

***TRIAL COURTS OF ARIZONA  
IN MARICOPA COUNTY  
SUPERIOR and JUSTICE COURTS  
ADULT and JUVENILE PROBATION***



**ANNUAL  
STATISTICAL  
REPORT**

**FISCAL YEAR 2003**

*July 1, 2002– June 30, 2003*

Office of the Presiding Judge  
Office of the Trial Courts Administrator

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## **Trial Courts of Arizona In Maricopa County**

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We are pleased to present the Fiscal Year 2003 Annual Statistical Report for the Trial Courts of Arizona in Maricopa County. This report, our most comprehensive to date, presents workload and performance data for the Superior and Justice Courts, Adult Probation, Juvenile Probation and Detention, and court-annexed programs serving our community, e.g., Self Service Center, Alternative Dispute Resolution (ADR), the Jury Commission, and Court Interpretation and Translation Services (CITS). Working together, the integrated Trial Courts and court-related departments serve a population of approximately 3.4 million residents, with continued emphasis on timeliness and quality of judicial branch services.

Facing unprecedented caseload growth, the Courts maintain a continued focus on effective case management. To address the high volume of cases in our jurisdiction, the court has embarked on business process re-engineering and reallocation of existing judicial branch resources. Innovations during the past year have included establishing a probation revocation center, a mental health court, a domestic violence court, a centralized post conviction relief unit, and a consolidated DUI Center. In addition, the Court merged the Southeast Regional Court Center and Early Disposition Court calendars to increase efficiencies, enhanced judicial collections, established regional court manager positions for the Justice Courts, expanded the use of a new case management technology system (iCIS), initiated problem-solving courts (e.g., Spanish-speaking drug court), further deployed video recording technologies, established Family Court attorney case managers, and implemented the Supreme Court's Complex Civil Litigation Court pilot project.

Initiatives targeted for the year ahead include opening of new court facilities (e.g., Northeast Regional Center, Durango Juvenile Court and Downtown Jail Courts), and the expansion of the Northwest Regional Center in Surprise. Future efforts will focus on continued regionalizing of court functions, security and disaster preparedness planning and further consolidation of administrative support. Attention will also center on improving caseflow in family matters through early judicial officer intervention and a review of how Family Court ancillary services can best be employed in these cases.

Having weathered serious budget limitations over the past year, the Court acknowledges and expresses thanks for the continued support of the Supreme Court of Arizona, the Arizona State Legislature, the Maricopa Board of Supervisors and County Management.

Respectfully Submitted,

Colin F. Campbell  
Presiding Judge

Marcus W. Reinkensmeyer  
Trial Courts Administrator

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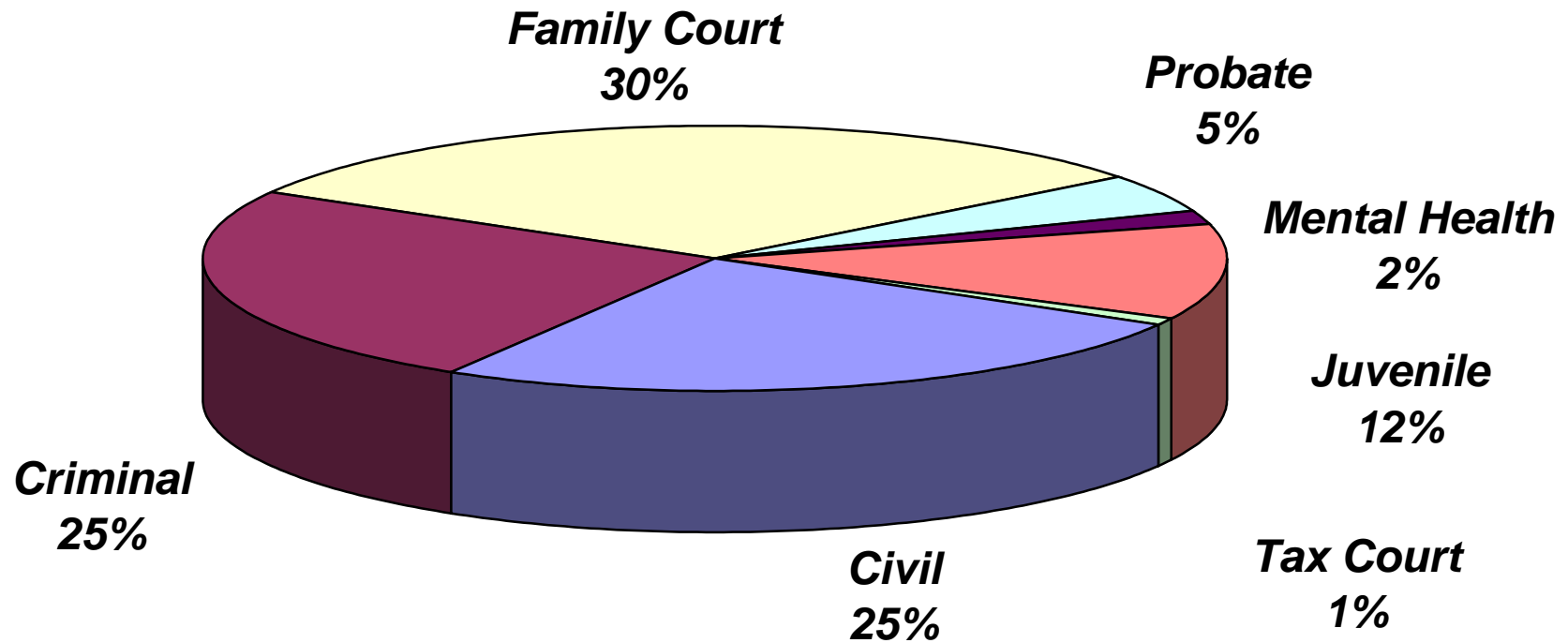
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# SUPERIOR COURT CASE FILINGS BY DEPARTMENT, FY 2003

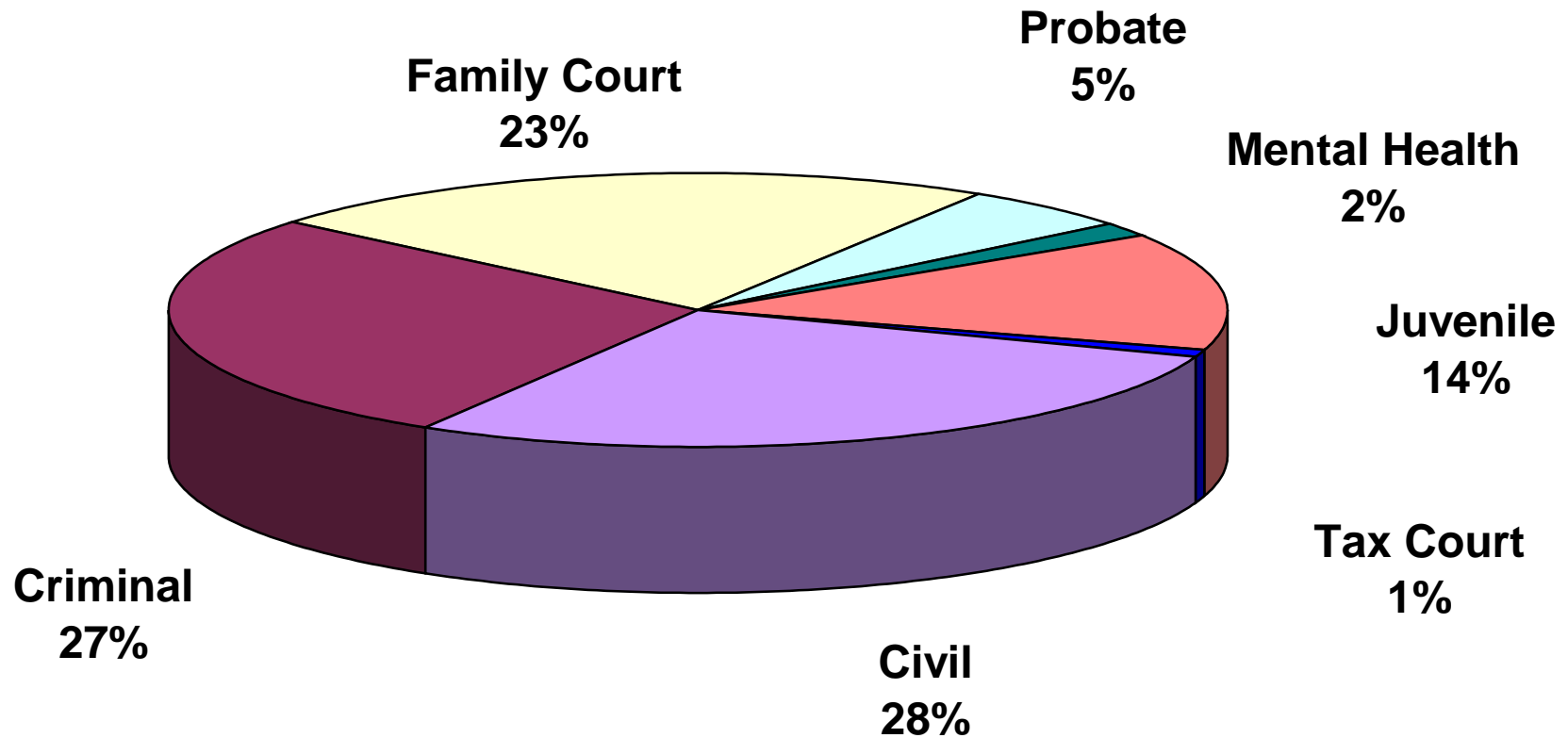
**Total Filings = 141,960<sup>a</sup>**



<sup>a</sup> Family Court case filing total includes "Subsequent (post-decree)" filings, provided by the Clerk of Court. Total for FY 2003 = 14,695. Totals do not include Petitions for Post-Conviction Relief and Lower Court Appeals.

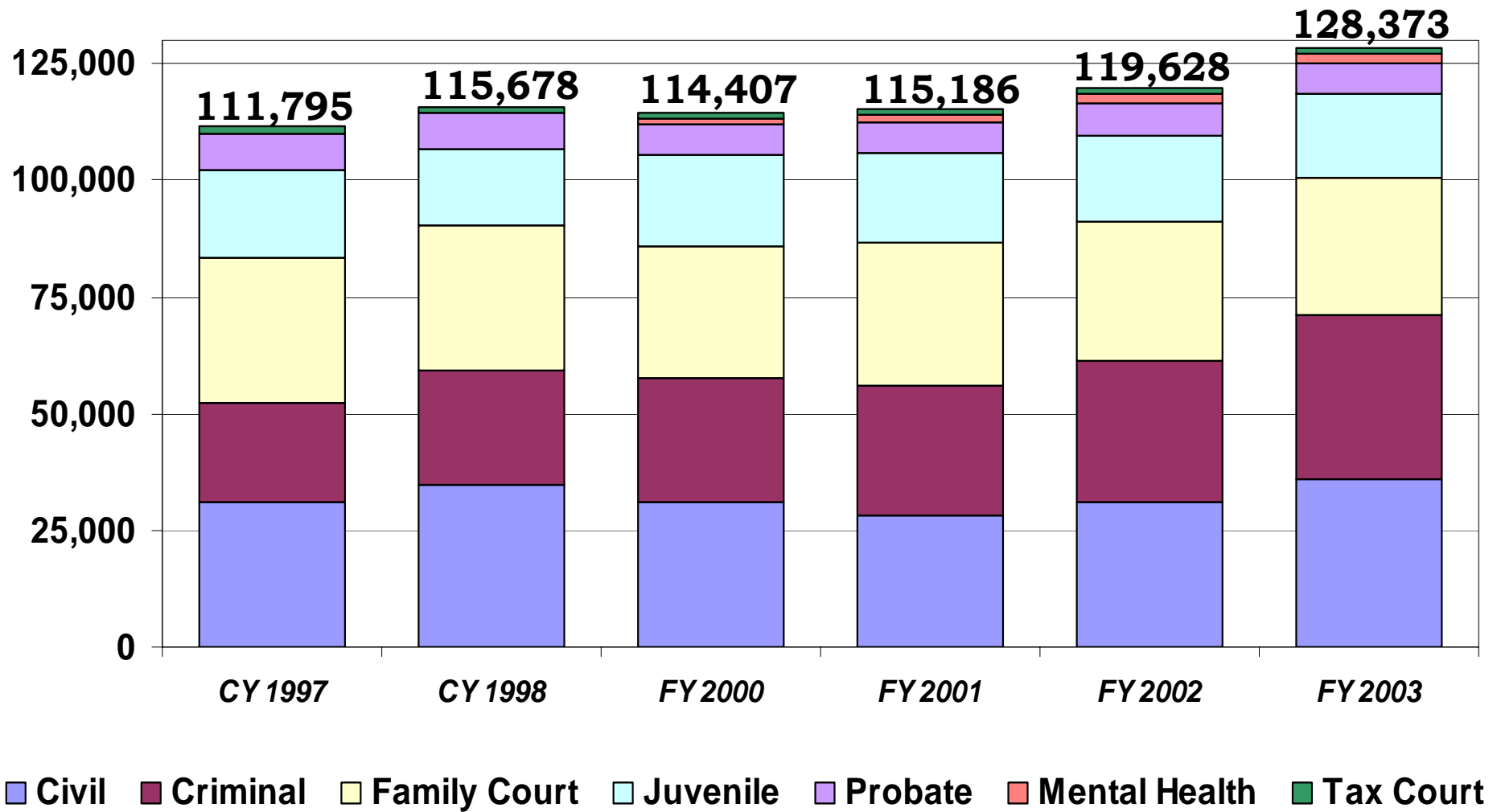
# SUPERIOR COURT CASE FILINGS BY DEPARTMENT, FY 2003

**Total Filings = 128,373<sup>b</sup>**



<sup>b</sup> Does not include Family Court "Subsequent ( post-decree)" case filings, which are primary modifications and enforcements. Totals do not include Petitions for Post-Conviction Relief and Lower Court Appeals.

# SUPERIOR COURT CASE FILINGS BY DEPARTMENT, CY 1997 – 1998 AND FY 2000 - 2003



# SUPERIOR COURT

## TOTAL ANNUAL CASE FILINGS BY DEPARTMENT,

### CY 1997 – 1998 AND FY 2000 - 2003

COURT DEPARTMENT	<u>CY 1997</u>	<u>%</u>	<u>CY 1998</u>	<u>%</u>	<u>FY 2000</u>	<u>%</u>	<u>FY 2001</u>	<u>%</u>	<u>FY 2002</u>	<u>%</u>	<u>FY 2003</u>	<u>%</u>
Civil	31,158	27.9%	34,621	29.9%	31,258	27.3%	28,052	24.4%	31,188	26.1%	35,956	28.0%
Criminal <sup>1</sup>	21,207	19.0%	24,708	21.4%	26,184	22.9%	28,106	24.4%	30,020	25.1%	35,200	27.4%
Family Court	31,050	27.8%	30,882	26.7%	28,551	25.0%	30,695	26.6%	29,894	25.0%	29,414	22.9%
Juvenile	18,610	16.6%	16,485	14.2%	19,439	17.0%	18,984	16.5%	18,376	15.3%	17,847	13.9%
Probate <sup>2</sup>	7,877	7.0%	7,630	6.6%	6,414	5.6%	6,569	5.7%	7,047	5.9%	6,740	5.3%
Mental Health					1,518	1.3%	1,640	1.4%	2,104	1.8%	2,163	1.7%
Tax Court	1,893	1.7%	1,352	1.2%	1,043	0.9%	1,140	1.0%	1,008	0.8%	1,053	0.8%
<b>Annual Totals</b>	<b>111,795</b>	<b>100%</b>	<b>115,678</b>	<b>100%</b>	<b>114,407</b>	<b>100%</b>	<b>115,186</b>	<b>100%</b>	<b>119,628</b>	<b>100%</b>	<b>128,373</b>	<b>100.0%</b>

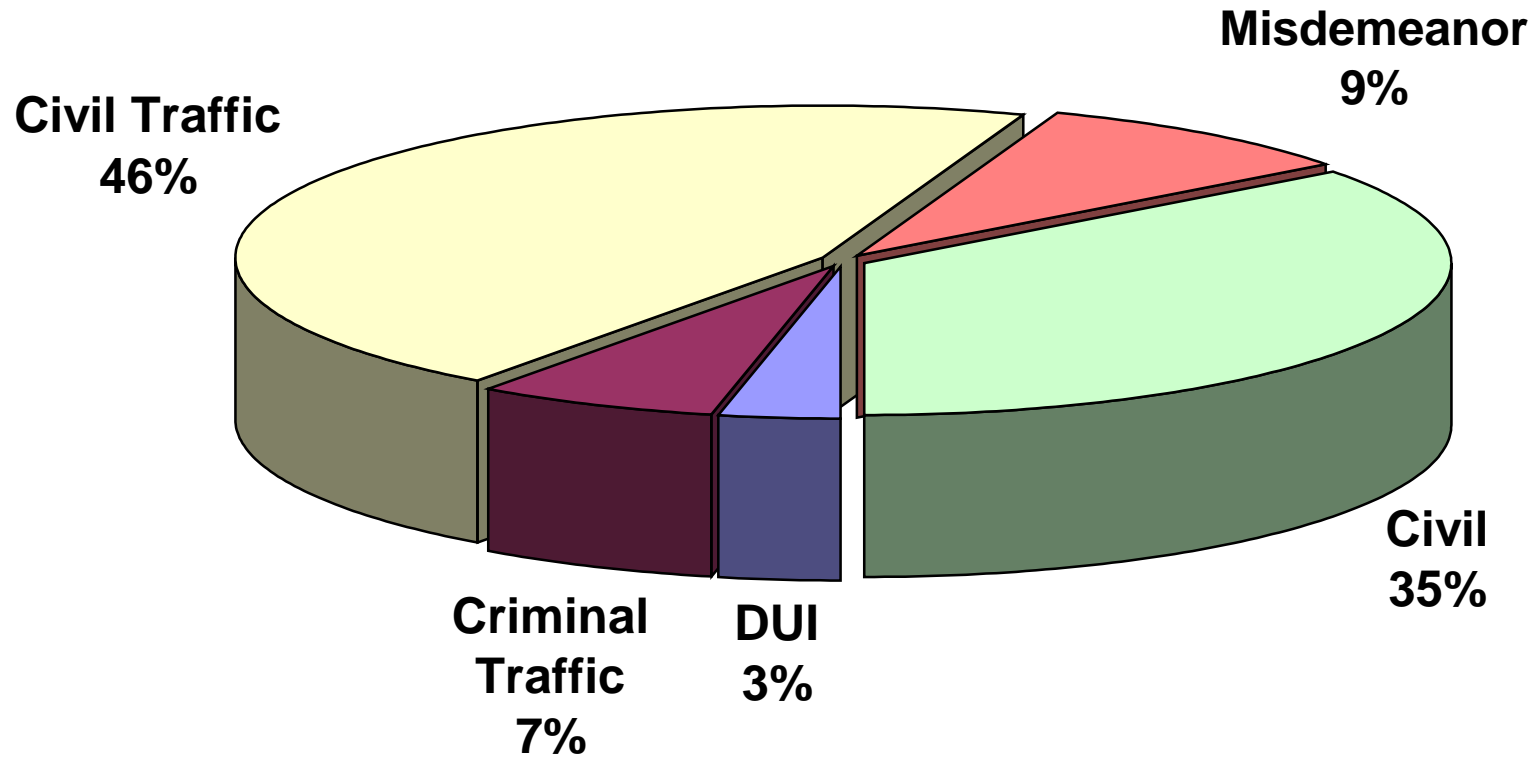
<sup>1</sup> May 2002, Felony case processing changed to direct filing into Superior Court, as opposed to original filing into Justice Court and bindover to Superior Court.

<sup>2</sup> Prior to Fiscal Year 2000, Probate and Mental Health case filings were reported together.

NOTE: Prior to FY 2000, the Superior Court reported in a calendar year (January – December) format. Therefore, the FY 2000 Annual Report includes an addendum with statistical totals from January, 1999 through June, 1999.

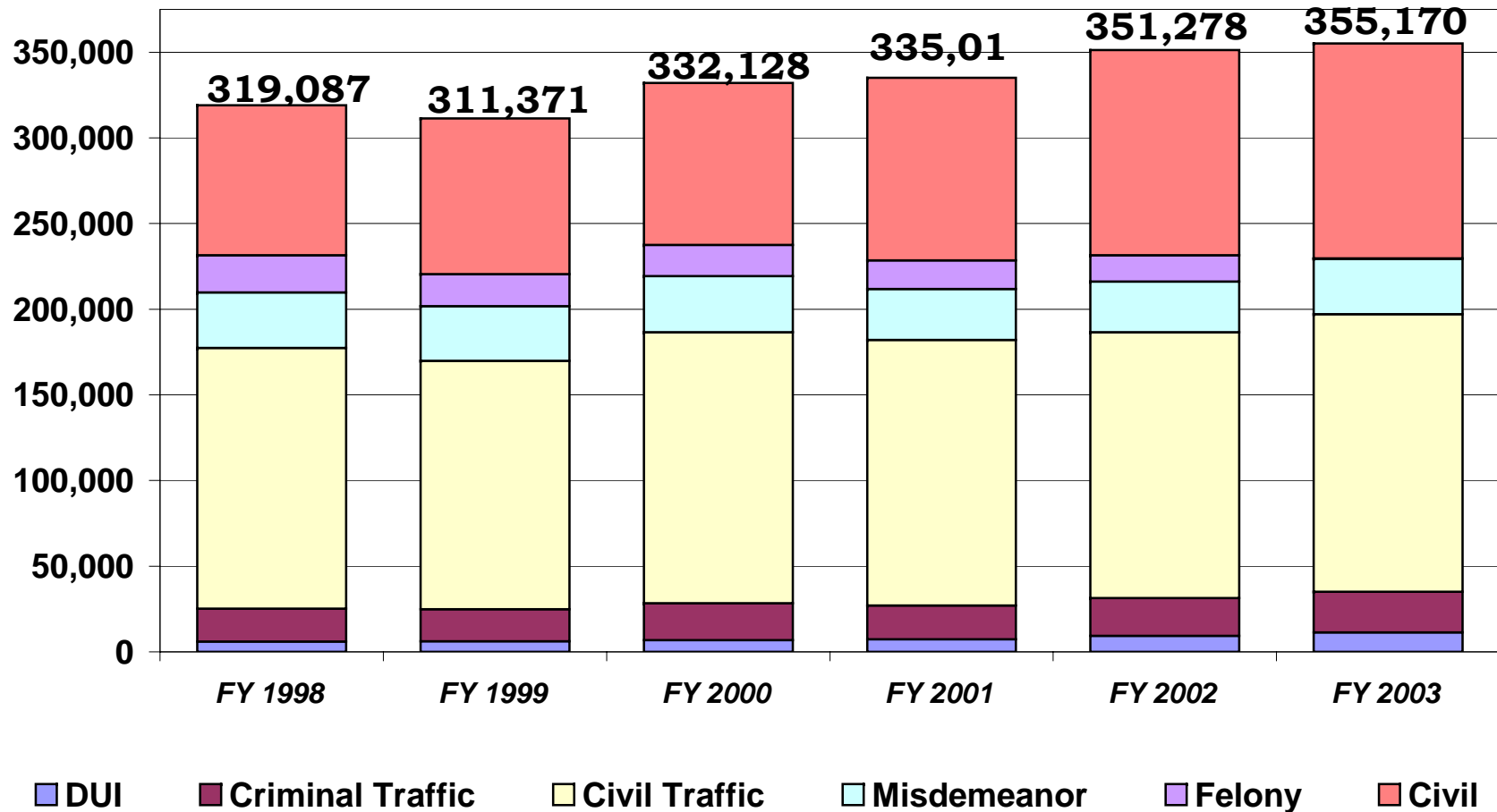
# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2003

**Total Filings = 355,170**





# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 1998 - 2003



# MARICOPA COUNTY JUSTICE COURTS TOTAL ANNUAL NEW FILINGS BY CASE TYPE, FY 1998 – FY 2003

COURT DEPARTMENT	<u>FY 1998</u>	<u>%</u>	<u>FY 1999</u>	<u>%</u>	<u>FY 2000</u>	<u>%</u>	<u>FY 2001</u>	<u>%</u>	<u>FY 2002</u>	<u>%</u>	<u>FY 2003</u>	<u>%</u>
DUI	5,967	1.9%	6,219	2.0%	6,867	2.1%	7,383	2.2%	9,369	2.7%	11,392	3.2%
Criminal Traffic	19,291	6.0%	18,646	6.0%	21,472	6.5%	19,751	5.9%	21,999	6.3%	23,631	6.7%
Civil Traffic	152,083	47.7%	145,025	46.6%	158,204	47.6%	154,950	46.3%	155,291	44.2%	162,001	45.6%
Misdemeanor	32,384	10.1%	31,824	10.2%	32,841	9.9%	29,681	8.9%	29,534	8.4%	32,566	9.2%
Felony <sup>1</sup>	21,789	6.8%	18,807	6.0%	18,111	5.5%	16,661	5.0%	15,279	4.3%	11	0.0%
Civil	87,573	27.4%	90,850	29.2%	94,633	28.5%	106,590	31.8%	119,806	34.1%	125,569	35.4%
<b>Annual Totals</b>	<b>319,087</b>	<b>100%</b>	<b>311,371</b>	<b>100%</b>	<b>332,128</b>	<b>100%</b>	<b>335,016</b>	<b>100%</b>	<b>351,278</b>	<b>100%</b>	<b>355,170</b>	<b>100%</b>

<sup>1</sup> As of May 2002, all felony cases were filed directly into Superior Court, as opposed to filing originally in Justice Courts.

# CRIMINAL DEPARTMENT

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## ***The Regional Court Centers (RCC)***

- In February of 2004, the RCC program will complete its third year of operation. By conducting felony preliminary hearings and arraignments on the same day, the three RCC sites (downtown Phoenix, Mesa, and Glendale) continue to dramatically shorten felony case processing times and pretrial jail days for in-custody defendants, while receiving pleas or dismissals in over half of the cases processed.

## ***The Direct Complaint Program***

- The Direct Complaint Program, which allows felony complaints to be filed directly into Superior Court, has been operating since May 2002. The program eliminates the need for felony complaints to be originally filed and heard in the Justice Courts, eliminating delay while probable cause cases would be transferred to Superior Court.
- One component of the program was the Superior Court and Justice Courts' partnership to streamline the processing of defendants arrested on Justice Court felony warrants issued before the start of the program. Both court levels collaborated in transporting existing Justice Court felony warrants to the lower level of the Superior Court complex. Staff can now quickly access the warrants and transfer the cases to the Superior Court.
- Another program component was changing the way the system notifies defendants of their initial court appearance date. Traditionally, deputies from the Maricopa County Sheriff's Office would personally serve summonses as part of their duties. Personal service resulted in only a 38 percent success rate<sup>1</sup> and was expensive for the Sheriff's Office. Beginning in February 2003, the Clerk of Court began mailing scheduled initial appearance notices to felony defendants. Court administration researches addresses to ensure the Clerk's Office mails to the defendant's most current address. The defendant appearance rate has remained at about 35 percent, but this method has proven much less expensive than personal service.

## ***Ring v Arizona***

- The Court engaged in extended dialogue with the County over how best to deal with the new more complex death penalty process stemming from the FY 2004 *Ring* decision. The Court determined that requiring juries, rather than the trial judge, to make the actual death sentence determination (called for in the *Ring* decision) would further prolong these already lengthy trials. Although few capital cases have yet been returned on appellate remand, jury selections have taken weeks to complete. In response, the County did fund two additional judicial officers and support staff. The Court plans to institute a consolidated felony DUI Center in FY 2004 with this funding, which will free up other trial divisions to handle *Ring* death penalty cases.

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<sup>1</sup> Only 38 percent of all personal service attempts resulted in successfully serving the defendant.

# CRIMINAL DEPARTMENT

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## *Fiscal Year Filings, Dispositions, and Time Standards*

- Due in large part to the Direct Complaint Program, new case filings this fiscal year rose dramatically over last year, surpassing 35,000. The Superior Court now routinely receives approximately 3,000 new case filings each month.
- Case terminations remained constant from the preceding fiscal year. Civil Department judges, available throughout the last fiscal year to try over-flow criminal cases, were needed much less frequently during Fiscal Year 2003, allowing them to devote more time to their own pending civil case inventories.
- Despite the tremendous increase in new case filings, both the number and case age of the active pending inventory has remained fairly constant. This year, as last, approximately 84 percent of all active pending cases are less than 180 days old.

## *Initial Pretrial Conference Center*

- In July of 2002, the Court established an Initial Pretrial Conference Center (IPTC). Two judicial officers now conduct pretrial conferences 35 days after arraignment, as well as being available to hear requests for changes of plea. The IPTC Center, along with the Probation Revocation Center (see below) marked the end of the Court's Quad Manager Judge Program. The IPTC Center ensures counsel are adequately preparing for trial and sets a firm trial date.

## *Trial Transfer*

- Maximizing judicial resources requires the Court to "multi-book" criminal department judges for scheduled trials. Clearly, the majority of scheduled trials settle prior to the scheduled date. Occasionally, however, more trials remain scheduled than a judge can handle on a given day. To best utilize available judicial resources, maintain trial time standards set by rule, and spread trials to available divisions, judges will often place cases into Trial Transfer so those cases can be placed with available judges. Trial Transfer helps locate judges who have time available on their calendars to try cases on short notice.

## *Final Trial Management Conferences*

- The Court strongly encourages all parties to participate in a final trial management conference, held between two and five days prior to the scheduled trial date. This final conference, close to the firm trial date, often helps settle cases that are close to resolution and reduces needless costs when a jury panel has already been called and is waiting.

# CRIMINAL DEPARTMENT

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## ***Changes to ARCrP Rule 8***

- The time limits for processing felony cases (explained in the Arizona Rules of Criminal Procedure, Rule 8) were revised in October 2002. The revised time limits require a trial for defendants in custody within 150 days from arraignment; and within 180 days for out-of-custody defendants. The modified rule also further defines “complex cases” that have 365-day time limits for trial, and death penalty cases that have 18-month time limits.

## ***The Integrated Court Information System (iCIS)***

- During March 2003, the Criminal Department converted from two independent computer mainframe legacy systems, the Automated Calendaring System (ACS) and the Case Management System (CMS), to a single new, browser-based, server-driven *Integrated Court Information System (iCIS)*, which also supports the other court departments.
- Work has commenced on linking iCIS to the Initial Appearance Court On-Line system (scheduled for October 2003), which will result in significant efficiencies.

## ***The Common Case Number***

- In January of 2003, Maricopa County instituted a *common case number* between the various criminal justice agencies. The *common case number* allows for more efficient tracking of criminal cases and defendants, as well as providing more effective information exchanges between the Justice and Superior Courts, and between the County Attorney, the Public Defender, Probation Departments, and the Sheriff’s Office.
- Work has begun on implementing the *common case number* at the Initial Appearance Court and to booking in the Maricopa County Jail which, combined with the iCIS/IA On-Line link, will allow more data to be shared between justice agencies. Technology analysts are also creating an electronic booking document (*form IV*) that will eliminate duplicative work and reduce errors in charging descriptions between the arresting officer, the booking desk in the jail, and the IA Court.

## ***New Fourth Avenue County Jail Facility***

- In early 2003, the Court assembled a workgroup to plan the transition and use of the four courtrooms to be located in the new Maricopa County Jail Facility, a \$101 million complex scheduled to open in July 2004. In addition to the four courtrooms, the approximately 560,000 square foot mid-rise building will contain over 1,100 pretrial maximum custody jail cells, an intake processing center, administrative support space, and parking. A tunnel system will connect the new facility with the existing Madison Street Jail and the County Courts Complex.

# CRIMINAL DEPARTMENT

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## ***Probation Revocation Center***

- The Probation Revocation Center, established in July 2003, averages over 1,200 probation arraignments a month. Two commissioners and a judge expedite the probation revocation process, and ensure that offenders accused of violating their probation are seen in a timely manner. A Mental Health Court and a Domestic Violence Court were both started concurrent with, and as a component of, the Probation Revocation Center. Also during FY 2003, the Probation Department transferred all Justice Court domestic violence probation cases to the Superior Court. The Probation Department can now monitor these defendants more effectively.

## ***Forensic Services***

- The Court frequently requires that medical experts evaluate defendants to determine if they are able to assist in their own defense and, therefore, competent to stand trial. In the interests of justice, these evaluations must be made quickly and effectively. When treatment and restoration to competency are deemed necessary, these services are performed at the Arizona State Hospital. However, the State Hospital has limited space for restoration and transfer can take upwards of 90 days. Therefore, the Court has partnered with County Correctional Health Services to create a restoration program for defendants in jail while they await transfer. Under this program, restoration should occur sooner and will be less expensive than at the State Hospital.

## ***Electronic Records***

- Using electronic audio–video recordings as the official court record, already utilized in a number of electronic courtrooms, was extended to the three Probation Revocation Center courtrooms. Electronic recording quickly produces a quality reproduction of the proceedings for counsel and the appellate courts, while freeing court reporters to focus on trial divisions where there is a greater potential need for appellate court transcripts. Work has begun on expanding electronic recording and video-conferencing to RCC and EDC sites to reduce prisoner transport costs.

## ***Post-Conviction Relief***

- The Court has created a Central Rule 32 Administrative Processing Unit (post-conviction relief) to more effectively prepare and monitor these cases as they proceed to judicial decision. Before this unit was created, individual trial divisions monitored those post-conviction relief cases assigned to them. The unit creates significant economies of scale, as well as increased management oversight, by bringing all post-conviction relief cases together and ensuring they reach a timely judicial decision.

# CRIMINAL DEPARTMENT

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## ***Criminal Department Selected Operational Statistics, FY 2002 – FY 2003***

	FY 2002 <u>Totals</u>	FY 2003 <u>Totals</u>	FY 2002 to FY 2003 <u>% Change</u>
Total Case Filings	30,020	<b>35,200</b>	17.3%
Total Terminations	28,093	<b>27,959</b>	-0.5%
Clearance Rate <sup>1</sup>	93.6%	<b>79.4%</b>	
Active Pending Caseload	7,741	<b>7,964</b>	2.9%
Total Trials Completed	734	<b>707</b>	-3.7%
Trial Rate <sup>2</sup>	2.4%	<b>2.0%</b>	
Defendants Sentenced	24,303	<b>24,271</b>	-0.1%
Acquitted/Dismissed	3,753	<b>3,660</b>	-2.5%
Pleas	20,164	<b>19,352</b>	-4.0%
Notices of Change of Judge	508	<b>483</b>	-4.9%
Settlement Conferences Held	2,700	<b>2,583</b>	-4.3%
Successful Settlements	1,879	<b>1,812</b>	-3.6%
Lower Court Appeals Filed	1,089	<b>769</b>	-29.4%
Bond Forfeiture Hearings	1,041	<b>1,506</b>	44.7%
Amount of Bonds Forfeited	\$2,399,332	<b>\$3,651,173</b>	52.2%
<b>Case Aging Statistics (in days)<sup>3</sup> for Terminated Criminal Cases</b>			
50 <sup>th</sup> Percentile	71	<b>63</b>	-11.3%
90 <sup>th</sup> Percentile	190	<b>182</b>	-4.2%
98 <sup>th</sup> Percentile	415	<b>389</b>	-6.3%
99 <sup>th</sup> Percentile	491	<b>474</b>	-3.5%

<sup>1</sup> Clearance rate equals total terminations divided by total case filings.

<sup>2</sup> Trial rate equals total trials completed divided by total case filings.

<sup>3</sup> Case aging days in FY 2003 are computed from Arraignment Date in Superior Court to Termination, which includes days to sentencing for guilty defendants. In addition, case aging days include all elapsed calendar time *except* days out on bench warrants, Rule 11 competency treatments, adult diversion programs, and appeals pending in a higher court

# CIVIL DEPARTMENT and TAX COURT

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## *Selected Civil Department Operational Statistics, FY 2002- FY 2003*

	New Case Filings			Case Terminations		
	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>
Tort Motor Vehicle	5,301	<b>6,027</b>	13.7%	5,305	<b>5,629</b>	6.1%
Tort Non-Motor Vehicle	2,626	<b>2,822</b>	7.5%	2,284	<b>2,762</b>	20.9%
Medical Malpractice	462	<b>534</b>	15.6%	390	<b>451</b>	15.6%
Contract	8,955	<b>9,867</b>	10.2%	8,464	<b>9,520</b>	12.5%
Tax	10	<b>13</b>	30.0%	9	<b>63</b>	600.0%
Eminent Domain	259	<b>276</b>	6.6%	240	<b>295</b>	22.9%
Lower Court Appeals	398	<b>375</b>	-5.8%	584	<b>468</b>	-19.9%
Unclassified Civil	13,177	<b>16,042</b>	21.7%	11,833	<b>15,867</b>	34.1%
<b>TOTALS</b>	31,188	<b>35,956</b>	15.3%	29,109	<b>35,055</b>	20.4%
Civil Trials Completed	375	<b>357</b>	-4.8%			
Trial Rate	1.2%	<b>1.0%</b>	-16.7%			

## *Tax Court Selected Operational Statistics, FY 2002- FY 2003*

	New Case Filings			Case Terminations		
	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>
<b>Cases of Record</b>						
Property	351	<b>332</b>	-5.4%	273	<b>506</b>	85.3%
Other	396	<b>407</b>	2.8%	414	<b>328</b>	-20.8%
<b>Small Claims</b>						
Property	258	<b>293</b>	13.6%	305	<b>234</b>	-23.3%
Other	3	<b>18</b>	500.0%	1	<b>5</b>	400.0%
<b>TOTALS</b>	1,008	<b>1,050</b>	4.2%	993	<b>1,073</b>	8.1%



# ALTERNATIVE DISPUTE RESOLUTION

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## *Superior Court Settlement Conference Program*

- In Family Court, the Alternative Dispute Resolution (ADR) office held two Family Court settlement conference marathons in Fiscal Year 2003. During the first marathon, held in September, there were 24 cases scheduled and 19 settlement conferences conducted. A full or partial settlement was reached in 12 (63 percent) of those cases. The second marathon, conducted in May in conjunction with Law Week, had 74 cases scheduled and 54 conferences were held. Full or partial settlements were reached in 35 (65 percent) of those cases. Also in May, the ADR Office conducted the first-ever mandatory settlement conference training program for Judges Pro Tem.
  
- ADR also held the first-ever settlement conference marathon in the Civil Department in January. Of the 20 cases scheduled and 14 conferences held, 9 (64 percent) reached either a full or partial agreement. A second marathon, also held during Law Week in May, achieved a 100 percent settlement rate, although only 4 cases were scheduled.

## *Justice Court Mediation Program*

- The ADR Office coordinated with the Office of the Arizona Attorney General to conduct three 40-hour basic mediation skills trainings, resulting in more than 70 new ADR mediators for the program. ADR staff updated the mediation forms to improve efficiency. The ADR Office scheduled continuing education classes on agreement writing, use of new forms, and dealing with impasse in mediations.

## *Short-Trial Program*

- The ADR Office held its 500<sup>th</sup> short-trial during Fiscal Year 2003.

## **ADR Selected Operational Statistics, FY 2003**

	<u>Family Court</u>	<u>Civil</u>	<u>Shorttrial</u>	<u>Probate Mediations</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
<i>Cases Received</i>	1,366	1,147	105	68	1,499	<b>4,185</b>
<i>Conferences Held</i>	1,031	815	50	45	1,086	<b>3,027</b>
<i>Full Settlement</i>	502	336	50	32	543	<b>1,463</b>
<i>Percent Full</i>	49%	41%	100%	71%	50%	<b>48%</b>
<i>Partial Settlement</i>	183	46		0	23	<b>252</b>
<i>Percent Partial</i>	18%	6%			2%	<b>8%</b>
<i>Pro Bono Hours</i>	2,578	2,038	450	112	2,715	<b>7,893</b>

# PROBATE and MENTAL HEALTH

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## *Probate and Mental Health Selected Operational Statistics, FY 2002 – FY 2003*

	New Case Filings			Case Terminations		
	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>
Estate Probates and Trust Administrations	4,124	<b>4,084</b>	-1.0%	18,121	<b>361</b>	-98.0%
Guardianships and Conservatorships	2,839	<b>2,639</b>	-7.0%	994	<b>1,833</b>	84.4%
Adult Adoptions	84	<b>17</b>	-79.8%	52	<b>8</b>	-84.6%
<b>TOTALS</b>	7,047	<b>6,740</b>	-4.4%	19,167	<b>2,202</b>	-88.5%

	<u>FY 2002</u>	<u>FY 2003</u>	<i>% change '02 to '03</i>
<b>Mental Health Case Filings</b>	2,104	<b>2,163</b>	2.8%
<b>Mental Health Case Terminations</b>	1,112	<b>14</b>	-98.7%

# FAMILY COURT

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## ***Integrated Family Court***

- Fiscal Year 2003 completed the second full year of operation of the Integrated Family Court pilot project, which employs a one family-one judge concept in resolving family and juvenile issues. The number of cases accepted by referral has reached a grand total of 92, 30 cases accepted this year and 62 cases accepted in its initial year of operation. Many additional cases were screened and not referred by case coordinators.
- Cases accepted into the pilot “overlapped” at least two other Superior Court departments (e.g. Juvenile Court or Probate), and these cases had the benefit of earlier case screening and identification of litigant needs, reduction of conflicting court orders, and increased judicial and non-judicial staff work satisfaction.

## ***Training***

- The Family Court Department conducted four comprehensive rotational training sessions that included all subject areas to assist incoming judges and commissioners in understanding the complexity of family law cases.
- The Department continued its ongoing commitment to enhancing knowledge and awareness of domestic violence issues by requiring all Family Court judicial officers to attend two training seminars during the year.
- The annual Family and Juvenile Court Retreat was held to discuss current topics and common issues that impact both departments.

## ***Family Violence Prevention Center***

- The downtown Phoenix Family Violence Prevention Center continues to provide needed services to the public, assisting 7,045 customers this fiscal year. Planning is well underway for development of a Center at the Southeast Regional Facility in Mesa, and will be operational by the end of 2003.
- A web-based computer program was developed and implemented to make the process of completing the Petition for an Order of Protection easier for the litigants to complete. The process is further streamlined by having the paperwork sent electronically to the commissioner, who can make the necessary findings and complete the Order from the computer on the bench.

## ***Settlement Conference Program***

- The Settlement Conference program put into place last year has streamlined the referral process and allowed the ADR Department to increase the number of cases assigned for dispute resolution. This year 1,035 settlement conferences were held, which is an increase of 60% over last year. Court Commissioners and Judges Pro Tem participate as settlement conference officers and together they achieved an overall agreement on 66% of the cases heard.

# FAMILY COURT

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## *Family Court Service Enhancement Programs*

- The Family Court Navigator program began its second year of operation, and the position continues to improve the effectiveness and responsiveness in Family Court. The Navigator program receives inquiries, concerns, and complaints from customers through e-mail, telephone calls, written correspondence, and in person regarding Family Court matters. The initial response is made within 24 hours of receipt of inquiry, and provides specific courses of action and potential resources for the customer. This year the Navigator responded to 752 cases, with issues ranging from parenting time, elder services, and mistaken identity, to name a few.
- The Family Court Advisory Council (FCAC) is commissioned to provide a forum where concerns and opinions can be shared in a constructive environment. This committee meets quarterly in an open public meeting where citizens and litigants may express their views and be heard. The Chairperson of the FCAC is the Presiding Judge of Family Court. Membership includes non law-trained citizens, family law attorneys, domestic violence advocates, local law enforcement, mental health providers, educators, parents, and representatives from the Administrative Office of the Courts, Clerk of the Court, Court Administration, and the Governor's Office. The Family Court Navigator serves as administrative support for the FCAC.

## *Attorney Case Managers*

- This year the Family Court implemented the Attorney Case Manager Program, which is designed to provide a model case flow and a system of case management to assist the Family Court judges with their caseloads.
- The goal is to employ at least one attorney case manager for every two Family Court judges. This year three attorney case managers have been hired. One has been placed at the Northwest facility and two are at the Southeast location; initial steps in attaining the aforementioned ratio of one case manager for every two judges.

## *Family Drug Court*

- The goal of Family Drug Court is to reunify families when appropriate to do so by treating and teaching families about substance abuse, by examining and remedying the underlying reasons, problems, and motivation that lead parents and children to abuse drugs and alcohol.
- The Family Drug Court became operational this year, after two years of planning and collaborative efforts with agencies including: the Governor's Office, the Department of Justice, Child Protective Services, treatment providers, behavioral health organizations, prosecutors and defense attorneys. Staffed with a Program Manager, Court Liaison Officer, and Parent Effectiveness Trainer, this court serves parents and children involved in a dependency action or a divorce/custody action, who are struggling with drug and/or alcohol problems.

# FAMILY COURT

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## ***Family Court Selected Operational Statistics, FY 2002 – FY 2003***

	FY 2002 <u>Totals</u>	FY 2003 <u>Totals</u>	<i>FY 2002 to FY 2003</i> <u>% change</u>
Dissolution Filings	17,456	<b>17,101</b>	-2.0%
Other Case Filings	12,438	<b>12,313</b>	-1.0%
<b>TOTAL CASE FILINGS</b>	29,894	<b>29,414</b>	-1.6%
<hr/>			
Dissolution Terminations	16,121	<b>19,008</b>	17.9%
Other Case Terminations	12,953	<b>12,082</b>	-6.7%
<b>TOTAL TERMINATIONS</b>	29,074	<b>31,090</b>	6.9%
<hr/>			
Clearance Rate	97.3%	<b>105.7%</b>	8.7%
Active Pending Caseload	20,834	<b>19,540</b>	-6.2%
Subsequent Filings <sup>1</sup>	13,755	<b>14,695</b>	6.8%
<b>Domestic Violence: Orders of Protection</b>	FY 2002 <u>Totals</u>	FY 2003 <u>Totals</u>	<i>FY 2002 to FY 2003</i> <u>% change</u>
Total Filings	4,750	<b>5,115</b>	7.7%
Orders Issued	4,234	<b>4,875</b>	15.1%
Orders Denied	558	<b>770</b>	38.0%
Emergency Orders Issued	139	<b>142</b>	2.2%
<b>Domestic Violence: Requests for Hearings to Revoke/ Modify Orders of Protection</b>			
Requests	2,072	<b>2,526</b>	21.9%
Hearings Commenced	1,572	<b>1,813</b>	15.3%

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<sup>1</sup> Post-decree matters filed after original case has reached resolution.

# FAMILY COURT CONCILIATION SERVICES

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## *Case Processing Activity*

- For every case referred to Conciliation Services, the goal remains to close at least one pending cases to achieve a disposition ratio of 1:1. This goal was achieved in Fiscal year 2003. A small decrease in referrals, aided by some internal department policy changes, allowed staff to concentrate more closely on closing cases.

## ***Conciliation Services Selected Statistics, FY 2002 – FY 2003***

	FY 2002	FY 2003	FY 2002 – FY 2003
	<u>Totals</u>	<u>Totals</u>	<u>% change</u>
Conciliation Counseling	434	<b>487</b>	12.2%
Mediation/Evaluation	3,794	<b>3,510</b>	-7.5%
Dispute Assessment	1,518	<b>1,561</b>	2.8%
Early Post-Decree Conference	<u>299</u>	<u>225</u>	<u>-24.7%</u>
<b>TOTAL CASELOAD</b>	6,045	<b>5,783</b>	-4.3%

## *Educational Services*

- Currently, there are eleven contract providers offering Parenting Information Classes at multiple locations across Maricopa County. Classes are offered in both English and Spanish. Also, for “high conflict” parents, Conciliation Services offers a Parental Conflict Resolution Class in downtown Phoenix and at the Southeast Facility. These classes are a joint collaboration between Conciliation Services and the Clerk of Court’s Family Support Center.

## *Expanding Services*

- Conciliation Services began providing on-site Mediation services at the new Northwest Regional Facility in Surprise during Fiscal Year 2003. Plans are to also provide on-site Evaluation services by the end of 2003.
- A domestic violence workgroup was created this year to discuss issues pertaining to custody evaluations. The group concluded by creating written guidelines to be used by evaluators during interviews and preparation of their written reports to the courts. Staff training is to follow.

# FAMILY COURT CONCILIATION SERVICES

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- Brown bag meetings were implemented to allow Conciliation Services staff and judicial officers to participate in informal discussions about issues affecting the quality of services provided to the Court, and to share updates in the law and social sciences.

## *Improving Time Standards*

- Conciliation Services has adopted a standard of scheduling Mediations within four weeks from referral to Mediation. Mediation policies and procedures continue to be examined in the hope of further reducing this time standard. The time standard for completing Dispute Assessments is 90 days from the date of referral. Discussions have begun to revise current policies and procedures to reduce this time standard to 75 days or less.
- E-mail is now used to distribute appointment letters and evaluation reports to attorneys. Besides the cost savings in supplies and postage, e-mail speeds delivery time.

## *Future Department Goals and Programs*

- The primary goal of Conciliation Services is to improve service delivery to the public and the bench. Thus, all policies and procedures within the department will be reviewed periodically by management and staff to ensure effectiveness and efficiency.
- All staff will attend a minimum of two training sessions each year. One is the Governor's conference on Domestic Violence, held each September. Another training session involves a statewide, one-day education seminar for evaluators and mediators. Guest speakers and presenters from Arizona State and the University of Arizona Law Schools discuss issues ranging from children's rights to successful mediation techniques. There is also an annual Arizona Family Court Conference.
- A pilot project will soon be implemented at the Northwest and Southeast facilities whereby referrals to Conciliation Services will be done using general intake language. Staff will evaluate every case and make reports to judicial officers, even when no agreement could be reached. It is hoped that providing judicial officers with written observations and recommendations in every case will facilitate the speedy and just disposition of the case at the trial level.

# JUVENILE COURT

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## ***Court Appointed Special Advocate (CASA) Program***

- The CASA Program in Juvenile Court continues to recruit, train, and manage community volunteers assigned to juvenile dependency cases. Volunteers come to CASA with a variety of experience and education. Fifty percent are employed full time, another ten percent work part time, twenty-five percent of volunteers are retired, and eleven percent are homemakers. Sixty percent of CASA volunteers have either a Bachelor's degree or Master's level education. Women represent 84 percent of volunteers, so the program continues to seek to increase its male volunteer base.
- CASA volunteers undergo extensive criminal background checks and a polygraph test. They also must complete 30 hours of training before they are assigned a case. In-house service training is offered throughout the year. In addition, many outside activities are held such as the annual CASA picnic, the annual Recognition Banquet, and a Light of Hope awareness event during Child Abuse Prevention and Awareness month each April.
- CASAs are valued members of dependency case support due to their primary focus: the best interests of children assigned to them. CASA volunteers often form unique personal relationships with children that other members of the dependency "team," such as the Child Protective Services case manager or the appointed Guardian ad Litem, cannot. CASAs generally see their children twice monthly, as well as contacting foster parents, teachers, and counselors. This offers CASAs the ability to offer a comprehensive and objective perspective to the juvenile court judge assigned to the case.
- The Maricopa County CASA Program experienced substantial growth during Fiscal Year 2003. The number of active volunteers rose by twenty-seven percent, increasing from 171 to 217 at year's end. When combined with CASAs serving in administrative capacities, participating in the Speaker's Bureau, or on inactive status between case assignments, the total number of CASA volunteers at the end of FY 2003 was 275.
- During FY 2003:  
*297 CASAs served at some point on a dependency case,  
CASAs advocated for over 700 children,  
CASAs filed 377 reports to the court,  
Donated 3,253 volunteer hours to their cases, and  
Drove 34,098 miles during their CASA work.*



# JUVENILE COURT

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## ***Dependency Process***

- In Fiscal Year 2003, the court experienced a dramatic increase in dependency filings, attributable to (1) the Governor of Arizona's focus on making the safety of children paramount; (2) negative publicity surrounding several questionable decisions made by Child Protective Services, which may have contributed to injuries to children; and (3) what the Court perceives to be a post-Model Court refocusing on filing dependency cases after the Attorney General successfully addressed backlogs.
- 54 percent of all new dependency cases in FY 2003 were filed in Juvenile Court by the Arizona Department of Economic Security. The remaining cases were filed by either court-appointed or private counsel (33 percent) or self-represented litigants (13 percent).
- Most dependency cases participate in the Preliminary Protective Conference (PPC) and Preliminary Protective Hearing (PPH), scheduled 5 to 7 business days from the time a child is removed from home, unless the assigned judge does not order an expedited hearing. In FY 2003 there were 1,253 PPCs and 847 PPHs conducted.

## ***Mediation***

- Mediation in dependency cases is designed to facilitate case resolution and protect children from future acts of abuse or neglect. Family members and professionals assigned to a case confer in a non-adversarial form to seek mutual agreement regarding legal and social issues.
- 934 cases were scheduled for mediation in Fiscal Year 2003, versus 795 in FY 2002. 188 cases did not go forward because a party did not appear. 746 cases were completed, with 625 (84 percent) reaching full or partial agreement.
- 42 percent of all mediations completed occurred at the Southeast Juvenile Facility in Mesa, 36 percent at the Durango Facility, and 22 percent in Downtown Phoenix.

## ***Children's Resource Staffings***

- Children's Resource Staffings are a joint effort between Child Protective Services, ValueOptions (the County's managed health care provider), Juvenile Probation, and Juvenile Court Administration. The goal is to provide a forum where anyone with concerns about the welfare of a child can learn about various resources to assist that child. Individuals who may be considering filing a dependency petition are educated about the process, and alternatives to dependency are discussed.
- A Children's Resource Assistance protocol is also available, whereby individuals who come to Juvenile Court with questions about dependency may meet with a Juvenile Court Administration staff person. A brief, informal discussion is held with the individual, and they are provided with information about how to schedule a Children's Resource Staffing. In FY 2003 there were 143 such contacts, 45 of those individuals declining to participate in a staffing and instead filing a dependency petition.

# JUVENILE COURT

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## ***Juvenile Court Selected Operational Statistics, FY 2002 – FY 2003***

	FY 2002	FY 2003	FY 2002 - FY 2003
	<u>Totals</u>	<u>Totals</u>	<u>% change</u>
Delinquency and Citations	15,025	<b>13,778</b>	-8.3%
Dependency (Petitions)	1,028	<b>1,367</b>	33.0%
Adoption	947	<b>887</b>	-6.3%
Severance	293	<b>244</b>	-16.7%
Certifications	579	<b>925</b>	59.8%
Non-Petition Matters	495	<b>646</b>	30.5%
<b>TOTAL CASE FILINGS (Petitions)</b>	18,367	<b>17,847</b>	-2.8%
<b>TOTAL DEPENDENCY FILINGS (Count of Juveniles)</b>	1,540	<b>2,222</b>	44.3%
Delinquency and Citations	11,276	<b>12,875</b>	14.2%
Dependency (Petitions)	1,100	<b>1,487</b>	35.2%
Adoption	803	<b>867</b>	8.0%
Severance <sup>1</sup>	2	<b>286</b>	
Certifications	868	<b>945</b>	8.9%
<b>TOTAL CASE TERMINATIONS (Petitions)</b>	14,049	<b>16,460</b>	17.2%
<b>TOTAL DEPENDENCY TERMINATIONS (Count of Juveniles)</b>	1,488	<b>1,480</b>	-0.5%

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<sup>1</sup> Severance Case Terminations were not tracked consistently during FY 2002

# PRETRIAL SERVICES AGENCY

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## *Fiscal Year 2003 Highlights*

- Changes in legislation dealing with sex offenders during the year require sex offenders to be released from custody only with the condition that they are supervised by electronic monitoring (EM). This change has resulted in average daily EM caseloads of over 120 defendants, with an additional 40 or more possible if the defendants are able to post bond.
- Pretrial Services Agency (PSA) contracted for a Global Positioning System (GPS) and a Voice Verification system to enhance electronic monitoring supervision and provide the Court with additional defendant release alternatives.
- PSA also contracted with a drug treatment provider, requiring built-in performance measures and seamless collaboration with the Adult Probation Department for increased services and cost savings.
- The PSA Jail Unit began using an On-Line Automated Docket developed by Superior Court Judicial Information Systems (JIS). The system provides initial case information and the data is fed to other criminal justice agencies, resulting in significant resource savings through a reduction in redundant data entry. In addition to the automated docket, PSA and JIS developed and implemented a technologically integrated Pretrial Automated Case Tracking System (PACTS) to assist staff officers with case management and ensure that PSA administrators had access to accurate and reliable caseload information

### ***Pretrial Service Agency Selected Operational Statistics, FY 2002 – FY 2003***

	FY 2002	FY 2003	FY 2002 - FY 2003
	<u>Totals</u>	<u>Totals</u>	<u>% change</u>
<i>Initial Appearances</i>	68,153	<b>74,624</b>	9.5%
<i>Interviews/Criminal Histories</i>	38,177	<b>41,901</b>	9.9%
<i>Defendant Monitoring Referrals</i>	9,119	<b>11,994</b>	31.5%
<i>Intakes</i>	5,422	<b>6,209</b>	14.5%
<i>Office Visits</i>	11,435	<b>13,397</b>	17.2%
<i>Average Daily Caseload: General</i>	610	<b>700</b>	14.8%
<i>Average Daily Caseload: Intensive</i>	341	<b>428</b>	25.5%
<i>Average Daily Caseload: EM</i>	81	<b>97</b>	19.8%
<i>Bond Motions Completed</i>	371	<b>426</b>	14.8%

# SELF SERVICE CENTER

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- The number of forms distributed at the Self Service Center in FY 2003 was slightly lower than in FY 2002. This decrease was partially due to the free access forms available through the Court's Internet ([www.superiorcourt.maricopa.gov/ssc](http://www.superiorcourt.maricopa.gov/ssc)).
- The website also averages over 1,000 users per day. Besides providing all forms and instructions, a list of lawyers and mediators are also offered to assist customers with their situation.
- Another reason for the decrease in forms distribution is the accessibility of self-help information through the court's automated phone system (602-506-SELF). The phone system offers over six hours of recorded information on Family Law, Probate and Domestic Violence.
- During Fiscal Year 2003, the Self Service Center conducted 39,644 business transactions.

## ***Self Service Center Forms Distributed, FY 2002 – FY 2003***

	FY 2002	FY 2003	<i>FY 2002 to FY 2003</i>
	<u>Totals</u>	<u>Totals</u>	<u>% change</u>
Domestic Violence	12,297	<b>12,194</b>	-0.8%
Divorce	11,529	<b>9,701</b>	-15.9%
Probate	4,576	<b>4,095</b>	-10.5%
Other Family Court <sup>1</sup>	21,295	<b>18,533</b>	-13.0%
Others <sup>2</sup>		<b>2,652</b>	100.0%
<b>TOTAL Forms Distributed</b>	49,697	<b>47,175</b>	-5.1%

<sup>1</sup> Includes establishments, modifications, and enforcements.

<sup>2</sup> Includes name change, juvenile dependency and property tax appeal.

# COURT INTERPRETATION and TRANSLATION SERVICES

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## *Internal Reorganization*

- The Office of the Court Interpreter was renamed Court Interpretation and Translation Services (CITS) to better reflect its business areas. CITS underwent an internal reorganization that included the formation of interpreter teams, team leaders, and team coordinators. CITS now operates a team-based organization where the team members plan and coordinate the activities of each team. This new organization has allowed for improved communication with its customers and delivery of service.

## *Expansion of Services*

- CITS saw its services expand to the Northwest Superior Court in Surprise, the Initial Pre-trial Conference Center and the Probation Revocation Center.
- CITS assumed responsibilities for providing interpretation and translation support to the Justice of the Peace Courts. The rollout of staff interpreters was conducted in five waves, commencing January 2003. By the end of FY 2003, all JP Courts had been assigned an area interpreter who is responsible for providing interpretation services. The replacement of per-diem interpreters with staff interpreters has saved the JP Courts approximately \$250,000. The utilization of shared staff interpreters in JP Courts has meant better quality interpretation services for all litigants.

## *Interpretation*

- In Superior Court, CITS handled in excess of 70,000 court-related matters and 1,450 trial hours that required a Spanish language interpreter. In the Justice of the Peace Courts, during the period January – June 2003, CITS handled 2,500 matters that required a Spanish language interpreter.

## *Transcription and Translation*

- CITS transcribed 177 audio taped interviews and translated 146 transcribed texts. In addition, CITS translated in excess of 500 documents that included letters from criminal defendants, letters from attorneys to their clients, court documents, forms and brochures.

# OFFICE OF THE JURY COMMISSION

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## *Fiscal Year Highlights*

- The Office of the Jury Commissioner in Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community as a whole. By law, this pool is formed every six months by merging the County's voter registration and state drivers' licenses files, which produced a master list of 2.6 million names and addresses during this reporting period.
  
- In addition to Superior Court, the Office of the Jury Commission also summonses jurors for all 23 Justice Courts in Maricopa County, 10 municipal courts within the county limits, and the State and County grand juries.

	FY 2002	<b>FY 2003</b>	<i>FY 02 to FY 03</i>
	<u>Totals<sup>1</sup></u>	<u><b>Totals</b></u>	<u>% change</u>
Superior Court Summonses Mailed	341,922	<b>399,492</b>	16.8%
Municipal Court Summonses Mailed	174,794	<b>154,902</b>	-11.4%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY 2003, more than 20% of prospective jurors sent to a courtroom were actually sworn as jurors. Those sworn as jurors are entitled to \$12 per day plus mileage to and from the court complex. Fees and mileage paid to Superior Court jurors in FY 2003 again exceeded \$2 million. Jurors who serve either one day or one trial will not be selected for jury service again for a minimum of 18 months.

## ***Jury Panel Usage, FY 2002 – FY 2003***

	FY 2002	<b>FY 2003</b>	<i>FY 02 to FY 03</i>
	<u>Totals<sup>1</sup></u>	<u><b>Totals</b></u>	<u>% change</u>
Total Jury Trials	1,185	<b>1,194</b>	-0.8%
Total Jurors Reporting	50,022	<b>65,761</b>	31.5%
Total Jurors Sworn	9,902	<b>11,120</b>	12.3%
Percent Sworn	19.8%	<b>16.9%</b>	
Total Jurors Not Used	4,326	<b>19,782</b>	357.3%
Percent Not Used	8.6%	<b>30.1%</b>	

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<sup>1</sup> The numbers reported for FY 2002 have been revised from the Court's FY 2002 Annual Statistical Report to correct data reporting inaccuracies discovered after the report was published.

# OFFICE OF THE JURY COMMISSION

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- Nineteen standards relating to juror use and management have been developed by the American Bar Association (ABA) to measure a jury system's efficiency. A comparison of three of the ABA standards with the actual figures for the Superior Court follows:

	<u>Actual</u> <u>FY 2002<sup>a</sup></u>	<b><u>Actual</u></b> <b><u>FY 2003</u></b>	<u>ABA</u> <u>Standard</u>
Percent of jurors sent to voir-dire	69.9%	<b>91.4%</b>	100%
Percent of jurors sworn	16.9%	<b>19.8%</b>	50%
Percent of jurors not used	30.1%	<b>8.6%</b>	10%

- The Jury Commission continually measures performance, both quantitatively and qualitatively, through analysis of cost data and utilization measures from past years. This allows the court to assess the efficiency of the jury system operation, review areas where present operations do not meet standards, suggest reasons for deficiencies, and recommend and implement strategies for improvement. The goal is to maintain a defensible, representative, and efficient jury system that evokes positive attitudes in those persons who are called to serve on jury duty.

## ***Demographic Summary***

- The Jury Commission first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY 2003 have been collected by tabulating demographic information questionnaires completed by more than 93% of the total number of prospective jurors who reported for service during that period. These figures are compared with the 2000 U.S. Census figures of the population in Maricopa County.

	Maricopa County Census (2000) <sup>b</sup>	FY 2002		FY 2003	
White (non-Hispanic)	66.2%	25,962	78.7%	<b>37,307</b>	<b>80.2%</b>
Hispanic	24.9%	2,868	8.7%	<b>3,845</b>	<b>8.3%</b>
Black (non-Hispanic)	3.5%	868	2.6%	<b>1,072</b>	<b>2.3%</b>
Native American	1.5%	311	0.9%	<b>382</b>	<b>0.8%</b>
Asian	2.1%	551	1.7%	<b>827</b>	<b>1.8%</b>
Other	1.8%	2,434	7.4%	<b>3,090</b>	<b>6.6%</b>
<b>TOTAL</b>	<b>100%</b>	<b>32,994</b>	<b>100%</b>	<b>46,523</b>	<b>100%</b>

<sup>a</sup> The numbers reported for FY 2002 have been revised from the FY 2002 Annual Statistical Report to correct data reporting inaccuracies discovered after the report was published.

<sup>b</sup> Source: 2000 U.S. Census figures for Maricopa County, Arizona. These numbers are not adjusted to accurately reflect the percentages of people statutorily eligible for jury service per A.R.S. §21-201.

# ADULT PROBATION DEPARTMENT

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## ***Impact of State Budget***

- In response to the state budget crisis, the Arizona Supreme Court cut the FY 2003 budget of the Adult Probation Department (APD) by \$2.8 million, which eliminated 125 positions that were funded by the state. As a result, APD had to reduce its capacity for Intensive Probation Supervision and early terminate a substantial number of lower-risk offenders. Additionally, the department was not able to fill vacancies, provide staff with step increases or implement a compensation plan. Legislation was passed later in the year transferring primary funding responsibility for Intensive Probation Supervision, State Aid Enhancement, Interstate Compact, and the Community Punishment Program to Maricopa County.

## ***Operational Highlights***

- APD continuously strives to enhance performance and upgrade business practices. Noteworthy accomplishments in FY 2003 include: 99.9 percent on-time submittal for pre-sentence reports, 17 percent increase in restitution compliance rate (Standard Probation), Intensive Probation Supervision caseload collected 82 percent restitution, 91 percent probation services fees, and accomplished 93 percent of community service hours ordered.
- ***Collections.*** APD began participating in the Western Union Quick Collect/Quick Pay service during the year. Utilizing this service provides an additional \$9,000 in monthly collections. Additional benefits include: no merchant fees for credit or debit card transactions, funds are 100 percent guaranteed, and there are no additional costs to APD. The department also utilizes other collection techniques that have proven successful, including the State tax intercept/debt set-off program, as well as information obtained through the Department of Economic Security, Department of Motor Vehicle Restitution Lien, and Interstate Compact agreements.
- ***Crime Prevention.*** APD employs a variety of strategies and programs to help reduce recidivism. *Treatment* for substance abuse and mental health, combined with supervision that holds the offender accountable, has been proven to be an effective means for reducing new criminal offenses. At least 60 percent of the approximately 26,000 people actively supervised every day by the department participate in treatment. Sex offenders, with an average daily population of about 1,300, and probationers convicted of domestic violence, totaling about 720, are also required to participate in treatment. *Education Programs* also help reduce new crimes and aid probationers to successfully complete probation. APD operates three regional Learning Centers within the county, which serve communities with high densities of low-income, minority, and single parent families. A final key ingredient to preventing new crime is *Restorative Justice*, which has the offender repair the harm caused by his or her offense. The three important ways this is accomplished is through payment of restitution to victims, community service to assist neighborhoods, and payments of probation service fees to offset the cost of supervision to taxpayers.



# ADULT PROBATION DEPARTMENT

## **Adult Probation Selected Operational Statistics, FY 2003 Standard and Intensive**

	<u>ACTIVE</u>	<u>ABSCONDERS</u>	<u>TOTAL</u>
<b>PROBATIONERS (as of 7/01/02)</b>	<b>25,937</b>	<b>6,734</b>	<b>32,671</b>
ADDED DURING FY 2003	23,271	7,637	30,908
<i>Full Term Discharge</i>	(2,761)		(2,761)
<i>Early Discharge</i>	(3,711)		(3,711)
<i>Revoked</i>	(4,696)		(4,696)
<i>Modified</i>	(3,082)		(3,082)
<i>Other Terminations</i> <sup>(a)</sup>	(12,134)		(12,134)
<i>Absconder Warrants Closed</i>		(6,979)	(6,979)
<b>TOTAL TERMINATIONS</b>	(26,384)	(6,979)	(33,363)
<b>PROBATIONERS (as of 6/30/03)</b>	<b>22,824</b>	<b>7,392</b>	<b>30,216</b> <sup>(b)</sup>

<sup>(a)</sup> Other terminations include imprisoned, transfers out of county/state, death, and modified to unsupervised.

<sup>(b)</sup> Excludes 12,237 Probationers on supervision in another county or state.

<b>PETITIONS TO REVOKE PENDING (as of 7/01/02)</b>	<b>1,324</b>
FILED DURING FY 2003	10,216
<b>TOTAL DISPOSITIONS</b> <sup>(c)</sup>	<b>10,174</b>
<b>PETITIONS TO REVOKE PENDING (as of 6/30/03)</b>	<b>1,366</b>

<sup>(c)</sup> Includes 4,497 Revoked to the Department of Corrections.

### ADDITIONAL PROBATION DEPARTMENT ACTIVITY

	<u>FY 2002</u>	<u>FY 2003</u>	<u>FY 02 to FY 03</u>
	<u>Totals</u>	<u>Totals</u>	<u>% change</u>
<b>PRESENTENCE REPORTS</b>	19,234	<b>18,911</b>	-1.7%
<b>COMMUNITY SERVICE HOURS</b>	864,242	<b>853,041</b>	-1.3%
<i>Collections<sup>1</sup>:</i>			
<i>Reimbursement</i>	\$ 433,287	<b>\$ 461,934</b>	6.6%
<i>Restitution</i>	\$ 13,989,879	<b>\$ 8,762,168</b>	-37.4%
<i>Fines/Surcharges</i>	\$ 13,510,786	<b>\$ 6,325,302</b>	-53.2%
<i>Probation Fees</i>	\$ 6,972,210	<b>\$ 6,907,640</b>	-0.9%
<i>Taxes Paid</i>	\$ 1,595,896	<b>\$ 1,315,332</b>	-17.6%
<b>TOTAL COLLECTIONS</b>	\$36,502,058	<b>\$23,772,376</b>	-34.9%

<sup>1</sup> FY 2002 collections include several very large awards included in the Restitution and Fines/Surcharges totals.

# JUVENILE PROBATION DEPARTMENT

## *Operational Highlights*

- **Juvenile Intensive Probation Services Division** was reorganized and re-focused on measurable expectations and outcomes. The results demonstrated increased supervision and accountability as well as an increase in the crime free and drug free rates of juveniles.
- **Recidivism.** The recidivism of *all juveniles* and *first-time offenders* continued to decline as a result of department’s investment in accountability, prevention, early intervention, and partnerships with other agencies. The department was presented with the “Excellence in Community Crime Prevention” award by the American Probation and Parole Association for these efforts.

<u>RECIDIVISM</u>	<u>FY 2000</u>	<u>FY 2001</u>	<u>FY 2002</u>
All Juveniles	38.0%	35.8%	<b>34.1%</b>
First Time Offenders	30.0%	27.9%	<b>26.3%</b>

*Recidivism* is defined as the probability of getting a second complaint within 365 days of the first complaint. Excluded, are Juveniles who are 17 years old at the time of the first complaint and also complaints alleging Violation of Probation. Juveniles referred in FY 2003 are not shown since they are less than 365 days at risk.

- **Early Intervention.** Sixty percent of the referrals to the department were successfully handled through early intervention, diversion, and fast track accountability. The process for citations was re-engineered to improve tracking and outcomes.
- **Drug Court Program.** During FY 2003 the department revised its Drug Court Program based on both an empirical and a process evaluation. Changes were made to the assessment process and to the provision of treatment services. In addition, the drug court program and the drug diversion program were reorganized to report to the same supervisor
- **Awarded Contract.** A contract was awarded for the operation of a 24-bed evidence-based substance abuse treatment center and aftercare services utilizing best business practices during the procurement process. The department submitted one of the five proposals considered in the process and the contract was awarded to Spectrum Health Systems, Inc.
- **Employee Safety.** The department has also increased its focus on employee safety during FY 2003; emphasizing training in verbal de-escalation and defensive tactics.

# JUVENILE PROBATION DEPARTMENT

## *Juvenile Probation Selected Operational Statistics, FY 2002 - FY 2003*

	FY 2002 <u>Totals</u>	FY 2003 <u>Totals</u>	FY 2002 – FY 2003 <u>% Change</u>
<b>JUVENILE POPULATION (estimates)</b>			
County Population under 18 years old	861,454	<b>878,683</b>	2.0%
County Population age 8 through age 17	461,090	<b>470,311</b>	2.0%
<b>REFERRALS</b>			
Incorrigibility/Delinquent Complaints Received	35,953	<b>34,508</b>	-4.0%
Juveniles Involved	25,405	<b>24,666</b>	-2.9%
Complaints per Juvenile	1.42	<b>1.40</b>	-1.4%
<b>DISPOSITIONS</b>			
Juveniles Placed on Standard Probation	5,084	<b>4,726</b>	-7.0%
Juveniles on Standard Probation (end of year)	4,517	<b>4,288</b>	-5.1%
Juveniles Supervised per Probation Officer (avg)	29	<b>28</b>	-3.4%
Placements: Day and Evening Care	387	<b>216</b>	-44.2%
Residential	558	<b>431</b>	-22.8%
Committed to Department of Juvenile Corrections	285	<b>324</b>	13.7%
Remands to Adult Court	53	<b>52</b>	-1.9%
Filed directly in Superior Court (Adult)	353	<b>303</b>	-14.2%
<b>DETENTION</b>			
Juveniles Brought to Detention	10,287	<b>10,119</b>	-1.6%
Detained	9,916	<b>9,589</b>	-3.3%
<i>Average Daily Population</i>	402	<b>396</b>	-1.5%
<i>Average length of detention (days)</i>	14.8	<b>15</b>	1.4%
Home Detention (includes Electronic Monitoring)	2,554	<b>2,357</b>	-7.7%
<i>Average Daily Population</i>	286	<b>266</b>	-7.0%
<i>Average length of home detention (days)</i>	41	<b>41</b>	

# **JUVENILE PROBATION DEPARTMENT**

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	<b>FY 2002 <u>Totals</u></b>	<b>FY 2003 <u>Totals</u></b>
<b>TYPE OF JUVENILE OFFENSE (% to total)</b>		
Violent Offense	3.8%	4.1%
Grand Theft	10.0%	9.9%
Obstruction of Justice	10.3%	10.4%
Fighting	6.5%	7.0%
Drug Offense	7.2%	7.0%
Disturbing the Public Peace	23.8%	25.4%
Petty Theft	13.9%	13.9%
Status (Truancy)	23.9%	21.5%
Administrative Hold	0.7%	0.8%
 <b>GENDER</b>		
Male	69.4%	70.2%
Female	30.6%	29.8%
Anglo	48.6%	49.0%
Black	8.1%	8.5%
Hispanic	38.6%	38.2%
Native American	3.1%	2.6%
Oriental/Pacific	0.5%	0.5%
Other/Unknown	1.1%	1.2%
 <b>AGE AT TIME OF COMPLAINT</b>		
8 – 10 years old	1.9%	1.7%
11 – 12 years old	6.7%	6.0%
13 – 14 years old	24.9%	24.2%
15 – 16 years old	42.9%	42.5%
17 – 18 years old	23.6%	25.6%