



ANNUAL REPORT

FY2019

JULY 1, 2018 - JUNE 30, 2019



JUDICIAL BRANCH OF ARIZONA
FOR MARICOPA COUNTY

FISCAL YEAR 2019

ANNUAL REPORT OF OPERATIONS

JULY 1, 2018 - JUNE 30, 2019





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INTRODUCTION

CITIZENS OF MARICOPA COUNTY,



HON. JOSEPH WELTY
PRESIDING JUDGE

On behalf of the Judges, Commissioners, and Employees of the Judicial Branch of Arizona for the County of Maricopa, we are pleased to present our Annual Report of Operations for Fiscal Year 2019 (July 1, 2018 through June 30, 2019). We hope you review and enjoy this report as much as we have enjoyed generating it for you.

This year's annual report focuses on our most valuable resource: our people. Your Judicial Branch employees are as vast and diverse as the County they serve. Whether someone is a sitting judge, a probation officer, a juvenile detention officer, line staff, or one of our steadfast branch security officers, we pride ourselves in selecting only the best people Maricopa County, Arizona, and our Nation have to offer in service to you, our customers.



RAYMOND L. BILLOTTE
JUDICIAL BRANCH
ADMINISTRATOR

In order to serve you better, our employees spend much time and take great pride, in bringing you the most tried and true, yet innovative approaches to delivering Justice through fairness, dignity and respect. The branch has done this by improving practices with empirically-based enhancements through our programs to serve you better, as well as through the growth and development of our dedicated workforce.

Thanks to the commitment, collaboration, and leadership of our judges, commissioners and employees, the Branch continues to make advancements and maintain exceptional stewardship of the resources bestowed upon us.

We invite you to review our numerous accomplishments from FY 2019.

Joseph Welty
Presiding Judge

Raymond L. Billote
Judicial Branch
Administrator

ABOUT US



OUR VISION

We are committed to excellence and the principles inherent in the Rule of Law... every person, every day, every time.

OUR MISSION

We are dedicated to providing a safe, fair and impartial forum for resolving disputes, enhancing access to our services, and providing innovative, evidenced-based practices that improve the safety of our community and ensure the public's trust and confidence in the Judicial Branch.

OUR VALUES



FAIRNESS



RESPECT



INTEGRITY



INNOVATION



SAFETY

01

ACCESS TO JUSTICE & DELIVERY OF SERVICES

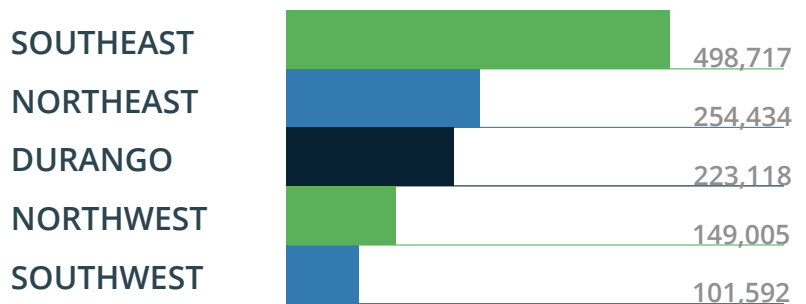
The Judicial Branch of Arizona for Maricopa County is the leading edge for residents' interactions with their Justice System, which means it's vital to make that interaction as accessible and simple as possible.

Through innovative technology and improved proximity, the Judicial Branch has endeavored to link Maricopa County residents with necessary resources when it comes to working with the Superior Court, Adult Probation and Juvenile Probation.

DOWNTOWN COURT COMPLEX VISITORS IN FISCAL YEAR 2019

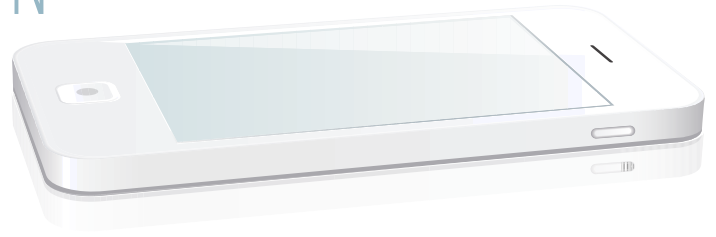


REGIONAL COURT CENTER VISITORS IN FISCAL YEAR 2019



INNOVATION

In 2019, the Branch unveiled several innovations to enhance accessibility. The Branch started to use text messaging to notify individuals who did not need to appear for their next hearing in the Criminal Department. More than 2,019 text messages have been sent to individuals to date. The Branch is looking to expand to other departments in the coming years.



But leveraging technology didn't stop there. By combining Court insight and computer innovation, the Jury Office introduced its Jury Chat Bot online, allowing jurors to respond to summonses as well as check-in when they arrive to Court from any device with an internet connection.

The Branch has also worked hard to expand where and how we provide services to residents.

The team at the Law Library Resource Center (LLRC) delivered Court to outlying communities within Maricopa County through Legal Information and Navigation Clinics. As of September 2018, the LLRC has served 128 residents within neighborhoods they live. Residents received assistance completing forms, filing court

documents, and getting answers to many of their legal questions—all without leaving their neighborhood. For the residents who can make it downtown to the main LLRC locations, 500 residents took advantage of the “Lawyers in the Library” program, where they received legal advice at no cost.

PARTNERSHIPS

From the Superior Court for Maricopa County: As a reminder, your Enforcement Review Hearing is scheduled for Jan 30 2019 1:30PM at the Central Court Building, Courtroom 703 - located at 201 W. Jefferson, Phoenix, AZ 85003-2243. Failure to appear may result in the issuance of an arrest warrant. If you have any questions, please contact the Court at [\(602\)506-0000](tel:6025060000).

Partnerships also help unlock access for entirely new communities of residents. The Judicial Branch regularly partners with other government agencies and community organizations to consolidate and improve the services offered.

From the Adult Probation Department partnering with Terros Health, to Juvenile Probation teaming up with the Lions Club to provide vision screening to county youth, the Judicial Branch is helping residents meet their personal needs while satisfying justice requirements.

During the three-day Veterans StandDown more than 300 veterans received assistance at the annual event.



Juvenile Probation Department's Community Services unit and the University of Arizona's Cooperative Extension Office partnered to create two raised garden beds on the Durango Campus. The gardens were completed at the end of September 2018 and have produced an abundance of fruits and vegetables since that time.

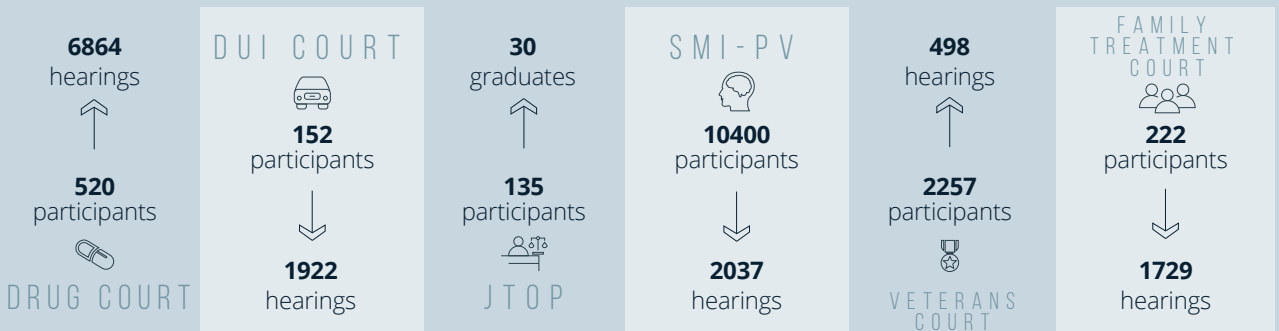
Delivery of justice should be impartial and non-discriminatory. By strengthening justice system access for all Maricopa County residents, we can ensure we are meeting the community's needs.

Similar to the Veterans StandDown, the Court and Adult Probation Department operate several specialty problem-solving Courts including Veterans Court, DUI Court, Drug Court and Homeless Court. These groups have their own unique needs which are met through partnering across the Branch, as well as with other government organizations and community partners.

Court volunteers, through the Branch's partnership with AmeriCorps, started teaching "On Second Thought", a writing course for Drug Court probationers, to help them with skills they need to grow and get back on their feet.



PROBLEM SOLVING COURTS FY2019 STATISTICS





JULIE
LOVEJOY

Adult Probation Officer

I like to make a difference in the lives of others by helping people reach their goals. I get to work with people from all different types of backgrounds and life experiences and make them productive, law abiding citizens in the community.

I am fortunate to work with a great group of people who provide peer support in a positive work environment. We are a department that believes in cognitive behavior changes and the importance of utilizing appropriate programs to facilitate change.



02

PROCEDURAL FAIRNESS,
EFFECTIVE CASE MANAGEMENT
AND EFFICIENT OPERATIONS



Throughout the Judicial Branch in 2019, procedural fairness, effective case management and efficient operations were a cornerstone of many institutional efforts ranging from Adult Probation to Court Reporters and everything in between.



The Branch has strived to enhance the effectiveness of jury summonses. The Jury Management Office reduced its number of summonses issued by 20% since 2018, with minimal impact to Court operations. This does not just save time and effort on the part of the Jury Management Office staff, but minimizes the impact to Maricopa County residents called to serve on a jury.



JURY SUMMONSES
REDUCED BY **20%**

The electronic probation violation report was fully implemented: reports are prepared and delivered electronically from Adult Probation to judicial officers, improving quality and efficiency. Electronic filing of multiple Adult Probation forms with the Court also progressed steadily throughout the fiscal year.

In the Family Department, technology is taking litigants digitally through Online Dispute Resolution. Conference officers and conciliators now have the opportunity to help parties settle and stipulate to issues in their cases.



WHAT WE HAVE ACCO

- ✓ ELECTRONIC PROBATION VIOLATION REPORTS
- ✓ ONLINE DISPUTE RESOLUTION IN FAMILY DEPARTMENT



The Family Department also started a pilot text messaging program in its Accountability and Enforcement Courts. Litigants will now have the option to receive text reminders of hearing times and locations.

In keeping with the technological innovation, the Juvenile Department completed a Juvenile Access Communication Exchange (JAX) Portal for viewing and sharing confidential Juvenile documents with the Department of Child Safety

and attorneys for parents and children. This better allows parents to receive up-to-date information in their child's case through a secured site.

Beyond technology, expediting processes in the Criminal Department has led to, in some cases, combining Initial Appearance and Preliminary Hearings into one at the Early Disposition Court. This alleviates the need for defendants, as well as attorneys, from returning on the same case multiple times in some matters. It also frees up calendars for cases needing more time in the courtroom.

MPLOISHED

✓ JUVENILE ACCESS
COMMUNICATION EXCHANGE

✓ REALTIME
COURT REPORTING

✓ SEX TRAFFICKING
PRE-SCREENING TOOL

✓ PROCEDURAL FAIRNESS
CHANGE MOVEMENT

In other departments, partnership with like-minded institutions has resulted in significant programs to better our community. In 2019, the Juvenile Probation Department (JPD) teamed up with the Arizona State University Office of Sex Trafficking Intervention Research to develop a pre-screening tool for youth who are under the supervision of JPD but may have also been subjected to sex trafficking. This heightened

awareness ensures that JPD professionals are sensitive not only to the trauma of the youth, but also their victimization.

For many departments, direct support to judicial officers is the mission. Court reporting has taken this to a new level in the past year, by assessing and rewarding court reporters who can provide real-time transcription to judicial officers on the bench. This provides an

LISA PORTER

**Deputy Department
Administrator
& PACS/AmeriCorps
Program Manager**

The Law Library Resource Center department is important to the public because we are, in most cases, the first contact a customer will have with court employees. We are 100% customer service oriented. How we interact with customers may affect how they

perceive the court. Because most of our customers are in a bad or stressful place in their life, we have to be mindful of that, and help the customer the best we can. Our responsibility is to ensure customers leave here having a better understanding of the court process.



instant written record of testimony in the courtroom and allows judicial officers to search the electronic document for keywords, phrases or previous

objections and provides an opportunity for the judicial officer to review the record instantly or print it out for later review.

PRINCIPLES OF PROCEDURAL FAIRNESS

Throughout the Judicial Branch, the idea of procedural fairness is stressed. New for 2019, the Judicial Branch Training Team instituted its “PF Change” or Procedural Fairness Change program. The new program takes place during all new employee mandatory half-day welcome event. More than 300 new employees have completed this inspirational new program that is advancing the culture Branch-wide.

Lastly, and in its first full year in existence, the Law Library Resource Center’s Legal Research Team completed 127 legal research projects for the Bench and an additional six for Court Administration. In all, the researchers conducted more than 1,200 hours of research.



Respect

Helping people understand how the Branch works and treating court users with politeness, dignity and respect



Voice

Giving court users an opportunity to participate in their cases by expressing their viewpoints



Neutrality

Being consistent, fair and neutral; emphasizing the facts of the case; explaining reasons for decision; and ensuring people understand what they need to do to comply with the order of the Court



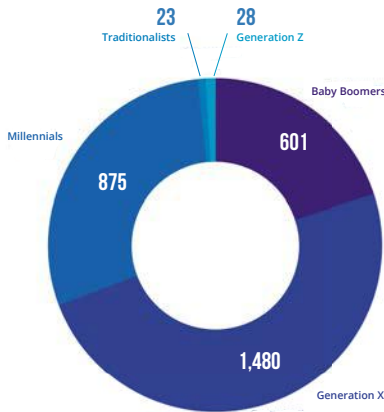
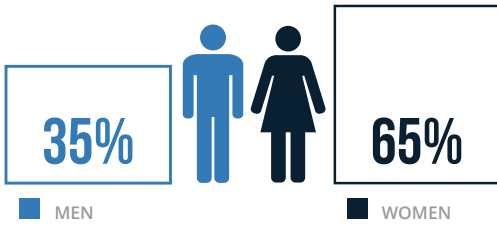
Trust

Showing concern for needs; seeking to do right; and being benevolent and caring

IMPORTANCE OF A COMPETENT AN ENGAGED WORKFORCE

The Judicial Branch strives to remain a nationally-recognized judicial organization by never ceasing to evolve. This attitude resonates to our employees' professional growth and advancement in order to be better prepared for their primary duties of serving our Arizona taxpayers.

WHO ARE WE



JUDICIAL BRANCH

MARICOPA COUNTY

| | | |
|--------------|------------------------|-------------|
| 55.4% | WHITE | 55% |
| 24% | HISPANIC/LATINO | 31% |
| 10.8% | BLACK/AFRICAN AMERICAN | 6% |
| 2% | ASIAN | 4.5% |
| 1.1% | AMERICAN INDIAN | 2.8% |
| 2.1% | TWO OR MORE RACES | 3% |
| 0.6% | NOT SPECIFIED | N/A |

EMPLOYEE CLASS TRENDS

2,036

CLASSIFIED
CPR

553

UNCLASSIFIED

369

CLASSIFIED
JMR



EMPLOYEES

2,892



LONGEST TENURE

40 YEARS



VETERANS

236



ONLINE COURSES

572



LUZ FRANCO

Court Reporter

My whole career in court reporting has been spent in this department. I love working as a court reporter because every day is a new adventure. I may be taking down an expert that is spitting out new terminology at 300 words a minute, or I may have to read back in a courtroom full of people. This is a challenge I'm grateful for as this is how I've been able to grow professionally.

”

The Judicial Branch is committed and invested in improving communication at all levels of the organization by expanding its instruction of Crucial Conversations: Tools for Talking When the Stakes are High program. The program is a two-day course that provides attendees with the skills to communicate better, in order to stay on track and limit

distractions. More than 100 supervisors and managers completed this program in FY2019.

Court Reporters are again expanding their capabilities by receiving training to best maximize the capabilities of their reporting equipment. This training has helped streamline transcript production, improving timeliness of reports.

A woman with long dark hair and glasses, wearing a black dress, is standing in a courtroom. She has her right hand raised, palm facing forward, in a gesture of being sworn in or testifying. The background shows wood-paneled walls with framed portraits of judges. To the left, the profile of an older man with glasses is visible.

COURT INTERPRETERS

With a large Spanish-speaking population in Maricopa County, the Judicial Branch cannot function without its corps of certified court interpreters. These court interpreters must constantly train throughout the year to stay proficient and hone their expertise at simultaneous translation. To boost their effectiveness, the Court Interpretation and Translation Services department redesigned their curriculum of ongoing training. Audio and computer technology are at the forefront of this effort which allows interpreters to maintain and improve their skills in all areas of the law regardless of their current assignment.

As part of the Juvenile Probation Department's continuous improvement areas, the Durango Detention Facility participates in the Performance Based Standards program, which is a data-driven improvement model. Based on the data collected, several measures were put in place to better ensure the safety of employees and youth in the facility. The most recent improvement plans have reduced employee concern for safety by 19%.

Driven by changes to the Code of Judicial Administration and corresponding orders from the Administrative Office of the Courts, the Human Resources Department has facilitated Discrimination and Harassment Training for all Branch employees. By the end of calendar 2019, all Branch employees will have completed this training.

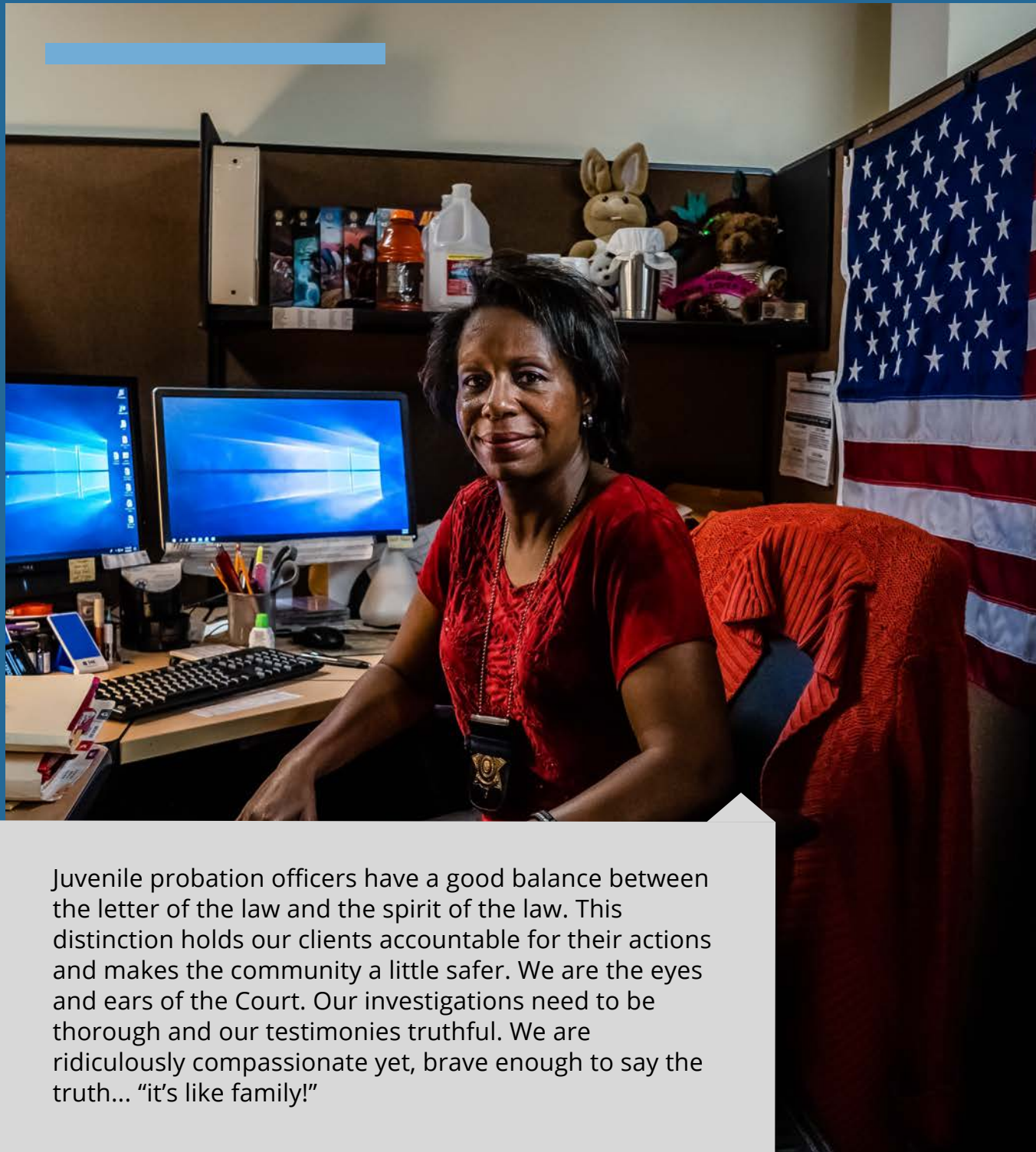
The HR Department has also focused greatly on conducting formal exit interviews with all employees departing the organization voluntarily. This feedback has provided great insight,

which is shared with the Branch administrators and management who are able to monitor trends for improvement, determine where support and resources may be needed, and focus efforts to address any retention issues that are revealed.

Lastly, and in this same spirit, a Branch Employee Advisement Representatives council is being developed to provide employees from throughout the Branch an opportunity to promote their departments and voice concerns about the organization. This effort was the culmination of more than a year of meetings and planning to address internal communications concerns in the organization.

LYNDA
GOODE

Juvenile Probation Officer



Juvenile probation officers have a good balance between the letter of the law and the spirit of the law. This distinction holds our clients accountable for their actions and makes the community a little safer. We are the eyes and ears of the Court. Our investigations need to be thorough and our testimonies truthful. We are ridiculously compassionate yet, brave enough to say the truth... "it's like family!"



04

BRANCH INFRASTRUCTURE:
TECHNOLOGY, FACILITIES, SECURITY



The Judicial Branch's facilities and resources span 90 years in age, from the Old Courthouse, established in 1929, to the cutting-edge technology used on every Judge's bench. Valuable resources are protected, while technological upgrades are installed throughout the Judicial Branch each year.

In 2019, a 10,000 square foot facility expansion and a new parking lot were completed at the existing Adult Probation regional office in central Phoenix, which houses 123 staff. With about 740 probationers seen at this office weekly, it was important to provide staff enough well-designed space to conduct the department’s business and serve the public safely and efficiently.

OUR FACILITIES

YEARLY

- 
9565
 WIST deliveries

- 
4375
 Reams of paper printed

- 
1228
 Deliveries other than WIST

MONTHLY



**460
SIGNS**

Did you know that JB facilities has its own internal Sign Shop that designs, produces and installs signs?



**100-150
WORK
ORDERS**

Our Juvenile Probation Facilities team is responsible for all work orders and emergencies at each of our 24/7 facilities

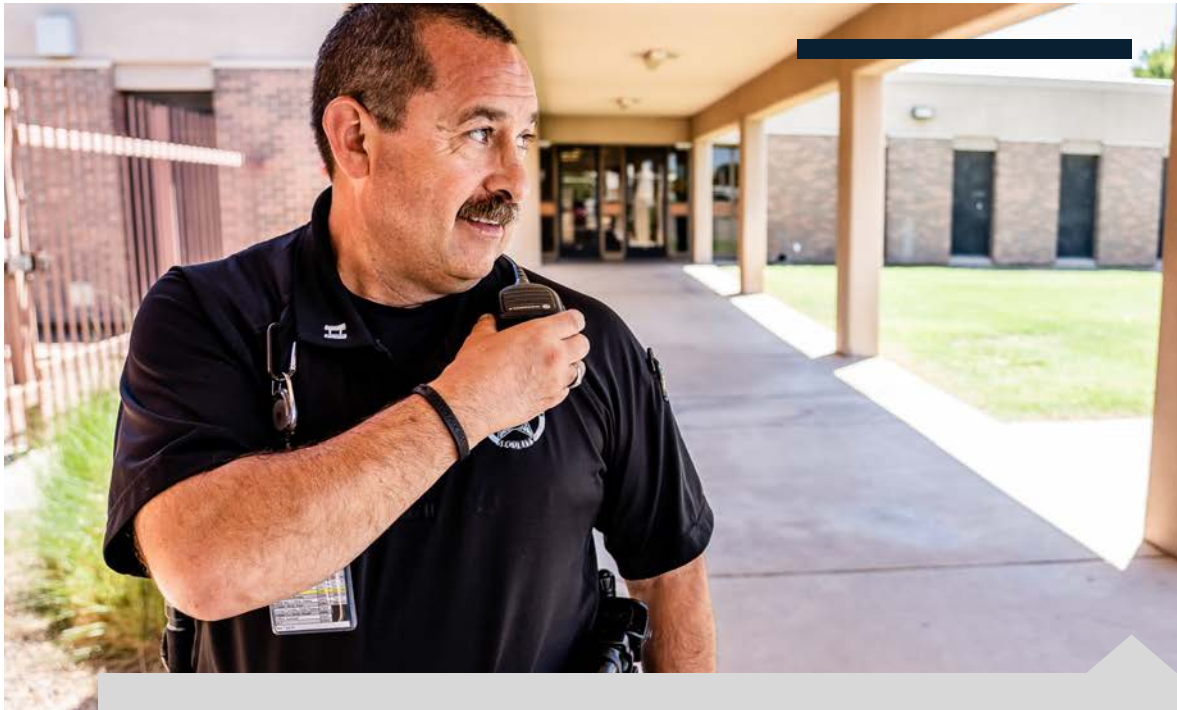
Additionally, the Facilities Management Department performed renovations in the Central Court Building to accommodate a newly-consolidated Finance and Procurement Department as well as relocating the 13th floor to the 7th to make way for long-needed renovation of that level.

The teams at Court Technology Services and the Branch’s Business Services Department continue to execute a near-flawless upgrade to

Microsoft Office 365, allowing employees collaborative access to nearly all of their work-related resources from anywhere: at the office, at home, or on the road.

Staying in the technology lane, Human Resources started an Employment Opportunity Website designed to create an HR brand separate from other county agencies focused on the Judicial Branch’s unique requirements.

The Branch also boasts the best Judicial Branch Security Department in Arizona. The JBSD embarked on several high-profile and far-reaching initiatives to ensure Branch employees and the residents we serve can conduct their business in our facilities in a safe, secure environment.



JUAN GONZALES

**Captain, Judicial Branch
Security Department,
West Region Commander**

I like working at JBSD because of my interaction with the public. Because of my background in law enforcement, I enjoy helping people in general.

My job is also unique; being assigned to the Durango Juvenile Court, we get to witness children being adopted to loving families.

SECURITY

In 2019, the JBSD started conducting the training for all Branch Security Officers throughout the state. This training provides for standardized personnel and resource protection across Arizona.



As an added measure of personnel protection, JBSD started teaching basic level self-defense classes to interested employees throughout the Branch and some County employees. The program of krav maga, which is used by several law enforcement and federal agencies, teaches universal training of mind and body. The lessons focus on more than strikes and kicks and help establish a baseline of situational awareness so employees can avoid being placed in precarious situations in the first place.

This krav maga basics techniques course is designed to provide basic self-defense techniques to judicial officers and staff for their self-protection in the event of an attack.

With security in mind, the Branch Facilities Department also led the effort to install a security fence around the Old Courthouse parking lot adjacent to Phoenix's light rail train station. The fence was erected in only a few weeks, and its appearance appropriately reflects the styling of the historic Old Courthouse.

Finally, the Branch completed its Strategic Initiative project to

modernize branch facilities. For more than one year, a multi-disciplinary team from throughout the Branch, worked to develop a comprehensive list of all recommended capital improvement, tenant improvement, and major maintenance projects throughout the Judicial Branch so that the organization's progress will never stagnate; always moving forward.



JUDICIAL BRANCH GOVERNANCE AND ACCOUNTABILITY

The Judicial Branch maintains its *governance* and ensures *accountability* to its employees, the public and state laws. In order to do so, the entire Branch *ensures proper adherence* to standards as a reflection of its *commitment* to appropriate stewardship of the trust placed in it.



This is done in several ways throughout the Branch that are both behind the scenes as well as highly-visible to the public it serves. The Branch consolidated two related departments into one during 2019. The Financial Operations and Procurement departments are now under one umbrella. This restructure improves accountability through an enhanced separation of duties, and it promotes fiscal and acquisition consistency throughout the Branch.

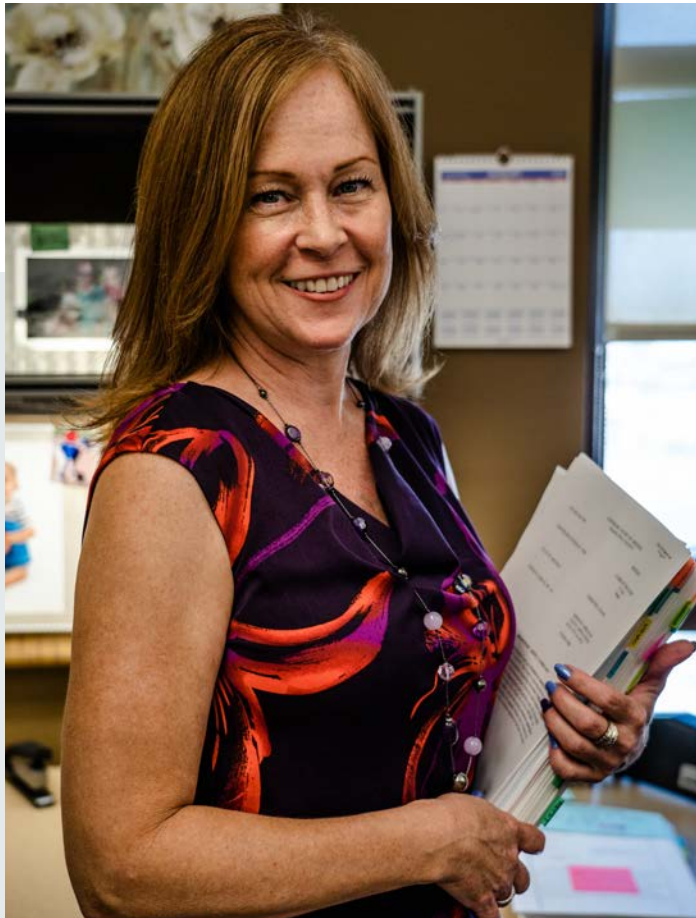
Twenty-two of the County's 26 Justice Courts now summons jurors on an as-needed basis, versus having a continuous flow of jurors. This is a better use of Court and County resources and is better for the residents of Maricopa County in that they are not needlessly summonsed for Jury Service.

LISSA WALLICK

Judicial Assistant for the Criminal Associate Presiding Judge

I like working as a judicial assistant because there is never a dull moment, always fast paced. So many moving parts that make the department function. I have a great division with an awesome judicial officer.

You get to work with amazing people. You never get bored; the criminal department is an exciting place to work. I have made such great friendships over the years and it makes working here such a great experience.



PROGRAMS

Along these lines, the Branch also maintains several programs designed to show the public and interested third parties about Judicial Branch operations.

Courthouse Experience is a program offered to students 11 years of age and older, allowing them to visit and observe Maricopa County Courtrooms; and observe Arizona's judicial system at work.

Students may sit in on a "morning calendar" consisting of sentencing, changes of pleas, revocation of probation, arraignments, and initial appearances - a collection of events that precede or follow trial. They might have an opportunity to observe a trial, after the completion of the morning calendar. They might also visit the jury assembly room or meet with a judge, commissioner or justice of the peace.



Every March, the Superior Court opens the doors to the South Court Tower to hundreds of high school students for the Arizona High School Mock Trial Program Regional Tournament sponsored by the Arizona Bar Foundation & Arizona Foundation for Legal Services & Education. The Arizona High School Mock Trial program teaches students in grades 9-12 about the law and the legal system by participating in a simulated trial.



44

TOURS



1903

STUDENTS

LAW DAY

On May 1, judicial officers and staff at the Superior Court observed the American Bar Association's National Law Day, through a thought-provoking and informative panel discussion held in cooperation with the Sandra Day O'Connor College of Law at Arizona State University.

This year's Law Day featured an exciting discussion on the First Amendment and journalism in the law. Law Day provides an opportunity to understand how law and the legal process protects our liberty, strive to achieve justice, and contribute to the freedoms that all Americans share.



MEDIA

The residents of Maricopa County also rely on the Fourth Estate of the U.S., via professionally-trained journalists representing dozens of news outlets in Arizona.



**3,660
MEDIA INQUIRES**



**126 NEWS CAMERAS
IN COURTROOMS**

In fact, Arizona is one of several states in the U.S. which allows news cameras access to courtroom proceedings. This allowance provides transparency of our Justice System and keeps the public informed of ongoing criminal or civil cases of interest. Arizona Supreme Court Rule 122 provides the parameters of cameras in the courtroom.



The Branch also provides transparency and accountability to the public by constantly creating and developing innovative ways to inform the public and tell its story.

Through video, still imagery and online presentations shared via social media and the Branch's newly-designed website, it can reach a broad audience to keep the public informed of important information from the Judicial Branch, as well as changes in policies or laws the Court will uphold. The Court published materials, as well as high profile case information to the Branch's website, in addition to social media channels such as Facebook, Twitter and Instagram.



Dedicated people like Veterans Court Supervisor Tameka Loyd have helped inspire stories like that of program graduate Ray Perez. After successfully graduating, his life's mission is helping fellow veterans experiencing difficult situations. Here they discuss their experiences with Veterans Court on a local news program as part of a July Fourth salute to Veterans.



LEGISLATURE

While the Court upholds the law, the Arizona State Legislature makes the laws. That is why each year, the Judicial Branch hosts Legislators from the State Capitol to learn more about how the Court is putting those laws into action at the ground level during the annual Legislative Exchange. Additionally, during the year Judicial Officers and Administrators will visit the Legislature so each part of the two separate branches of government have an opportunity to share information.

A W A R D S

Many organizations can speak to the quality of work and dedication their employees provide, but the Judicial Branch for Maricopa County certainly received the recognition to prove it in 2019.

2019 Judicial Branch Administration of Justice Distinguished Service Award

This award honors outstanding service to the Arizona courts system and contributions to improving public trust and confidence in the courts. Dave Byers, Director of the Administrative Office of the Courts, nominated Chief Barbara Broderick for this award and presented it to her at the awards event on June 19, 2019.

American Probation and Parole Association (APPA) President's Award

The Reach Out Program was presented the American Probation and Parole Association (APPA) President's Award at the APPA conference held in Miami in March 2019. This award is given to honor visionary individuals, agencies, and programs that are leading community corrections into the next decade. The President's Award recognizes the Reach Out Program for advancing the system through an effective and innovative community corrections program. The recipient of this award is selected by the president of APPA.

Probation Team Recognized for Helping Victims

Attorney General Mark Brnovich presented Adult Probation Officer Laura Thomas and Surveillance Officer Clint Hill with the 2019 Attorney General's Distinguished Service Coordination Award as part of National Crime Victims' Rights Week.

2019 Attorney General's Distinguished Service Coordination Award

Arizona Attorney General Mark Brnovich, on April 10, 2019, presented the 2019 Attorney General's Distinguished Service Coordination Award to Adult Probation Officer Laura Thomas and Surveillance Officer Clint Hill.

CTS takes home awards

Sergio Loza and Zee Zomai from Court Technology Services earned the Help Desk Institute (HDI) Analysts of the Year Awards in FY 2019. Manny Chavez and Gilbert Pablo also received HDI's Desktop Support Specialist of the year. The HDI Arizona Chapter is the local chapter of HDI that works with many organizations to better elevate service and support across the IT enterprise environment. HDI is the definitive source for industry information, leadership, and standards.

Judge Lang recognized by the Maricopa County Bar Association

The Maricopa County Bar Association recognized Judge Todd Lang with its Bridging the Gap Award. Judge Lang was recognized for his contributions to the Family Bench during his career.

Judge receives Judicial Integrity Award

At its annual meeting in May, Judge John Hannah received the Judicial Integrity Award from the Arizona Association for Justice. This award goes to a judge who exemplifies the highest standards of judicial conduct and independence; who is patient, dignified and courteous to all who appear before their court; and who endeavors to improve the administration of justice.

JPD named finalist for national award

Our Juvenile Detention Center at Durango was named a top three finalist for a 2019 Performance Based Standards' Barbara Allen-Hagen Award. The award is given to a correction, detention/assessment and community program that best exemplifies PbS' commitment to treating all youths in custody as one of its own by developing and implementing strategic plans to change practices that result in positive outcomes for youths, staff and families.

JPD Detention Officer earns statewide recognition

From the Juvenile Probation Department, Jovany Medina was recognized as Arizona's Statewide Detention Officer of the Year.

Adult Probation 2018 Of the Year Awards

MCAPD has an amazing group of people who continuously strive to make this county a better place. Every year, employees nominate their teammates and peers and a handful of individuals are recognized at the Of the Year Awards for their hard work, dedication, and for going above and beyond in their daily duties.

- Carlo Seara - Surveillance Officer of the Year
- Julie Lovejoy - Adult Probation Officer of the Year
- Robert Kaliszczjk - Employee of the Year
- Melissa Monahan - Supervisor of the Year

The National Association of Counties (NACo)

The National Association of Counties (NACo) has honored six Judicial Branch programs with 2019 NACo Achievement Awards. The awards are given by NACo to recognize innovative, effective county government programs that strengthen services for residents.

- Risk Reduction: Skill-based Supervision, Leading Probationers to Change (APD)
- Finding an Opportunity in a Challenge Automation of Monthly Statistics (APD)
- Automating Court Forms for Efficiency and Cost Effectiveness (APD)
- Inmate Community Service: Adult Probation/Sheriff's Office Partnership (APD)
- Intrastate Case Transfer Improvement Project (JPD)
- Maricopa County Juvenile Probation Department and AZ Lions Vision Center (JPD)

Superior Court recognized by National Association of Court Managers

The Superior Court in Maricopa County took one of three top awards from the National Association of Court Managers for its JAX Program used by its Juvenile Department. The Juvenile Access Exchange (JAX) revolutionized the way that the Juvenile Court conducts its business. It provides an avenue for information to be securely delivered to the court and expeditiously distributed to all parties in the case. In addition, it provides the ability for the Judge, parties and courtroom clerks to reduce the amount of time spent reviewing calendars to set the next court hearings. JAX is the result of successful collaboration between the Juvenile Department and attorneys, the Department of Child Safety, the Clerk of the Court, the court's Business Services Division, and Court Technology Services.



Juvenile Probation Department received two NACo Achievement Awards for the Intrastate Case Transfer Improvement Project and partnership with the Lions Club to provide vision screening to county youth.

OUR JUDGES AND COMMISSIONERS

Why merit selection?

Selecting Maricopa County Superior Court judges through the merit selection process results in judges who are highly qualified and experienced. This practice also increases diversity within the Bench, supports a fair and impartial court, and enhances access to justice for all citizens of Maricopa County.



MERIT SELECTION

The 98 Superior Court judges in Maricopa County do not run for office in partisan elections. The judges are appointed to the Bench by the Governor through the merit selection process, and remain accountable to the public through retention elections, occurring every 4 years.

Every two years, the Judicial Performance Commission, a 32 member panel consisting of mostly public members, surveys attorneys, litigants, and members of the public concerning each judge's skills, judicial temperament, and administrative performance. These results are made available to the public and allow voters to make informed decisions before casting their vote.



SUPERIOR COURT COMMISSIONERS

At the end of the 2019 Fiscal Year, the Superior Court in Maricopa County had 63 commissioners, who performed a variety of judicial duties and responsibilities, and were vital to the success of the Court. Commissioner candidates must submit an extensive application. The minimum qualifications for application include being a United States citizen, a resident of Maricopa County at the time of appointment, of good moral character, a licensed member of the State Bar of Arizona, and having been a resident of the State of Arizona for at least the 5 years preceding appointment. All qualified applications are reviewed by the Superior

Court's Commissioner Nomination Committee, chaired by the Court's Associate Presiding Judge.

Following initial Committee due diligence review, candidates may be invited to interview before the Nomination Committee. A second level of due diligence review is completed, and then a list of potential candidates is forwarded to the Presiding Judge for consideration of appointment as a Superior Court Commissioner.

OUR LEADERSHIP

DEPARTMENT AND REGIONAL PRESIDING JUDGES



Hon. Sam Myers, Criminal Department
Hon. Timothy Ryan, Juvenile Department
Hon. Christopher Whitten, Tax Department
Hon. Suzanne Cohen, Family Department
Hon. Andrew Klein, Probate and Mental Health Department
Hon. Pamela Gates, Civil Department
Hon. Joseph Welty, Associate Presiding Judge
Hon. Janet Barton, Presiding Judge
Hon. Barbara Spencer, Presiding Commissioner

JUDICIAL BRANCH EXECUTIVE TEAM



Richard Woods, Deputy Court Administrator
Dennis Carpenter, General Counsel
Sean Gibbs, Security Director
Bob James, Deputy Court Administrator
Frances Dairman, Finance
Karen Westover, Deputy Court Administrator
Shawn Friend, Deputy Court Administrator
Jennifer Fish, Human Resources Director
Barbara Broderick, Chief Probation Officer, Adult Probation Department
Raymod L. Billotte, Judicial Branch Administrator
Eric Meaux, Chief Probation Officer, Juvenile Probation Department

COURT DEPARTMENT ADMINISTRATORS



Bryan Bouchard, Media Relations
Sheila Tickle, Probate and Mental Health Department
Paula Collins, Court Reporting Department
Brian Bledsoe, Family Department
Chris Bleuenstein, Criminal Department
Shawn Haught, Law Library Resource Center
Elaina Cano, Interpreters and Translators
Duane Perkins, Facilities Department
Michelle Dunivan, Business Services Division
Keith Kaplan, Civil Department
Cheri Clark, Juvenile Department
Ken Crenshaw, Electronic Recording
Cindy Reid, Innovation and Education Director
Charisse Richards, Court Technology Services
Emelda Dailey, Alternative Dispute Resolution
Nicole Garcia, Jury Department

APPENDICES

DISCLAIMER

The data used for this Annual Report was taken from data entered into the Court's case management system. As such, this data relies on hundreds of Judicial Branch employees and partners entering data into the system, 24 hours a day, 365 days per year. We are confident that the numbers presented in this report accurately reflect the data available at the time of the Annual Report preparation. However, because data entry is sometimes delayed or corrected, there may be slight differences from numbers reported in prior or subsequent publications.

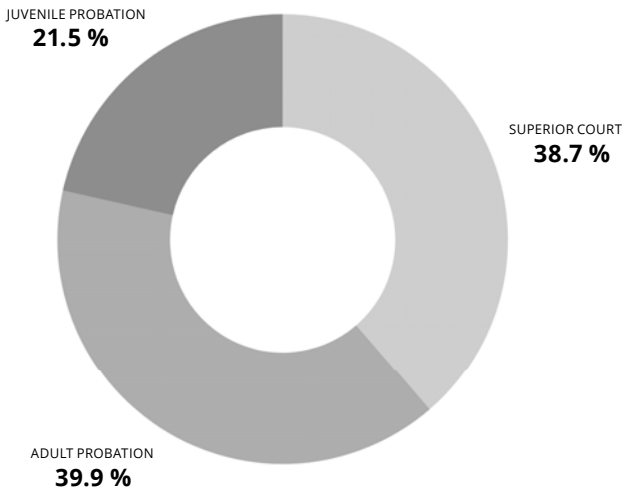
MEASUREMENTS

Appendix A through Appendix G detail the filings, terminations, clearance rates and median age of active pending cases for the five court departments: Criminal, Civil, Family, Juvenile, and Probate and Mental Health. Filings refers to the number of cases that were initiated within this Fiscal Year. Terminations refers to the number of cases that received a final decision within this Fiscal Year, so that no further court oversight is necessary, unless a post-judgment or post-decree petition or motion is filed by one of the parties. Clearance rate refers to the comparison of filings to the number of terminations, such that a clearance rate over 100% shows that more cases were terminated than filed, and a clearance rate under 100% shows that more cases were filed than terminated. The age of active pending measures the number of days each open case has been pending since its file date; the median is used as the measure of central tendency to summarize the universe of cases while minimizing the effect of outliers. No time is excluded in the calculation of age of active pending, despite some cases having substantial time out of the control of the Court, for example, stays due to pending bankruptcy, or pre-adjudication appeals.

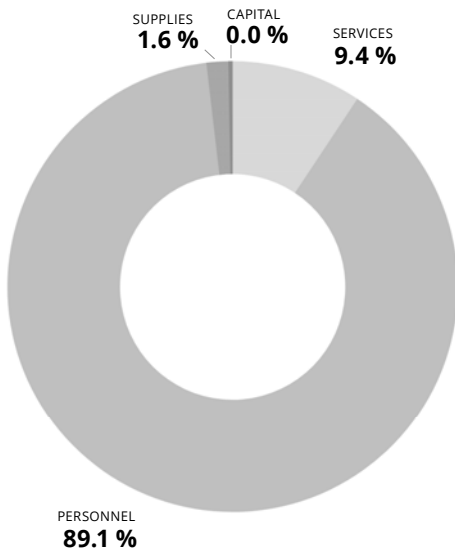
APPENDIX A FY 2018-19 EXPENSES

TOTAL OF ALL FUNDS: \$293.4 M

EXPENSES BY DEPARTMENT



EXPENSES BY CATEGORY



EXPENSES BY FUND TYPE

\$9.83 M

Grant funds

\$26.78 M

Special Revenue Funds

\$74.84 M

County Detention Funds

\$181.94 M

County General Funds

\$ 12 M

Superior Court

\$ 11.5 M

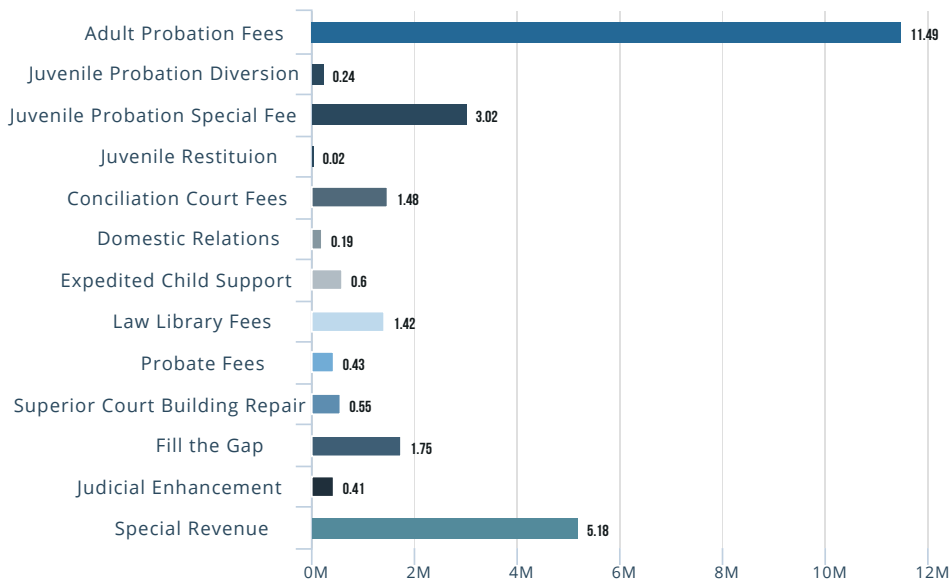
Adult Probation

\$ 3.3 M

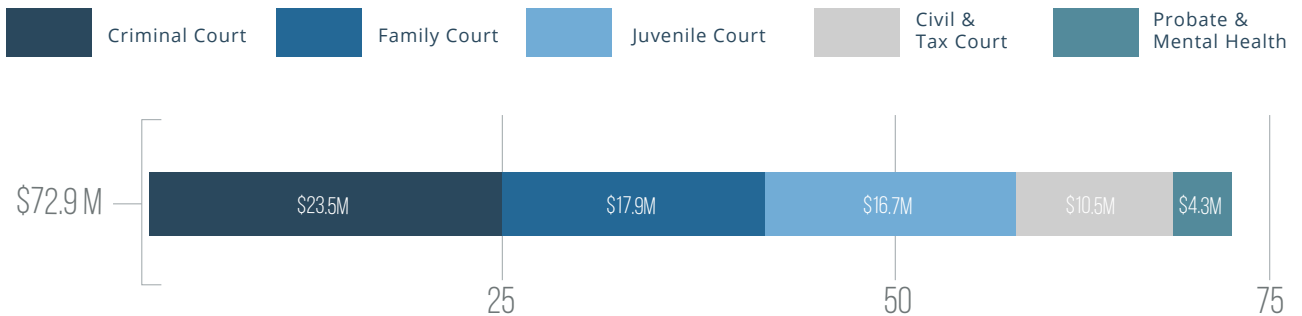
Juvenile Probation

SPECIAL REVENUE FUND EXPENSES BY DEPARTMENT

TOTAL OF SPECIAL REVENUE FUNDS: \$26.8M



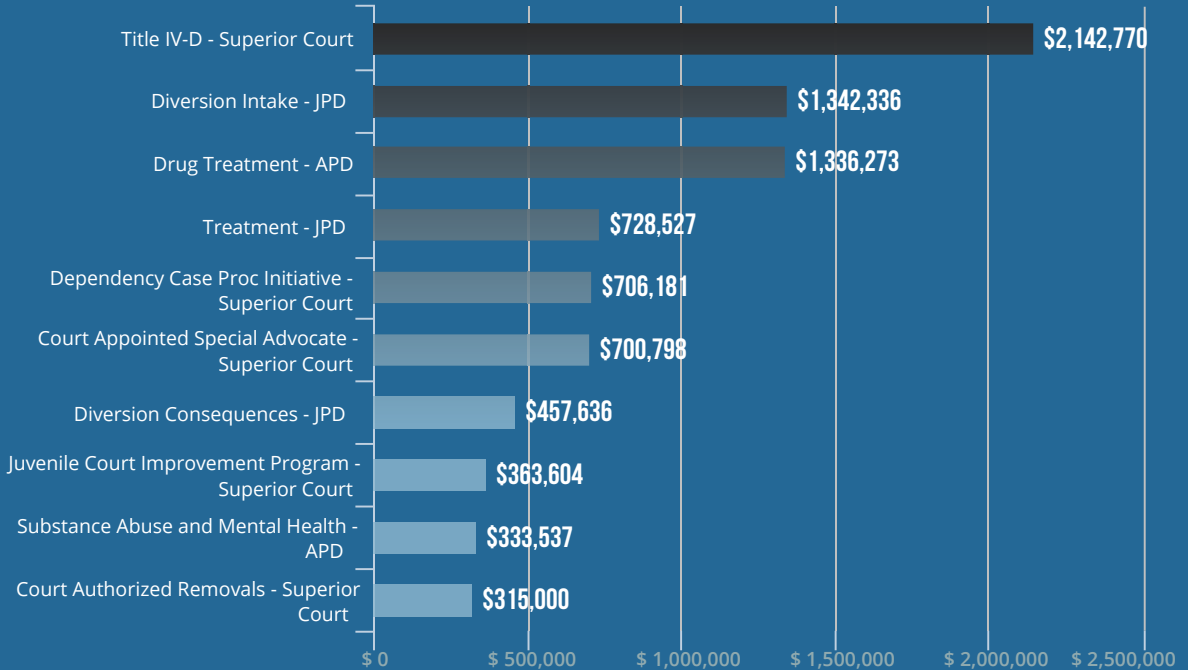
EXPENSES BY COURT DEPARTMENT



FY 2018 - 19

JUDICIAL BRANCH GRANTS

TOP 10 JUDICIAL BRANCH GRANT AWARDS



TOTAL GRANT AWARDS BY DEPARTMENT

\$5,386,801

Superior Court

\$3,413,513

Juvenile Probation

\$2,668,542

Adult Probation

JUDICIAL BRANCH AWARDS BY GRANTOR



\$6,910,999

Administrative
Office of the
Courts (AOC)



\$2,199,981

Arizona
Department of
Economic
Security (DES)



\$1,376,777

Other



\$333,537

Department of
Health and
Human Services



\$332,563

Department of
Education -
Federal



\$315,000

Arizona
Department of
Child Safety (DCS)

SUPERIOR COURT EXPENDITURES (FY 2019 BUDGET \$117.5 M)

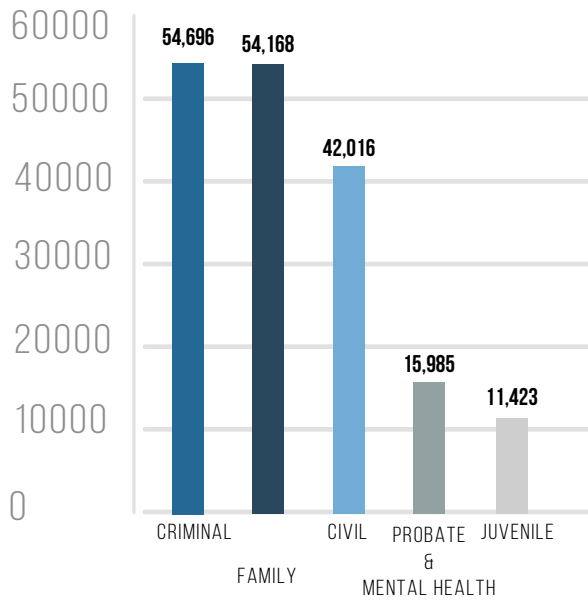
| | FY18 Totals | FY19 Totals | FY18-FY19 % Change |
|--|----------------------|----------------------|-----------------------|
| Expenditures | \$105,938,384 | \$113,470,178 | 7% |
| General | \$90,008,416 | \$97,233,054 | 8% |
| Superior Court Grants | \$3,976,569 | \$4,228,676 | 6% |
| Conciliation Court Fees | \$1,371,960 | \$1,479,946 | 8% |
| Superior Court Special Revenue | \$4,963,673 | \$5,175,678 | 4% |
| Law Library | \$1,159,747 | \$1,421,478 | 23% |
| Superior Court Fill The Gap | \$1,829,204 | \$1,745,956 | -5% |
| Other | \$2,628,815 | \$2,185,390 | -17% |
| Superior Court Building | \$808,892 | \$554,688 | -31% |
| Expedited Child Support | \$600,485 | \$598,582 | 0% |
| Probate Fees | \$467,000 | \$432,205 | -7% |
| Judicial Enhancement | \$450,988 | \$406,368 | -10% |
| Domestic Relations Mediation Education | \$193,500 | \$193,548 | 0% |
| Spousal Maintenance Enforcement Enhancement | \$107,950 | \$0 | -100% |

ADULT PROBATION DEPARTMENT EXPENDITURES (FY 2019 BUDGET \$118.4 M)

| | FY18 Totals | FY19 Totals | FY18-FY19 % Change |
|------------------------|----------------------|----------------------|-----------------------|
| Expenditures | \$105,456,027 | \$116,945,583 | 11% |
| General | \$55,625,811 | \$64,515,899 | 16% |
| Superior Court Grants | \$3,976,569 | \$4,228,676 | 6% |
| Adult Probation Fees | \$12,036,143 | \$38,636,694 | 221% |
| Adult Probation Grants | \$2,447,761 | \$2,303,858 | -6% |
| Detention Operations | \$35,346,312 | \$11,489,132 | -67% |

JUVENILE PROBATION DEPARTMENT EXPENDITURES (FY 2018 BUDGET \$64.0 M)

| | FY18 Totals | FY19 Totals | FY18-FY19 % Change |
|---------------------------------|---------------------|---------------------|-----------------------|
| Expenditures | \$59,270,957 | \$62,965,443 | 6% |
| General | \$18,006,023 | \$20,192,840 | 12% |
| Juvenile Probation Grants | \$3,391,625 | \$36,198,981 | 967% |
| Juvenile Probation Special Fees | \$2,669,776 | \$3,292,982 | 23% |
| Juvenile Restitution | \$13,932 | \$3,018,205 | 21564% |
| Detention Operations | \$34,842,021 | \$22,046 | -100% |
| Juvenile Probation Diversion | \$347,580 | \$240,390 | -31% |



TOTAL FILINGS: 183,742

| | |
|----------------------------------|--------|
| NEW CASES | 35,760 |
| ▶ PROBATION VIOLATIONS PETITIONS | 17,645 |
| ▶ POST CONVICTION RELIEF | 1,291 |
| RULE 11 | 2,012 |
| ▶ PRE DECREE | 33,810 |
| ▶ POST DECREE | 20,358 |
| NEW CASES | 29,772 |
| ▶ POST JUDGEMENT | 10,948 |
| ▶ TAX | 804 |
| LOWER COURT APPEALS | 492 |
| ▶ PROBATE | 7,509 |
| ▶ MENTAL HEALTH | 8,476 |
| ▶ ADDITIONAL CASE TYPES | 6,442 |
| ▶ DELINQUENCY | 4,981 |
| ▶ DEPENDANCY | 3,442 |

APPENDIX B CRIMINAL DEPARTMENT

| | Filings | Terminations | Clearance Rate | Ending Pending as of 6/30/2019 | FY18-FY19 Filings % Change |
|---|---------|--------------|----------------|--------------------------------|----------------------------|
| Criminal Court | 54,696 | 48,040 | 88% | 13,861 | 12.3% |
| New Filings | 35,760 | 29,707 | 83% | 13,861 | 18.4% |
| Person - Homicide | 280 | 183 | 65% | 483 | -4.1% |
| Person - Sex Offenses | 522 | 467 | 89% | 459 | 14.5% |
| Person - Kidnapping | 370 | 198 | 54% | 322 | -20.1% |
| Person - Robbery | 745 | 725 | 97% | 371 | 10.4% |
| Person - Aggravated Assault | 2,596 | 2,371 | 91% | 1,124 | -5.1% |
| Person - Other Assaults | 162 | 521 | 322% | 109 | -7.4% |
| Property - Burglary | 1,609 | 1,236 | 77% | 626 | 9.2% |
| Property - Auto Theft | 777 | 879 | 113% | 291 | -18.1% |
| Property - Other | 4,144 | 4,101 | 99% | 1,979 | 13.5% |
| Drug - Possession/ Paraphernalia | 15,880 | 13,082 | 80% | 5,026 | 17.8% |
| Drug - Sales/Other | 1,483 | 1,193 | 82% | 818 | 23.5% |
| Weapons | 1,049 | 1044 | 100% | 507 | -0.6% |
| Public Order | 360 | 530 | 147% | 134 | -0.3% |
| Motor Vehicle - DWI / DUI | 1,733 | 1,285 | 42% | 785 | 13.6% |
| Motor Vehicle - Serious Violations | 41 | 43 | 105% | 25 | -14.6% |
| Motor Vehicle - Other | 333 | 252 | 76% | 674 | 171.7% |
| Other Felony / Unclassified | 3,674 | 1,550 | 42% | 128 | 9% |
| Misdemeanor | 2 | 47 | 2350% | 0 | 100.0% |
| Post-Conviction Relief Petitions | 1,291 | 772 | 60% | - | -9.2% |
| Probation Violation Petitions | 17,645 | 17,561 | 100% | - | 3.3% |
| Rule11- Mental Competency | 2,012 | 2,115 | 105.1% | 720 | 3.9% |
| Superior Court | 1,814 | - | - | - | 4.7% |
| Limited Jurisdiction | 198 | - | - | - | -2.5% |

Note: Filing and termination categorization is based on most severe charge at filing and termination respectively. Due to charge dismissals throughout the life of the case, clearance rate by category is not indicative of caseload or caseflow, thus only overall clearance rate is reported.

APPENDIX C

CIVIL DEPARTMENT

| | Filings | Terminations | Clearance Rate | Ending Pending as of 6/30/2019 | FY18-FY19 Filings % Change |
|--------------------------------------|---------|--------------|----------------|--------------------------------|----------------------------|
| Civil Court | 43,408 | 32,832 | 75% | 17,400 | 5% |
| New Filings | 29,772 | 30,089 | 101% | 17,191 | -1% |
| Tort Non-Motor Vehicle | 1,845 | 1,955 | 106% | 2,120 | -5% |
| Tort Motor Vehicle | 5,418 | 5,530 | 102% | 4,741 | -2% |
| Medical Malpractice | 272 | 265 | 97% | 445 | 2% |
| Contract | 9,725 | 9,906 | 102% | 6,197 | -3% |
| Tax | 1 | 0 | 0% | 1 | -50% |
| Eminent Domain | 52 | 67 | 129% | 61 | -5% |
| Unclassified Civil | 12,459 | 12,366 | 99% | 3,626 | 2% |
| Lower Court Appeals | 492 | 514 | 104% | 168 | -10% |
| Post Judgment Filings | 10,948 | - | - | - | -2% |
| Garnishment | 10,099 | - | - | - | 1% |
| Judgment Debtor Exams | 479 | - | - | - | -24% |
| Supplemental Proceedings | 370 | - | - | - | -36% |
| Injunction Against Harassment | 2,196 | 2,229 | 102% | 41 | -4% |
| Tax | 804 | 823 | 102% | 475 | 0% |
| Cases of Record | 629 | 634 | 101% | 436 | 6% |
| Property | 214 | 168 | 79% | 279 | -2% |
| Other | 415 | 466 | 112% | 157 | 10% |
| Small Claims | 175 | 189 | 108% | 39 | -16% |
| Property | 169 | 184 | 109% | 38 | -17% |
| Other | 6 | 5 | 83% | 1 | 50% |
| Arbitration | 11,220 | 10,367 | 92% | 6,540 | 8% |

* Clearance rate includes new Civil cases and Lower Court Appeal cases

APPENDIX D

FAMILY DEPARTMENT

| | Filings | Terminations | Clearance Rate | Ending Pending as of 6/30/2019 | FY18-FY19 Filings % Change |
|--|---------|--------------|----------------|--------------------------------|----------------------------|
| Family Court | 54,168 | 54,384 | 100% | 18,295 | -3.7% |
| Pre-decree Filings | 33,810 | 34,029 | 101% | 11,663 | -5.5% |
| Dissolution | 16,887 | 16,993 | 101% | 8,225 | -5.2% |
| Dissolution with Children | 7,388 | 7,696 | 81% | 3,857 | -9.1% |
| Dissolution without Children | 9,499 | 9,297 | 126% | 4,368 | -2.3% |
| Paternity | 2,270 | 2,308 | 102% | 1,119 | -12.5% |
| Annulment | 267 | 283 | 106% | 106 | -11.6% |
| Establish Support | 2,226 | 2,245 | 101% | 737 | -12.0% |
| Legal Decision-Making | 2,438 | 2,432 | 100% | 1,063 | -6.5% |
| Legal Separation | 456 | 465 | 102% | 231 | -1.9% |
| Orders of Protection | 8,363 | 8,401 | 100% | 82 | -2.4% |
| Subsequent Proceedings | 18 | 21 | 117% | 4 | -5.6% |
| Other Categories | 885 | 881 | 100% | 96 | 7.5% |
| Post- Decree | 20,358 | 20,355 | 100% | 6,632 | -0.6% |
| Family Court Orders of Protection | 8,363 | 8,409 | 100.6% | 78 | -2.4% |
| Emergency Orders Issued | 91 | 823 | 102% | 475 | -6.2% |

Other category includes foreign judgment, change of venue/transfer, and enforcement of custody and grandparents rights.

APPENDIX E

JUVENILE DEPARTMENT

| | Filings | Terminations | Clearance Rate | Ending Pending as of 6/30/2019 | FY18-FY19 Filings % Change |
|---|---------------|---------------|----------------|--------------------------------|----------------------------|
| Juvenile - Petitions and Citations | | | | | |
| Petitions | 14,865 | 15,616 | 105% | 10,774 | -5% |
| Delinquency | 3,916 | 3,709 | 95% | 1,897 | -8% |
| Delinquency-Citations | 113 | 93 | 82% | 20 | -14% |
| Delinquency-Violations of Probation | 952 | 899 | 94% | 237 | -13% |
| Dependency | 3,442 | 3,662 | 106% | 5,744 | 2% |
| Guardianship | 2,351 | 3,003 | 128% | 718 | -11% |
| Adoption | 2,367 | 2,445 | 103% | 556 | -5% |
| Adoption Certifications | 612 | 692 | 113% | 1005 | 23% |
| Severance | 1,006 | 1,010 | 100% | 573 | -8% |
| Emancipation | 19 | 18 | 95% | 6 | 36% |
| Relinquishments | 1 | 1 | 100% | 1 | -75% |
| ICWA Relinquishments | 4 | 4 | 100% | 4 | -33% |
| Injunctions Against Harassment | 82 | 80 | 98% | 13 | 14% |
| Juvenile - Children Counts | 17,025 | 17,134 | 101% | 13,307 | -5% |
| Delinquency | 3,510 | 2,940 | 84% | 1,457 | -8% |
| Delinquency-Citations | 109 | 90 | 83% | 18 | -16% |
| Delinquency-Violations of Probation | 942 | 848 | 90% | 224 | -13% |
| Dependency | 5,510 | 5,219 | 95% | 9,261 | 2% |
| Guardianship | 2,519 | 3,424 | 136% | 873 | -6% |
| Adoption | 3,093 | 3,242 | 105% | 718 | -7% |
| Severance | 1,254 | 1,284 | 102% | 731 | -9% |
| Emancipation | 18 | 16 | 89% | 5 | 29% |
| Relinquishments | 1 | 1 | 100% | 1 | -75% |
| ICWA Relinquishments | 7 | 7 | 100% | 7 | -36% |
| Injunctions Against Harassment | 62 | 63 | 102% | 12 | -5% |
| Existing Guardianships | | | | 16,024 | |

APPENDIX F

PROBATE AND MENTAL HEALTH DEPARTMENTS

| | Filings | Terminations | Clearance Rate | Ending Pending as of 6/30/2019 | FY18-FY19 Filings % Change |
|---|---------|--------------|----------------|--------------------------------|----------------------------|
| Probate Court | 7,509 | 6,615 | 88% | 24,429 | 4% |
| Estate Probates and Trust Administrations | 4,737 | 4,524 | 96% | 6,999 | 2% |
| Guardianships and Conservatorships | 2,600 | 1,945 | 75% | 17,374 | 5% |
| Adult Adoptions | 172 | 146 | 85% | 56 | 22% |
| Mental Health | 8,476 | 9,129 | 108% | 6,175 | 7% |
| Petitions for Court Ordered Evaluation | 8,455 | - | - | - | 8% |
| Petitions for Court Ordered Treatment | 3,222 | - | - | - | 2% |

Note: Rule 11 information is located on Criminal Department statistics page.

APPENDIX G

JURY DEPARTMENT

| | FY18 Totals | FY19 Totals | FY18-FY19 Filings % Change |
|--------------------------------|--------------------|--------------------|----------------------------------|
| Courtroom Services Data | | | |
| Summoned Jurors | 532,294 | 486,665 | -8.6% |
| Superior Court | 398,143 | 344,668 | -13.4% |
| City Court | 96,194 | 95,348 | -0.9% |
| Justice Courts | 30,231 | 33,775 | 11.7% |
| County Grand Jury | 6,011 | 11,376 | 89.3% |
| State Grand Jury | 1,715 | 1,498 | -12.7% |
| Juror Pay | \$3,115,584 | \$2,899,745 | -6.9% |
| Juror Pay | \$702,420 | \$680,324 | -3.1% |
| Juror Mileage | \$1,931,091 | \$1,694,877 | -12.2% |
| Lengthy Trial Fund | \$481,836 | \$521,678 | 8.3% |
| Misc. Fees | \$237 | \$2,867 | 1109.7% |

COURT INTERPRETATION AND TRANSLATION (CITS)

| | FY18 Totals | FY19 Totals | FY18-FY19 Filings % Change |
|--|-------------|-------------|----------------------------------|
| Court Interpretation and Translation (CITS) | 27,346 | 29,474 | 8% |
| Spanish Interpretation Events | 23,658 | 25,861 | 9% |
| Lesser Used Language Interpretation Events | 2,980 | 2,776 | -7% |
| American Sign Language Interpretation Events | 708 | 837 | 18% |



For further information contact:
Research and Planning Manager
125 W Washington Street
Phoenix, Arizona 85003