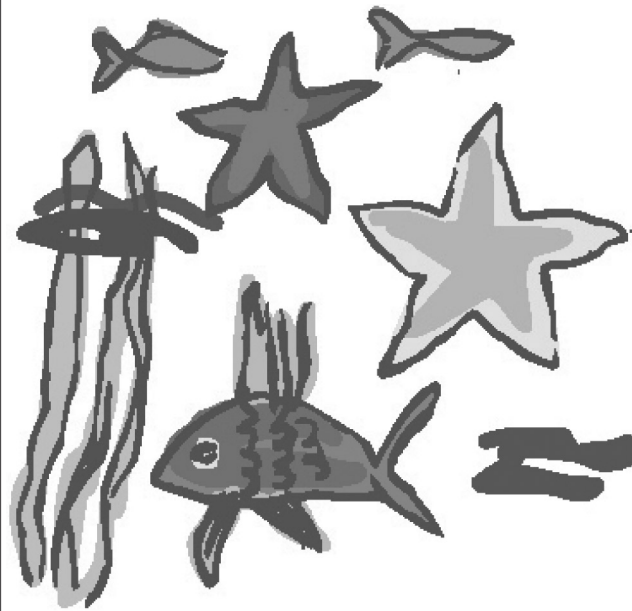


Service Volume FY 02/03:

- Children Served - 633
- Forensic Interviews - 264
- Depositions Supported - 226
- Visitations Monitored - 2,506
- Domestic Violence Visit Case Management Services - 2,470
- Sexual Abuse Intervention Program Case Management Services - 1,239

Outcome Measures:

- Number of Disclosures - 188
 - Cost Per Unit of Service (Interviews) - \$524.56
 - Cost Per Unit of Service (Visits) - \$50.19
 - Cost Per Unit of Service (Depositions) - \$145.06
 - Cost Per Unit of Service (SAIP) - \$55.85
 - Cost Per Unit of Service (Outreach) - \$127.28
 - Number of Notifications to Judges Regarding Compliance, Status of Visits (Memo, Testimony) - 284
 - Number of Outreach Program Activities (trainings, tours, community forum attendance) - 185
 - Number of Tapes Viewed (by judges, therapists, GAL's, and attorneys) - 943
 - CJC Client Satisfaction Survey Completed by Participants Caregivers:
 - 100% of responses indicated very satisfied or satisfied with the ability of the staff of the Center to help caregivers understand the interview process for the child
 - 100% of responses indicated very satisfied or satisfied with the ability of the staff to treat caregiver and child with courtesy, compassion, and dignity
 - 98% of responses indicated very satisfied or satisfied with the comfort level and child friendliness of rooms and physical environment of the Center
 - 97% of responses indicated very satisfied or satisfied with the ability of the staff to help caregiver understand the investigation and/or prosecution process
 - 92% of responses indicated very satisfied or satisfied with the overall ability of the staff to help caregiver and child with problems and concerns
- (Based on the distribution of 114 surveys from January 2003 to September 2003 with a 56% return rate)



Recent Accomplishments:

- Upgraded technology for four Children's Justice Center rooms to allow for multi-purpose usage
- Cultural diversity training for staff
- Darkness to Light project to educate parents about responsibilities to prevent sexual abuse or mitigate trauma to child
- National Children's Alliance full membership maintained, meeting the highest standards
- Mary Lee House public private partnership in progress to create a location for all services for sexually abused children under one roof

"... The vision of Mary Lee's House will be to improve the children's service system by providing a child-friendly facility where professionals from child welfare services, the criminal justice system and medical and mental health communities work collaboratively to serve at-risk children and alleged victims of abuse and neglect... The parties have joined together to support the mission of Mary Lee's House, a child advocacy and protection center, to ensure that children at-risk and victims of abuse and neglect are assessed by a multidisciplinary team and not further traumatized by the systems designed to protect them..." (Task Force Partnership Agreement, Thirteenth Judicial Circuit)

Supervised Visitation

Safety first! "What a relief it is to know that I can park in a special place and that there is a security guard to meet me and my children." This mother was panicked when her injunction for protection also provided for the parties to comply with court ordered supervised visitation between her children and their father at the CJC. Only after the mother and the children were fully aware of all the safety precautions in place, could the visitations progress without delays. While the visitation was taking place, the mother worked with the Domestic Violence case manager who provided referrals to her for intervention and spoke with her about her plans to keep her family safe.

Children's Advocacy Center

"I have never had this happen in my family or to anyone I know." These were the words of one mother who brought her eight-year-old daughter to the CAC for a forensic Interview. The child had been sexually molested by a 38 year old male who lived down the street. The CAC provided a child friendly place where the investigative questions were asked by a trained interviewer. "There is less trauma for the child at the CAC and the integrity of the interview is protected." That's why I always use the CAC for these cases," says one Hillsborough County Sheriff's Office Detective. In addition, the mother and child received referrals and case management services to help them through the difficult time during the months leading to trial.

Outreach

The CJC has provided information to professionals in the community who have the need to talk to children during the initial stages of an investigation. Primarily, the staff has presented information to local police officers who are the first on the scene of a crime and who is faced with a child who has been reported to be the victim or could be a witness to a crime. "I had no idea how to approach these children until I had this information" was the comment of one law enforcement professional who recently received the training just after graduating from the police academy.

PROGRAM/SERVICE: Court Reporting

Description:

Court Reporting in the Thirteenth Judicial Circuit is a hybrid model consisting of an employee staff model providing traditional stenographic services (with real time transcription through computer aided transcript) covering ten felony divisions and a contractual model provided by USF WUSF as the general contractor through the subcontractor R.T.I., which directly provides digital court reporting and transcription services to 18 divisions, including Preliminary Presentation, Drug Courts, Juvenile, Domestic Violence, and County Criminal divisions. The contract was established in July 2003, and following a start-up period, full operations started in September 2003.

Budget/Staff:

Budget:

- Total - \$2.4 Million
- Employee/Staff Model - \$1.3 Million
- Contractual Model - \$1.1 Million

Staff:

- Employee/Staff Model - Managing Court Reporter, 14 Staff Court Reporters, Scopist

Space Allocation:

- 1,210 Square Feet

Specialized Software:

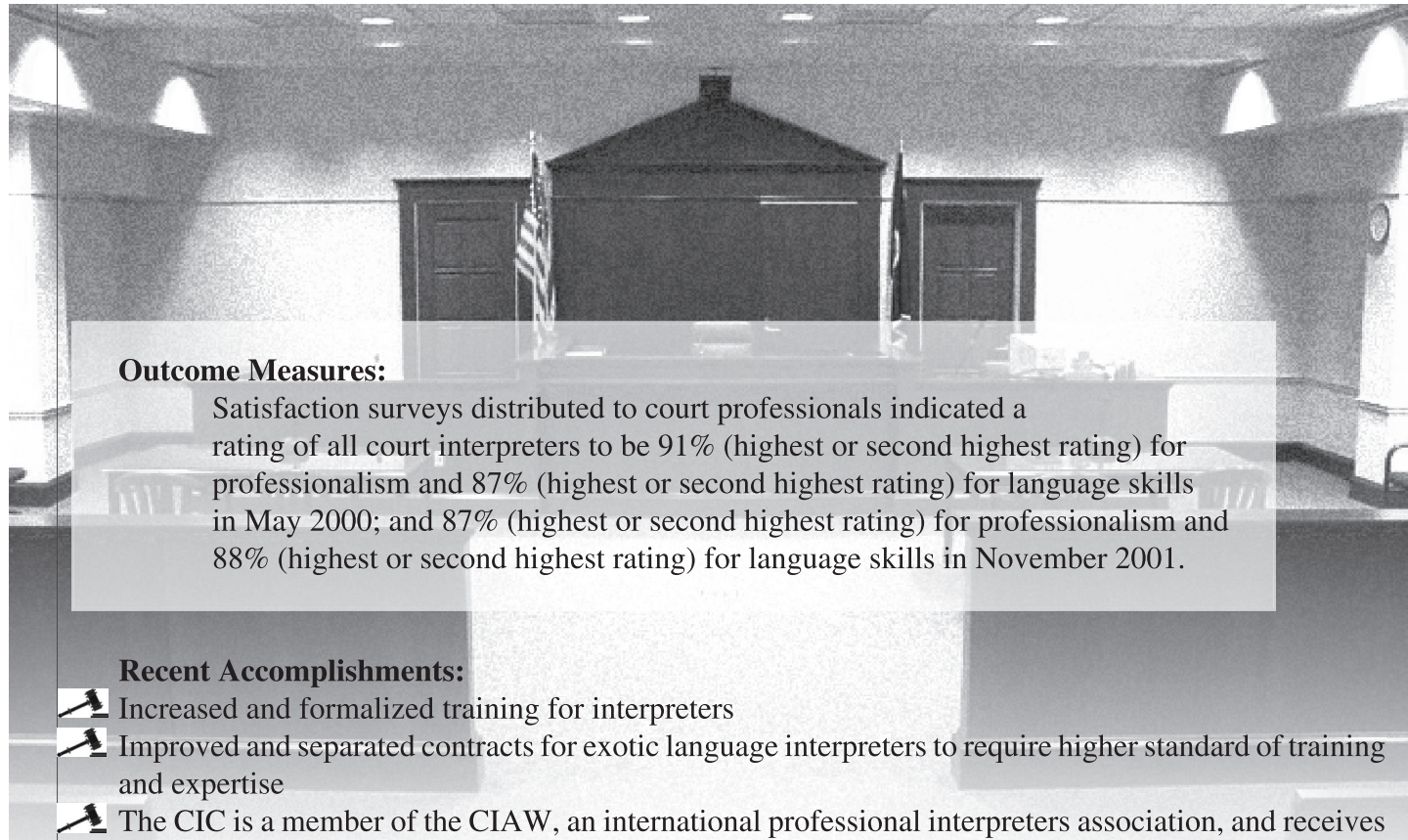
- Eclipse
- Pro Cat Flash Writer

Service Volume 2003 (From 7/1/03 to 12/31/03):

- Employee/Staff Model:
- Total Pages - 47,550
 - Appeals Pages - 32,560
 - Non Appeals Pages - 14,990
 - Judges - 5,722
 - Other - 9,268

Expedited or Overnight Pages- 2,738

- State Attorney's Office - 257 Pages (15 Orders)
- Public Defender's Office - 575 Pages (16 Orders)
- Court Appointed/Indigent - 330 Pages (1 Order)
- Staff Attorneys/Judges - 1,110 Pages (19 Orders)
- Private - 466 Pages (18 Orders)



Outcome Measures:

Satisfaction surveys distributed to court professionals indicated a rating of all court interpreters to be 91% (highest or second highest rating) for professionalism and 87% (highest or second highest rating) for language skills in May 2000; and 87% (highest or second highest rating) for professionalism and 88% (highest or second highest rating) for language skills in November 2001.

Recent Accomplishments:

- ⚡ Increased and formalized training for interpreters
- ⚡ Improved and separated contracts for exotic language interpreters to require higher standard of training and expertise
- ⚡ The CIC is a member of the CIAW, an international professional interpreters association, and receives current information and references through this participation
- ⚡ In house training is conducted twice a year
- ⚡ Freelance interpreters are required to pass State examination

Quality Indicators/Quotes:

Qualitative Vignette:

- *The interpreter interrupted a dependency proceeding to request clarification of an acronym used by the prosecutor. Upon the interpreter hearing and interpreting the actual words, the mother realized that her children could be taken away from her. It was thanks to the understanding that she now had of the process through her interpreter, that she was able to inform the court of her compliance with the court requirements.*
- *At an arraignment, the defendant pled “not guilty” and added the comment that he was not read his rights upon the arrest. Although he did not understand the law, he did understand the judge’s explanation thanks to the court interpreter’s fast and accurate interpretation.*
- *The assistant Public Defender was interviewing the defendant, who was facing a lengthy prison sentence. The interpreter interpreted the defendant’s responses using client’s same non-sensical, incomplete utterances. The attorney asked the interpreter if he had been interpreting the defendant’s remarks accurately and completely. When the interpreter confirmed that, the attorney suspected there was a competency issue as to the client, so she requested a competency evaluation for her client. The defendant was subsequently found to be incompetent to proceed and was later institutionalized rather than being sent to prison.*

Sexual Abuse Intervention Program

The CJC - SAIP case manager received a call at 11:30 P.M. on a Sunday night. There was a reported crime; a seven-year old child has been sexually abused by a 15-year-old cousin. The CAC/ SAIP case manager arranges to meet the detective, the child and the child’s parents at the doctor’s office within the hour. A forensic medical exam was performed and crisis intervention done with the family. The next day a Forensic Interview was scheduled and the same case manager greeted the family at the CAC. The parents told the staff, “it is amazing that all of you can be available so quickly to help us through this.”

Depositions

At the time just prior to trial, when depositions are taken of children, the questioning on the record takes place at the CAC. “I’ve been here before, I didn’t know this is where we were going, this place is ok.” The surprise and relief of the ten-year-old boy under a subpoena to attend a deposition was genuine. He had been to the CAC once before where he provided a detailed account of the abuse he witnessed of his sibling during a forensic interview.

Quality Indicators/Quotes:

- “...I have watched you develop the Children’s Justice Center and Child Advocacy Center into state of the art facilities...The Hillsborough Child Advocacy and Children’s Justice Centers represent national models for the protection of children...” (Kathryn Kuehnle, Ph.D.)

...”I have worked on cases in jurisdictions in Florida and in other States that did not have a Children’s Advocacy Center, and I have observed first-hand how traumatic it is for child victims to be deposed in an office or an empty courtroom, and, consequently, how less likely it is for the truth to be revealed... I feel it is crucial for effective prosecution of crimes against children to have a Children’s Advocacy Center to provide a child-friendly environment to minimize the trauma on victims inherent in the process of investigating these crimes...” (Michael C. Sinacore, Assistant State Attorney, Sex Offender Division Chief)











PROGRAM/SERVICE: Model Dependency Court

Mission:

The project invokes the broad jurisdiction of the circuit court to allow the Thirteenth Circuit to coordinate litigation affecting the same family and apply rigorous case management techniques to ensure that cases move forward efficiently and correctly.

Program Goals:

-  To reduce the amount of time each child spends in out-of-home placement
-  To ensure that each dependent child is afforded an opportunity to enjoy a stable, safe familial setting within the one year permanency requirement as mandated by Florida Statutes Chapter 39
-  Develop a case tracking system so that “special needs” families can be identified and provided with necessary services
-  Ensure that judges from the various divisions develop plans that are consistent and not duplicated
-  Develop more consistency in providing safety and protection for persons at risk for family violence
-  Diminish the length of time it takes to adjudicate and dispose of cases, including provision of adequate time and resources for cases in which the safety, placement, or confinement of children is at issue
-  Reduce multiple court dates and multiple appearances by parties
-  Assess the effectiveness of the pilot project

Budget/Staff:

Budget:

Total - \$195,132
 Salaries & Benefits - \$180,892
 Operating Expenses - \$14,240

Staff:

3 Court Program Specialist II’s; 2 Senior Secretaries

Space Allocation:

420 Square Feet

Specialized Software:

Banner (criminal, civil, or juvenile)

Service Volume FY 02/03:

Shelters - 481
 Shelters Out of Compliance - 4
 Dependency Petitions - 343
 Dependency Out of Compliance - 35
 Arraignments - 494
 Arraignments Out of Compliance - 96
 Adjudications - 494
 Dispositions - 499
 Case Plans - 380
 Case Plans Out of Compliance - 41
 Judicial Reviews - 840
 Judicial Reviews Out of Compliance - 22
 Continuances - 145

Outcome Measures:

The amount of time that children spend in foster care when case is handled by Model Dependency Court is 9 months compared to the appx. 36 months in Hillsborough County prior to the model dependency court


COURT ADMINISTRATION COURT SUPPORT

PROGRAM/SERVICE: Court Interpreter Center

Mission:

As mandated by F.S. 90.606, to serve non-English speaking and hearing impaired by interpreting and translating, facilitate due process, and serve the judiciary with integrity, ethics, and professional skills

Program Goals:

-  Continue to maintain high standards for training and expertise of interpreters
-  Serve as a resource for best practices in court proceedings

Budget/Staff:

Budget:

Total - \$440,910
 Salaries & Benefits - \$354,693
 Operating Expenses - \$86,217

Staff:

Court Program Manager; 6 Staff Court Interpreters; Secretary Specialist;
 Pool of Contract Court Interpreters

Space Allocation:

880 Square Feet

Specialized Software:

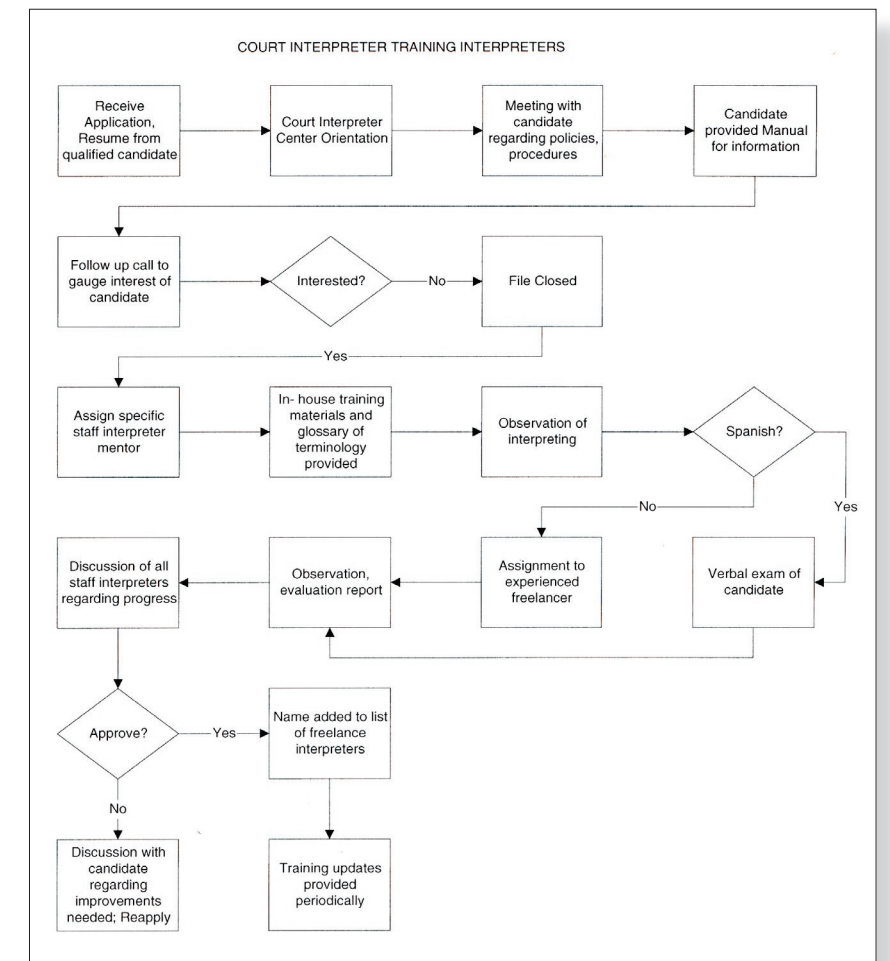
Banner (criminal, civil, or juvenile)
 Paradox
 System A (traffic)

Service Volume FY 02/03:

Staff Cases (Spanish) - 5,796
 Sign Cases - 228
 Freelance Spanish Cases - 9,138
 Freelance Other Languages - 406
 Total Cases - 15,568

Staff Appearances (Spanish) - 5,261
 Sign Appearances - 235
 Freelance Spanish Appearances - 9,906
 Freelance Other Languages Appearances - 398
 Total Appearances - 15,800

Jury Trials - 36
 Proceedings > 1 hour - 18
 Case Preparation - 309
 Parties - 15,648



Elderly Non-Victim Client Example

“Mabel” was the subject of an incapacity proceeding filed by her family physician. The court appointed an attorney to represent her and an examining committee of three people to evaluate her capacity. At the hearing it became evident that “Mabel” had capacity and was not appropriate for that proceeding. “Mabel’s” questionable capacity resulted from a short term medication problem. It also became clear that “Mabel” needed some assistance and the assistance could serve as a preventative measure of future incapacity proceedings.

“Mabel” and her attorney visited the Elder Justice Center where they obtained information about several programs available to her. The court counselor arranged for a home improvement program to “elderize” her home and for another program to provide companion services. A few weeks after her visit “Mabel” required assistance with an electric bill and getting back in control of her life. “Mabel” and her attorney were very appreciative of the services and have not had the need for return to the court system.

Elderly Non-Victim/Information & Referral Client Example

The adult daughter of “Robert” (89) and “Doris” (87) called the Elder Justice Center to inquire how her parents could have home health care services expedited in their home. She had spoken with Aging Services and was informed that her parents would be placed on a waiting list for these services. Robert had suffered a stroke a year earlier and needed help bathing, using the bathroom, dressing himself, and eating. Doris was scheduled to have surgery on her knee and would be unable to walk or care for Robert.

The EJC contacted the CARES program and referred the case. The CARES program evaluates individuals who are at risk of being placed in a

nursing home or an assisted living facility. They make referrals to Aging Services on those cases where an individual is most at risk. These cases are given priority and services are generally initiated immediately.

New Guardianship Case Review

Upon the complaint of a family member, the judge appointed a court counselor from the Elder Justice Center as monitor. The monitor was to investigate the condition of a ward living in her home under the care of the guardian and hired caregiver staff.

When the counselor visited the ward’s home, she found the conditions below standard. The home was filthy, very little amounts of food were in the cabinets, and the ward was inappropriately restrained in her chair. The court counselor worked with the guardian to replace the in-home caregiver, get improved care for the ward and clean up the home. The counselor also assured that protective services had been contacted. After the immediate crisis passed, the court ordered that the family replace the guardian as guardian of the ward.

Had it not been for a home visit by the court counselor, the actual condition of the ward would not have been available to the court.



Edna McKnight, Elves for Elders

Recent Accomplishments:

- The total number of cases that have reached permanency from March 2002 to May 2003 was 53; the number of cases that reached permanency within one year was 47 (or 89% of the total); for the six cases that did not reach permanency within one year, four reached permanency in 13 months, and two reached permanency within 14 months; the average number of months in care was nine
- A dependency video was produced to highlight courtroom procedures and the judge’s role; the video is shown to all parents present for shelter hearings to let them know what to expect during the proceedings
- Since September 2002, the courts have made the following efforts to meet statutory guidelines:
 - at shelter hearings parents are appointed attorneys, thus allowing the attorney time to become familiar with the case prior to arraignment
 - case management conferences are ordered to be held and discovery provided prior to the arraignment hearing
 - a guardian ad litem is appointed at the shelter stage, as well as to each child in foster care
 - at the arraignment hearing, pre-trial conferences and trial dates are set along with the initial judicial review
- Rocket dockets of both adjudicatory and termination of parental rights trials have been held since April of 2002
- Starting in January 2003, the dependency courts shifted from two regular divisions and one trial division to three full-time divisions; the change to three full-time divisions allows for more cases to be handled in accordance with statutes, as well as providing one judge for each care center
- On a continuing basis, non-dependency judges have volunteered to hear both adjudicatory and termination of parental rights trials, thus allowing dependency judges to “double book” the dockets during trial weeks



Quality Indicators/Quotes











- Overall percentage of shelters held within twenty-four (24) hours of removal in FY 02/03 was 99%
- Overall percentage of dependency petitions filed within twenty-one (21) days of shelter in FY 02/03 was 90% (which is a 91 percent improvement when compared to 47% in the second quarter of 2002)
- Overall percentage of arraignments set within twenty-eight (28) days of shelter in FY 02/03 was 81% (which is a 37% increase when compared to 59% in the second quarter of 2002)
- Overall percentage of case plans filed within thirty (30) days of disposition in FY 02/03 was 89% (which is an 89% increase when compared to 47% in the second quarter of 2002)
- Overall percentage of judicial reviews held within one hundred and eighty (180) days of shelter in FY 02/03 was 97% (which is a 96% increase when compared to no judicial reviews for cases being tracked in the second quarter of 2002)

PROGRAM/SERVICE: *Juvenile Diversionary Programs*

Mission:

To provide a community alternative to formal court supervision for juvenile offenders and their families and to provide timely intervention with meaningful sanctions designed to address individual and family needs.

Program Goals:

-  To provide community alternatives to formal court supervision for juvenile offenders and their families
-  To provide timely intervention with meaningful sanctions, effectively decreasing the likelihood of further criminal behavior
-  To show equal concern for victims, the community and offenders, involving all in the process
-  To acknowledge and compensate victims and the community for monetary losses and other damages and foster true remorse in the defendant
-  To offer guidance to the offender and their family on how to act responsibly in the aftermath of the offense
-  To reinforce the concept of accountability to the community as a whole through participation in meaningful community service work
-  To involve and empower the affected community through the justice process
-  To reinforce the parent's authority within the family when it has been challenged, and to offer the family this opportunity to revisit behavior and discipline guidelines
-  To educate and mentor middle and high school student volunteers regarding citizenship and the court process through Teen Court hearings and training
-  To empower youths to make healthy, informed choices about their behavior by educating them about the real life consequences that can follow

Budget/Staff:

Budget:

Total - \$475,391
Salaries & Benefits - \$412,181
Operating Expenses - \$63,210

Fiscal Summary:

More than 85 percent of the budget originates from general funds from the Hillsborough County Board of County Commissioners, with the remaining portion from the Local Criminal Trust Funds.

Staff:

Deputy Court Administrator; 4 Court Counselors; 2 Court Program Specialists; Administrative Assistant; Communications Specialist

Space Allocation:

1,454 Square Feet

Recent Accomplishments:

Volunteers for EJC:

EJC partners with local universities to bring specialized student interns to assist in the program. Student and community volunteers interested in areas such as gerontology, social work, and law monitor the status of elderly people involved in guardianship court cases. In addition to verifying the timely filing of legal documents, volunteers have identified various quality of life issues affecting the elderly, allowing the program to better address these needs.

Elves for Elders:

A holiday gift drive is arranged each year in behalf of wards under public guardianship lacking essentials, such as clothes, socks, toiletries, and blankets. Participants contributing to this tremendously successful effort include courthouse employees, professional guardians, guardianship attorneys, law firms, and social and medical organizations. A judicial volunteer acts as Santa Claus to deliver the gifts to the elderly.



Marcie Larkin, Judge Susan Sexton, Tamara Cribben,
Elves for Elders

Quality Vignettes

Qualitative Vignettes:

Elderly Victim Example

“Ms. Clark” initially became involved with the Elder Justice Center after her 17 ½ year old grandson was arrested for battery against her. The EJC assisted Ms. Clark with filing a restraining order as an additional protective measure once the grandson was released. However, a more prevalent issue surfaced. Ms. Clark’s grandson resided in her home along with his mother, who was Ms. Clark’s daughter. Despite having a restraining order, the grandson would have to be returned to Ms. Clark’s home as he was still a minor. Neither Ms. Clark nor her daughter wanted the grandson to return home as they both feared he would harm them. Prior family history indicated a pattern of violence from the grandson against both his mother and grandmother.

The State Attorney’s Victim Assistance Program and the Department of Corrections were both contacted and became involved in trying to resolve Ms. Clark’s situation. The grandson had an extensive juvenile record. He was currently serving a year’s probation sentence for a drug offense. The Elder Justice Center coordinated the efforts of all of the involved agencies on behalf of Ms. Clark. With both the State Attorney and the Probation Officer’s cooperation, the court was asked to sentence Ms. Clark’s grandson to remain in juvenile detention until his 18th birthday, six months later. The court concurred, and Ms. Clark was not obligated to accept her grandson back.



Quality Indicators/Quotes

Professional Associations:

Florida Bar Association
Florida Council on Aging
Florida Health Care Social Workers Association
Florida State Guardianship Association

Program Model:

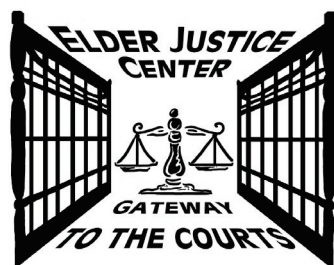
EJC has served as a unique national model, providing information to other court systems. EJC served as a prototype to the EJC established in Palm Beach County, Florida.

Quality Indicators/Quotes

Public Presentations:

Over the last fiscal year, EJC staff members gave presentations in the community to social service organizations who serve seniors in Hillsborough County, and also to senior groups in various parts of the county with the purpose of providing information and education on crime, victimization, and exploitation of the elderly. The feedback from social service providers, as well as from seniors, has always been very positive.

The Program Chairman for the senior adults at the First Baptist Church in Brandon wrote a letter to the Court Administrator which states, "... I wanted to write you to tell you how much the senior adults at First Baptist Church in Brandon enjoyed and appreciated the presentation at our June meeting. The presenter invited anyone in the group who had a specific question to come speak to her during and after the lunch. There was a good response, and she did an excellent job of listening to their concerns and giving information."



Family Guardianship Training:

EJC staff teach a family guardianship training course at the Hillsborough Community College. This enables those that are appointed as guardians to meet the mandated training requirement.

According to HCC classroom surveys for 2003, 100 percent of the participants either agreed or strongly agreed that the instructor clearly and completely presented the course objective, provided sufficient opportunities for student participation in the form of questions and other methods, and had a good working knowledge of the subject.

One family guardian who attended the course wrote a letter to our Circuit Court Judge in the Guardianship Division and stated, "... your support staff not only gave us an incredible amount of information (much of which I did NOT know) but presented it in a manner that was clear and concise, and their presentation made it most interesting." "They were very professional but at the same time very personable and possessed patience far and above what most people have." "[T]he class was very helpful and enjoyable and I want to thank you and congratulate you on the members of your support staff as they exemplify the quality and character this Court represents."

Victim Advocacy:

A large component of the EJC is to assist seniors who are victims of abuse, neglect, or exploitation. In dealing with a senior victim, the EJC victim advocate may assist the senior in filling out a domestic violence injunction (if applicable), explain any court process involved, and help the senior understand the nature of the crime and how the EJC will help resolve the matter by coordinating with other social service agencies in the community who also provide services to seniors.

The daughter of one of EJC's elderly victims, age 80, wrote a letter to the Court Administrator, in which she praised the efforts of the EJC's victim advocate/court counselor. "We came into the office Friday completely at a loss as to what kind of help we could get and who would be willing to listen. The counselor was so patient, kind and caring that my mother opened up to her. In fact, she told her facts about her abuse that she hadn't told me! It was the counselor's quiet, persistent questioning that eventually allowed my mother to give her the details of her life. She made calls for us, advised us what agencies we needed to call and answered my questions, of which there were many. . . . You are very fortunate to have an employee who honestly cares and is truly a professional."



Specialized Software:

Banner (criminal, civil, or juvenile)

Service Volume FY 02/03:

Juvenile Arbitration Referrals - 1,378
Juvenile Arbitration Hearings Held - 1,114
Teen Court Referrals - 841
Teen Court Hearings Held - 636
Teen Court Interviews - 659
Rehearings Juvenile Arbitration and Teen Court - 1,712
Shock Education Referrals - 282
Neighborhood Accountability Boards Referrals - 191
Neighborhood Accountability Boards Hearings Held - 140

Outcome Measures:

- JDP has a 12 percent recidivism rate after one year for first time offenders (data was collected on all cases that completed the program during 2000) which compares favorably to the Department of Juvenile Justice recidivism rate of 15 percent after six months.
- In the first six months of 2002, 62 completed satisfaction surveys were collected for Arbitration from parents and juveniles; of those, all agreed that the program was fully explained to them; 61 out of 62 agreed that the sanctions were reasonable; 60 out of 62 agreed that the sanctions were effective; and 61 out of 62 agreed that JDP staff were helpful.

Recent Accomplishments:

- Restitution collected in FY 02/03 was \$26,396
- Decrease in no-shows – from 289 in 2001, to 248 in 2002, to 130 in 2003

PROGRAM/SERVICE: Juvenile Diversionary Programs



Quality Indicators/Quotes

[Neighborhood Accountability Board Survey Quotes:](#)

Parents of Juvenile Offenders:

"I appreciate the time spent. It made my child think more."

"I think (my daughter) had to put more effort into the assignments she had to complete than probation or anything else would have done. Personal responsibility!"

Juvenile Offender:

"The program helped me to understand that I made a mistake and that I had to do something to fix the harm that I caused."

Victim:

"I think this is an effective way to teach juveniles accountability for their actions."

Program Volunteer:

"The entire program was built out of compassion, professionalism, care, and each NAB affects that in every case, every week."



Mission:

To assist the judiciary in family law and dependency with pro se cases. To receive and review pro se case files prior to scheduled, hearing, validate the appropriate documentation (i.e., affidavits, petitions, motions, certificates, amendments) requiring knowledge of Chapters 39 and 61, Florida Statutes, Florida Rules of Civil Procedure, Florida Family Law Rules and Supreme Court approved forms. Facilitate the legal process for pro se litigants by providing self help instructions and procedural information to help accomplish their goals. Provide information to pro se litigants regarding outside agencies and programs that offer assistance, services, and legal guidance. Offer extensive knowledge regarding interaction with other related court programs, and/or agencies in relation to the legal process in family law and dependency matters.

Program Goals:

Continuing goal to more widely disseminate self-help information

Budget/Staff:

Budget:

Total - \$321,377
Salaries & Benefits - \$314,515
Operating Expenses - \$6,862

Staff:

Court Program Manager; 5 Court Program Specialist I's; 2 Court Program Specialist II's

Space Allocation:

803 Square Feet

Specialized Software:

Banner (criminal, civil, or juvenile)

Service Volume FY 02/03:

Cases Set for All Divisions - 3,599
Cases Reset for All Divisions - 39
Walk-Ins - 11,859
Telephone Messages - 4,543

Outcome Measures:

Satisfaction Surveys
Number of Days from Filing to Disposition

Recent Accomplishments:

Number of walk-ins reduced

Quality Indicators/Quotes

Satisfaction Letters Excerpts

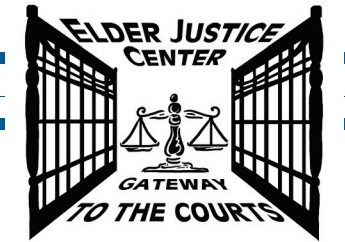
“In my pursuit for a child support modification, your office was the only help I have received.”

“I was having a very bad day and had no idea of what I was doing ... she took the time to show me how to fill the paper out, was very patient, calm and most of all understanding. I was in tears when I walked into your office, and when I left, I was smiling.”

“Divorce is not always easy no matter how simple a case may be ... your promptness and kindness made it seem much smoother.”

“When I had to deliver some papers to your intake window, what I thought would be just one more bureaucratic, stressful hassle was so much the opposite... rather than barking at me and making my world even more stressful (in my case it was a dissolution of marriage) ... was the most polite, congenial and empathetic public employee that I have ever encountered.”

“You have really been a blessing ... in this entire situation of filing for divorce... I would have been extremely frustrated and confused without your guidance... I am very thankful that there are still people like you in our court system to keep the ‘human and concerned’ attitude alive!”



Mission:

To ensure that the elderly in this circuit are accorded a fair and reasonable voice in, and access to the courts, to remove barriers and enhance linkages between older adults, the court system, and medical, social, and legal services.

Program Goals:

- To provide a designated facility to respond to the needs of the older adults
- To coordinate access to existing agencies who presently provide services to older adults
- To provide for public education for older adults and those who work with them regarding the role of the courts in assisting older adults
- To provide, where needed, appropriate short-term case management services

Budget/Staff:

Budget:

Total Budget - \$232,907
Salaries and Benefits - \$176,820.80
Operating Expenses - \$56,086.20

Staff:

Senior Court Program Manager; 2 Guardianship Court Counselors; Victim Advocate/Court Counselor; Secretary Specialist

Space Allocation:

1,350 Square Feet

Specialized Software:

System A (probate)
Westlaw and Lexis Nexis (legal research)

Service Volume FY 02/03:

First time victims of abuse/exploitation: 37
Referrals: 232
Public education presentations: 19
Attendance at presentations: 763
Brochures distributed: 2,235
Guardianship cases reviewed: 902
Wards: 733