

BRANCHING OUT

Community Outreach Programs

Year One

July 1, 2025 - June 30, 2026

Judicial Branch of Arizona in Maricopa County



2 BRANCHING OUT COMMUNITY OUTREACH



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EXECUTIVE SUMMARY

Branching Out Community Outreach Programs completed its inaugural year of operations from July 1, 2025, through June 30, 2026, establishing a strong foundation for accessible, community-centered court engagement across Maricopa County. Guided by strategic planning recommendations and the Arizona Supreme Court strategic goal to expand and promote access to justice, the Judicial Branch invested in building internal infrastructure, developing partnerships, and launching multiple outreach initiatives designed to increase legal literacy, expand public access to court resources, and strengthen trust in the court system.

The Community Outreach Director formalized systems, materials, and cross-department collaborations needed to support employee involvement and community engagement. Formal engagement with employees launched April 1, 2026 once policies and procedures were completed.

Key successes included establishing two long-term partner sites, expanding relationships with multiple nonprofits and municipalities, and participating in countywide stakeholder groups.

Branching Out launched five primary initiatives that brought court services and education directly into the community:

- Beyond the Bench speaking engagements
- Connect with the Court forms clinics
- Courthouse Experience tours
- Staff trainings at community organizations
- Tabling at major community events

Year One anticipated challenges included limited staffing, initial barriers to systematic data collection, and the need to strengthen internal understanding of off-site court service delivery. Adaptations included testing new data methods, improving interdepartmental coordination, and leveraging dedicated staff to support high-demand initiatives.

Despite challenges, Year One achieved the intended outcomes:

- Increased community knowledge of court services
- Strengthened partnerships and public engagement
- Expanded access to court resources outside traditional facilities

The program demonstrated growing community trust in the Judicial Branch and reinforced the court's role in supporting safe, informed, and healthy communities. Building on the progress outlined in this summary, the following sections provide a closer look at how Branching Out developed in its first year, the partnerships and systems that supported the work, and the priorities guiding growth in Year Two.

YEAR 1 ACTIVITY DATA

107

Total Events

2,825

People Served

EMPLOYEE DATA

April 1 - June 30, 2026

40

Employee Participants

110.5 hours

Employee Outreach Time

PROGRAM HISTORY

Community Outreach programs at the Judicial Branch of Arizona in Maricopa County grew out of recommendations from the strategic planning initiative, Creating Community Access Points. This committee was established to strengthen and expand access to justice— an ongoing priority for the Branch and a core goal of the Arizona Supreme Court Strategic Agenda.

Members of the committee included Judicial Sponsor Judge Danielle Viola, Co-Chair Dennis Carpenter, Co-Chair Brian Bledsoe, Judge Michelle Carson, Commissioner Sarah Selzer, Marcela Abner, Christina Badilla, A. Beck, Kathleen Hall, Melissa Monahan, Debra Rubenstein, and Matt Wood. Jackie Traher and Shawn Friend were also added to the committee as work developed.

The committee conducted 15 focus groups with diverse community stakeholders to identify effective ways to deliver court services in the community. They evaluated several technologies, including Cubicall Community Access Points, mobile justice service models across Maricopa County, and potential Virtual Assistance Points. Committee members also staffed information tables at community events to test outreach approaches and build trust with partners.

Based on stakeholder feedback, the committee utilized these key findings to determine recommendations for the Branch to engage in community outreach.

“I’ve never seen the court at something like this. This is so cool you’re out here.”

Participant
*Town of Carefree
Earth Day Celebration*

COMMUNITY INSIGHTS & IDENTIFIED NEEDS

Focus groups revealed consistent community needs including:

- clearer court information
- easier access to forms and fee waivers
- off-hours educational opportunities
- ongoing training for community organizations supporting court-involved individuals.

Stakeholders emphasized that the court’s physical presence at community events significantly increases trust and comfort. Based on the recommendations of the strategic planning committee, a Community Outreach Director was hired in June 2025 and Branching Out was established.



PROGRAM OVERVIEW

The Community Outreach Director continued the research and development of ideas initiated through the strategic planning committee and information gathered from community stakeholders. With Access to Justice at the forefront, a Mission and Vision statement for the program were created, along with identifying goals for impact across Maricopa County. These goals assist in keeping program activities aligned with the Mission and Vision of the Judicial Branch.

MISSION

To educate, engage, and empower residents by providing accessible legal information, educational activities, and through participation in community events.

VISION

Fostering a reputation of trust in the court's ability to enhance access to justice for all.

PROGRAM GOALS AND OBJECTIVES

1. **Increase Legal Literacy** – Provide resources and educational clinics to educate residents about the legal process, as well as their rights and responsibilities.
2. **Strengthen Community Engagement** – Build trust within communities through partnerships with schools, nonprofits, and local businesses to enhance understanding and participation in court processes.
3. **Improve Public Access to Resources** – Expand opportunities for communities to participate in court services through community access points.



PROGRAM DEVELOPMENT

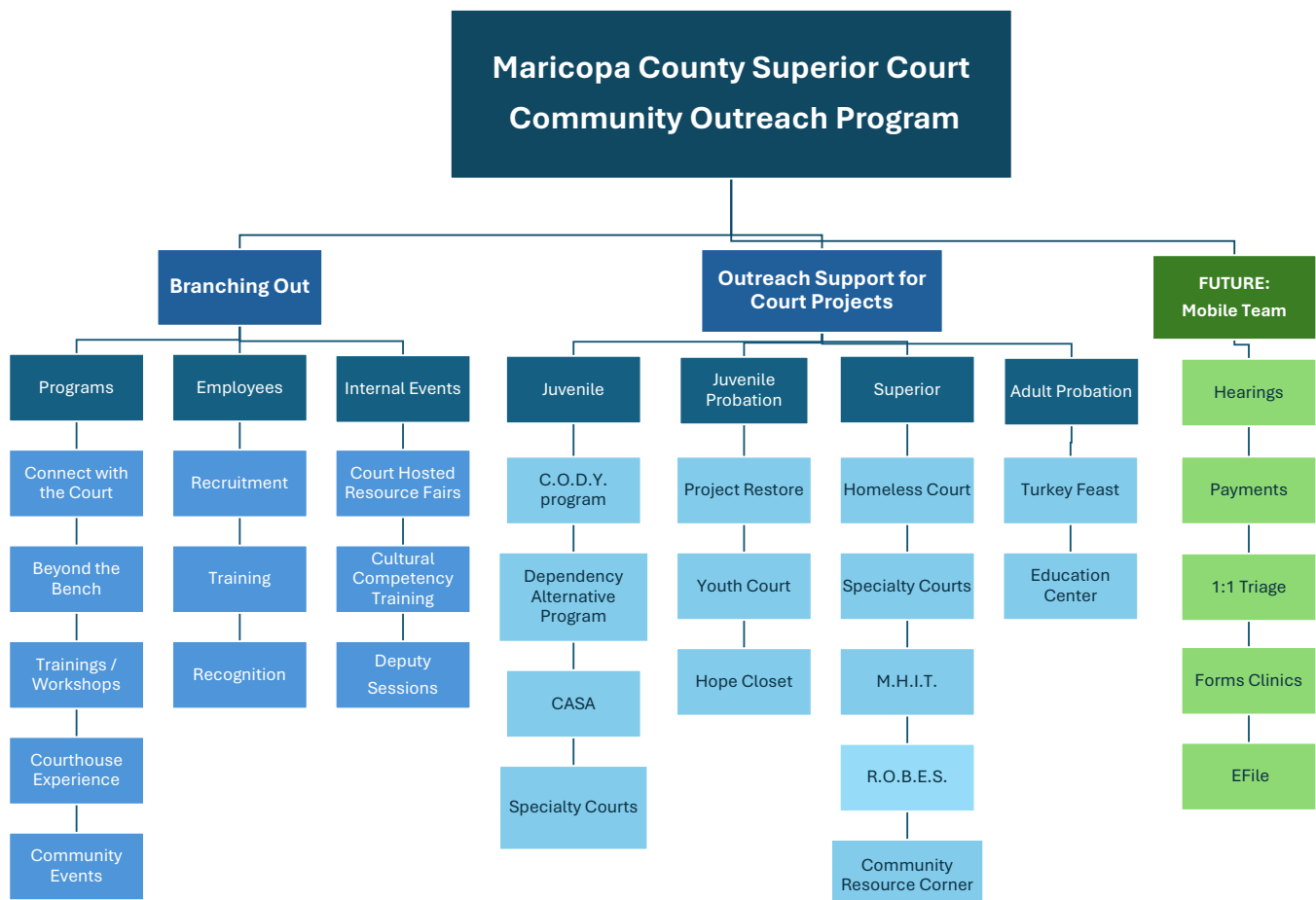
After a review of internal and external opportunities at the Branch, potential and current activities and events were placed in a program chart that identified those that fall under Judicial Branch outreach programs and those that might be outreach adjacent, i.e. coordinated through another department at the Branch but could be supported and promoted through community outreach programs. This program chart shows the Branching Out programs developed and implemented in Year One, internal court projects that can be supported and promoted by Branching Out and an additional category, designated in green on the program chart, that demonstrates an area for outreach expansion. An updated program chart can be found in *Appendix A*.

Five Key Initiatives were placed under the umbrella of outreach. These initiatives include a Forms Clinic that was created under the Law Library Resource Center, as well as a Speaker's Bureau, and Courthouse Experience Tours that were managed through the Office of Communications. These programs were transitioned into outreach activities as Connect with the Court forms clinics, Beyond the Bench speaking engagements, and Courthouse Experience Tours. In addition to these initiatives, community outreach supports trainings and in-depth workshops for staff at community organizations and tabling at large community events and festivals. Details on each initiative can be found in more detail in the Employee Guidebook, *Appendix B*.



"Can't wait to work more with you and the community."

Kat Hart
St. Mary's Food Bank
Skills Center



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EXTERNAL PARTNERSHIP DEVELOPMENT

A key component of successful outreach programming for the Judicial Branch is the ability to create and maintain relationships with community-based service providers. These providers include nonprofit agencies, municipalities, and legal aid organizations. Over the course of Year One, the Community Outreach Director made cold calls, held virtual meetings and visited with dozens of potential external collaborators. These stakeholder locations serve as community access points for court services and education.

Several considerations are assessed to determine a potential collaboration with an external provider.

The Collaborator:

- location must be accessible to a large number of people, and the organization should have a reputation of safety and connection for the public served;
- must be willing to host the Judicial Branch in Maricopa County and promote programming on site;
- should be open to ongoing programming and shared efforts for education and communication;
- has sufficient staff and resource support for maintaining an ongoing relationship with the Judicial Branch.

While several discussions and meetings were held, not every potential collaborator was able to meet the criteria for ongoing partnership with the Judicial Branch.

By the end of Year One, the Judicial Branch was able to establish ongoing monthly outreach programming at two partner locations and additional community partners began collaborative efforts for on-going staff training, information, and resource sharing.

Collaborators include:

- Native Health
- Surprise Resource Center
- Fresh Start Women's Foundation
- UMOM Family Shelter
- Chicanos Por La Causa
- The Family Involvement Center
- Hope Women's Center

Additionally, the Branch was able to secure participation in tabling events around Maricopa County and the Community Outreach Director is participating in county or state-wide groups and initiatives to provide a wider audience and more opportunities for collaboration and information sharing. During Year One, Branching Out began active involvement in the following stakeholder groups:

1. Housing Coalition of Service Providers (quarterly meetings through the Phoenix Housing and Urban Development Office)
2. Arizona Division of Aging & Adult Services Legal Assistance Task Force (monthly meetings)
3. A Permanent Voice (monthly listening sessions at South Mountain Community Library)
4. Surprise Resource Center (Quarterly Partner Meetings)

"Thanks for coming—the feedback from staff was great and appreciative."

Kent
*Family Involvement
Center*

"The feedback we have received from attendees has been overwhelmingly positive, and it is a direct reflection of the professionalism, warmth, and care your volunteers brought to the event. You helped create a welcoming environment that made a meaningful difference in the lives of many."

Joel England
*CEO/Executive
Director, State Bar
of Arizona*

INTERNAL COLLABORATION

While external collaboration and partnership development is the primary focus of Branching Out programs, there are also internal court operations that benefit from collaboration with outreach efforts.

- **January 2026:** Began monthly connection sessions with all Justice System Managers across Superior Court departments. These sessions provide regular time to share challenges and needs within departments and to identify ways outreach can assist in sharing information and education about court operations to the public.
- **April 2026:** Leveraged established community partnerships to assist with the development of the first Juvenile Transfer Offender Program (JTOP) community resource fair.
- **June 2026:** Presented at the World Elder Abuse Awareness Day Conference in Phoenix with the Probate Department. This presentation has led to increased inquiries for additional community training.

Additional opportunities for internal collaboration include:

- Support for the Court Orientation for Dependent Youth (CODY) program
- Specialty court connection to community resources, experts, and professionals
- Cultural competency training opportunities for court staff and Judicial Officers from partners
- Support for wayfinding enhancements that promote greater access to justice at Branch facilities
- Contributions to customer service training for court staff

"I've been meaning to do this for a while (Restoration of Rights). Now I know where to go and have the information I need. Thank you for being here."

Participant
MLK Festival



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ESTABLISHMENT OF PROCESS AND PROCEDURE

In the first three months of Year One, outreach programming largely involved a few staff at the Law Library Resource Center attending community forms clinics and the continued support of strategic planning committee members to assist at large community tabling events.

CERVIS Volunteer Management Platform

As community interest in outreach programming grew during Year One, it quickly became apparent that additional staff support would be required for any additional growth and productivity tools would be needed to assist in workflow and people management for events and activities. The Community Outreach Director worked alongside Court Technology Services (CTS) to identify and procure the CERVIS volunteer management platform. CERVIS provides event and people management and is customizable to fit the needs and workings of the court. CTS maintains technical connections with the CERVIS platform, and the Community Outreach Director manages the system and additional needs for usage.

To create ease of use for employees, CTS created and added an **OKTA Tile** to all employee application dashboards. This tile is a direct link to the court's CERVIS software program and functions as the Branching Out Portal. Employees receive all information about events through the portal and receive automated email or SMS text reminders for registered events.

Authorized Community Outreach Time Policy

The Community Outreach Director collaborated with Human Resources and General Counsel to develop the Authorized Community Outreach Time Policy and Maricopa County time code for use in Workday. A copy of HR-341 is included at the end of this report as Appendix C along with the step-by-step instructions for employees to document time spent on outreach activities in the Workday payroll system (*Appendix D*). In addition to these materials, the Human Resources Director provided an extensive Frequently Asked Questions document (*Appendix E*) to be included for supervisor use when supporting employees who participate in Branching Out activities.

Additional Year One Systems and Policy Developed

- Maricopa County Time Code to track Authorized Community Outreach Time in Workday payroll system
- Branching Out SharePoint to host all materials and resources
- Branching Out email and calendar in Outlook for internal communications
- Branching Out webpage for public facing information

Website, Graphics and Design

The Office of Communications developed a web page for public information and a SharePoint to help support the systems and materials needed for employees to participate in Branching Out activities. The Branching Out SharePoint site is accessible by all employees in the Branch and provides one location for information, tools and learning resources. In addition to providing ongoing support and development of these online tools, the Office of Communications assisted with formatting the employee guidebook (*Appendix B*) that outlines policies, procedures, expectations and commitment for participation in outreach programs, designed a marketing post card (*Appendix F*) for sharing with partners, and continues to develop signage and an online presence for sharing Branching Out activities with the public.



Training

Working directly with an instructional developer and training coordinator at the Judicial Branch, computer-based training was created to introduce Branch employees to outreach programming, outline expectations for participation, and provide practical tools and tips for court engagement at community locations. The work with the training department also produced infographic materials for logging in, creating a profile and uploading documents to the Branching Out Portal. These infographic materials can be found in *Appendix G and H*.

Materials Developed Year One:

- Branching Out Employee Guidebook – *Appendix B*
- Branching Out Informational Postcard for community engagement – *Appendix F*
- Judicial Branch Employee Participation Agreement – *Appendix I*
- One-hour COJET training course located in TheHUB
- Infographics to assist employees with creating a profile and uploading documents in the Portal – *Appendix G and H*
- Supervisor Frequently Asked Questions guide to support employee involvement – *Appendix E*
- Employee guide for Courthouse Experience Tour Education – *Appendix J*
- Participant survey for all outreach events – *Appendix K*
- Employee digital survey provided after participation in outreach events

Policies, procedures, systems, and supporting materials were launched April 1, 2026, to the entirety of the Judicial Branch through the Office of Communications.

“Your presentation gave us all a better understanding of your support and services to educate the community, I am amazed, NICE WORK!”

Jennifer Cornelius
Human Services
Director
Surprise Resource
Center

“You were an excellent speaker, and this was great information.”

Participant
Rose Garden
55+ Community Event



COLLECTING DATA & IDENTIFYING CHALLENGES

A logic model outlines how an organization's resources and activities lead to expected results. The strategic planning committee created the Branching Out logic model to guide the development of court outreach programs and compare expectations with Year One outcomes.

Branching Out Year 1 Logic Model



Inputs

- Hire full time program director
- Build-out vehicle
- Collaborate with community organizations
- Provide equipment
- Branch-wide staff
- Utilize court educational resources



Activities

- Community-based education
- Community agency staff training
- Large community events
- Recruit employees
- Cultural competency training



Output

- Train staff at 15 locations
- Host 20 mobile clinics
- Attend 10 large events
- Conduct surveys at events
- Hold 2 stakeholder meetings
- Create standing committee
- Draft policies and procedures



Outcomes

- Strengthen relationships with community
- Increase community knowledge
- Expand opportunities for participation
- Increase visibility of court



Impact

- Greater community trust and confidence in the court
- Increased opportunities for all people to actively participate in court services
- Demonstrated court support for safe healthy communities

What we will do

What we will achieve

INPUTS

The committee identified key resources needed to launch outreach, including a full-time outreach director, collaboration with community organizations, technology and equipment, staff support, and access to educational and training materials. Although the mobile service vehicle was not prioritized in Year One, all other recommended inputs were implemented and contributed to program progress. These investments created the foundation for the activities and outputs described in the logic model.

"I like what you're doing, being out in the community. That's good!"

Participant
AZ Black Families Health
& Wellness Expo

ACTIVITIES

Using these resources, Branching Out introduced five core initiatives:

- **Beyond the Bench** – speakers providing court-related education to community groups.
- **Connect with the Court** – one-on-one forms clinics hosted at partner locations.
- **Courthouse Experience** – guided tours for schools and community groups.
- **Staff Training** – subject-matter experts delivering trainings to community organizations
- **Tabling Events** – sharing court information and resources at major community events.

OUTPUTS

While several expected outputs were achieved, some—such as stakeholder meetings and community surveys—were limited due to early program development and low survey participation. Still, Year One produced substantial engagement across initiatives. Report data reflects activity from July 1, 2025 through June 30, 2026. Because Branching Out officially launched Branch-wide on April 1, 2026, employee participation data is tracked from April through June 2026.

Logic Model Output	Expected Total	Actual Total
Training staff	5	6
Mobile Clinics	10	23
Community Tabling	5	22
Stakeholder Meetings	2	0
Draft Policies and Procedures	Unknown	Completed to date

OUTCOMES

Despite challenges, Year One outcomes were met. The number of events, strengthened partnerships, and consistent community engagement indicate increased community knowledge, visibility, and access to court services. Staff also collected anecdotal feedback at each event, reinforcing meaningful impact.

IMPACT

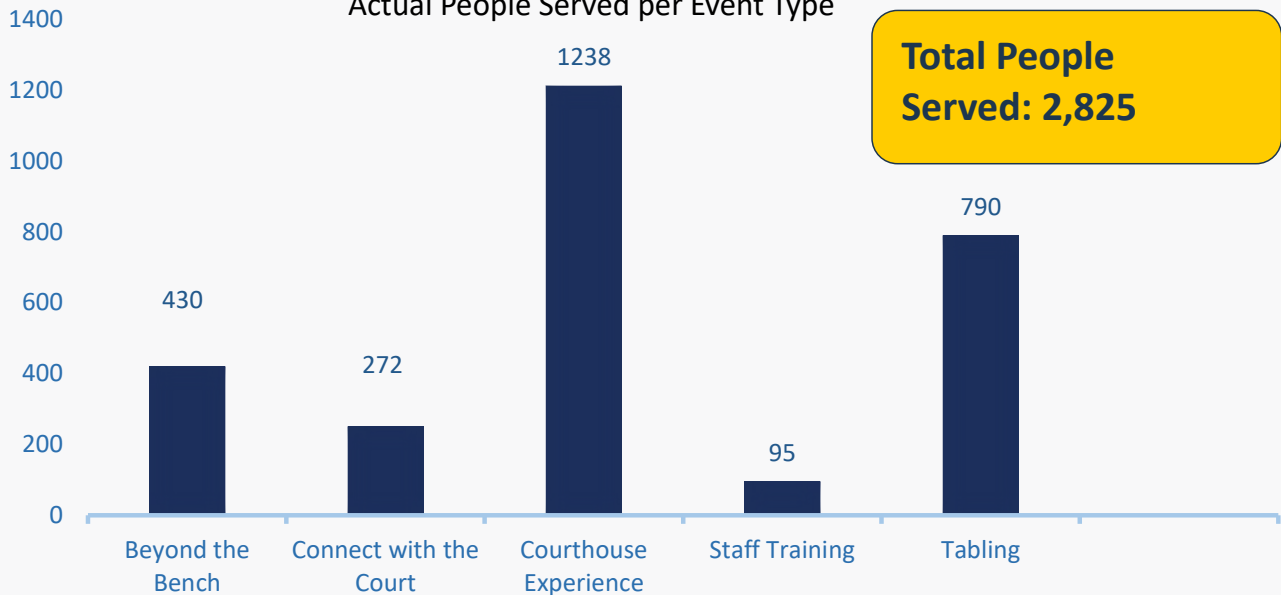
Branching Out is designed to build long-term trust in the court, expand opportunities for people to engage in court services, and demonstrate the Judicial Branch's commitment to safe and healthy communities. Participating in events such as the AZ Black Families Health & Wellness Expo, Healthy Fall Festival, El Mirage Public Safety Day, Town of Carefree Earth Day, and South Phoenix Listening Sessions shows strong progress toward these goals. Community feedback reflects growing trust and appreciation for the court's presence and support.

"Thank you so much for coming on campus and providing such a great resource to our participants! You and your team are amazing! We received some great feedback from participants, stating they left feeling relieved, more informed, and clear on their next steps to address legal barriers impacting their progress."

Celiana King
Assistant Director of
Workforce Development
UMOM New Day Centers

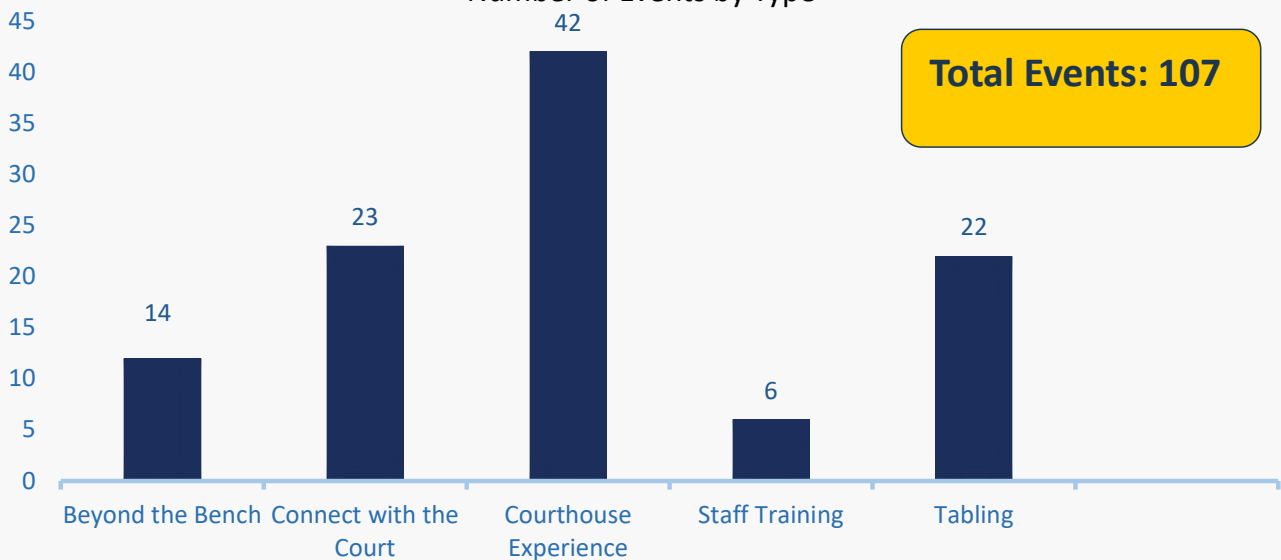
BRANCHING OUT: JULY 1, 2025 - JUNE 30, 2026

Actual People Served per Event Type



BRANCHING OUT: JULY 1, 2025 - JUNE 30, 2026

Number of Events by Type



CHALLENGES & ADAPTATIONS

Having extended time to connect with community stakeholders and research various methods of service delivery during the strategic planning process contributed to limited challenges in Year One of Branching Out development. Having an experienced, community-engaged, and socially aware Community Outreach Director has also assisted in rapid rapport and trust building across communities and has contributed to eager community engagement.

Challenge	Adaptation
Collecting Quantitative Data Formalized data gathered through community-based surveys did not occur during Year One events, despite the creation of a community survey provided by the office of Data, Integrity and Analytics and the availability of the survey at all community events. An employee survey was also developed for collecting employee impact data but was not implemented in Year One.	Testing Data Collection Methods The Community Outreach Director will continue efforts to test various community data collection methods, including increased collaboration with stakeholders.
Cultural Competency Training During Year One, the court did not participate in cultural competency trainings as anticipated in the Logic Model due to program launch occurring in the fourth quarter.	Internal Collaboration Community education opportunities from community partners were provided to the Mental Health and Integration Team’s ImpactU program. Outreach collaboration with the court’s 4C’s program leveraged information from community events as opportunities for customer service communication practice.
Building Trust and Understanding Court outreach programs have introduced a new way of doing the business of the court through the reallocation of staff based on location and time. Challenges exist in building trust with department administrators and managers to see the value and ability of their staff to provide services in this manner.	Supporting Shared Goals Beginning in January 2026, The Community Outreach Director started monthly Justice System Manager Connections to discuss concerns related to outreach staffing challenges and to provide a space for sharing ideas and priorities that align with shared goals of service delivery and excellent customer service.
Limited Staffing Resources With no additional dedicated staff in outreach programs, The Community Outreach Director must balance time between program development, resource acquisition, community engagement, education, and attendance at community events.	Leveraging Expertise Branch-wide staffing for community programs began after the program launched on April 1, 2026. Programs such as Courthouse Experience and Connect with the Court have continued operating with dedicated staff managing these initiatives that now fall under the support of court outreach.

YEAR TWO GOALS

The Year Two logic model included here serves as a visual tool for the second year of programming. Outcomes and Impact in this Year Two logic model are predicted to remain the same as Year One. With infrastructure in place, enhancement and expansion of program capabilities can begin in Year Two.

Branching Out Year Two Goals:

- Addition of two long-term partners that will be able to support monthly Connect with the Court forms clinics
- Recruitment, training and retention of employees
- Expansion of services in areas targeted through zip code data, and areas outside centralized urban locations
- Hold stakeholder meeting
- Enhance educational opportunities
- Improvements for collecting and sharing data
- Creating planning documents for mobile court expansion opportunities

Branching Out Year 2 Logic Model



Inputs

- New equipment
- Budget support
- Employee support
- Training
- Expansion planning



Activities

- Create event opportunities
- Recruit and train staff
- Expand access to services
- Enhance education
- Collect data
- Develop mobile plan



Output

- Add 2 partners
- Attend 25 large events
- Host 25 clinics
- Recruit and train 100 employees
- 1 stakeholder meeting
- 5 partner staff trainings
- Develop school-aged curriculum
- Monthly external emails



Outcomes

- Strengthen relationships with community
- Increase community knowledge
- Expand opportunities for participation
- Increase visibility of court



Impact

- Greater community trust and confidence in the court
- Increased opportunities for all people to actively participate in court services
- Demonstrated court support for safe healthy communities

What we will do

What we will achieve

LEADERSHIP CALL TO ACTION

Judicial Branch leadership has invested resources toward innovation, communication, and connection through community-wide outreach programs. To maintain and further develop successful outreach programs, Judicial Branch leaders can assist in the following ways:

- **Introduce new partners and refer organizations for collaboration with the Judicial Branch** - Leaders at the Judicial Branch may be able to share information about Branching Out collaboration with organizations they support or otherwise engage with in the community to support additional access points for court services.
- **Include Branching Out in operational budgets** - Considering the real and potential impact of Branching Out activities across all departments of the Judicial Branch, specific budget support should be considered for equipment and material needs as well as program expansion.
- **Champion employee participation at all levels** - Leadership as champions of employee engagement in outreach activities provides legitimacy for involvement and drives the court's ambition to develop a strong culture of service and greater access to justice.
- **Embrace a growth mindset toward opportunities for innovative program delivery for court operations** - Consideration for unique and innovative ways to connect services and information to the community will support the ability of court outreach programs to be flexible and responsive to changing community needs.

ACKNOWLEDGMENTS

This report would not be complete without a sincere thank you to Judicial Branch leadership for the unrelenting support and advocacy as Branching Out developed through the first year of programming. From the initial work of the Strategic Planning Committee to the consistent contributions of department leaders and staff in the Office of Communications, Human Resources, General Counsel, the Law Library Resource Center, the Training Department, the Department of Data, Integrity and Analytics, and Court Technology Services, the launch of Branching Out initiatives has only been possible through a community of support from within.

CONTACT BRANCHING OUT

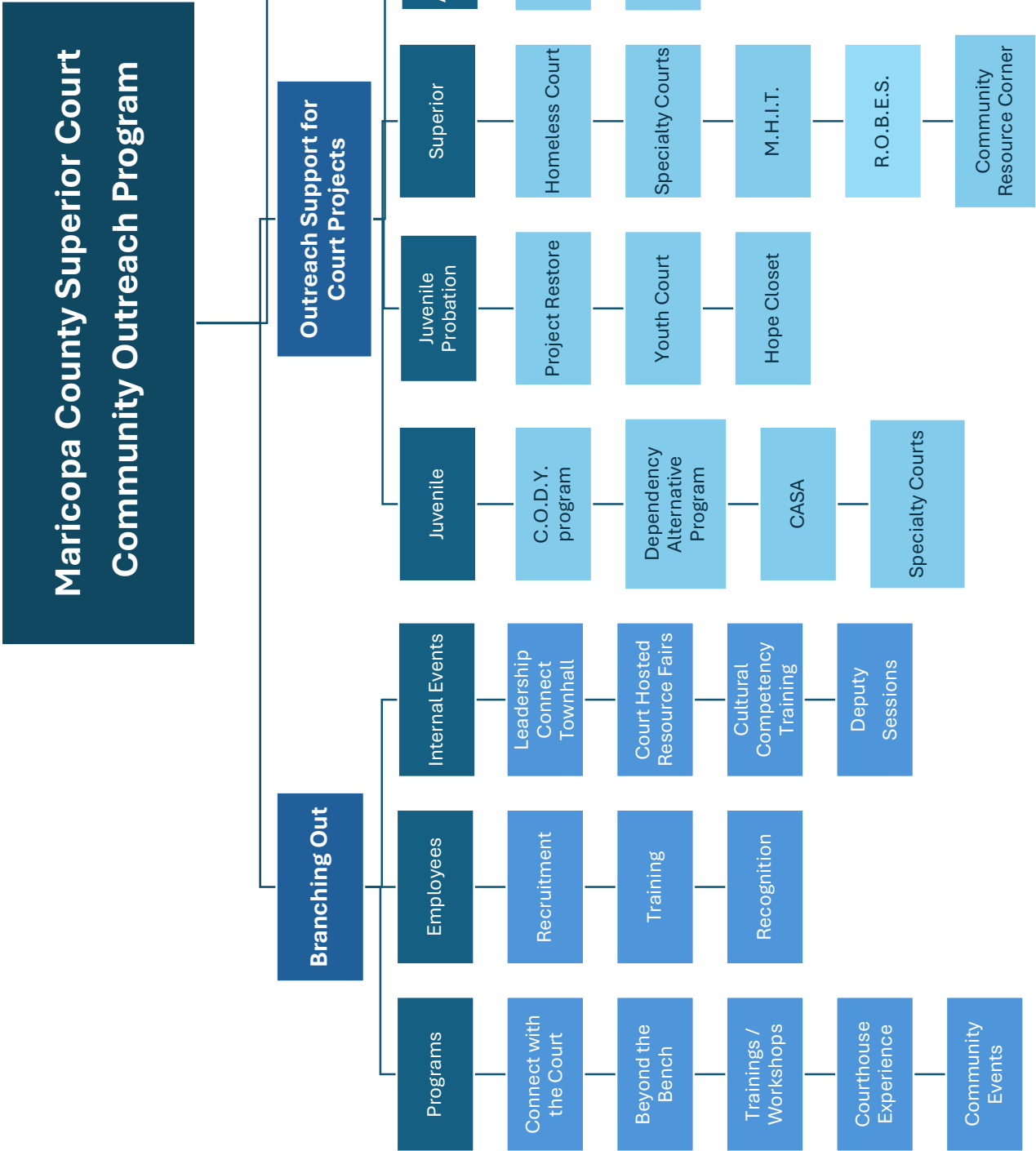
BranchingOut@jbazmc.maricopa.gov



APPENDIX

BRANCHING OUT

Community Outreach Programs



BRANCHING OUT

EMPLOYEE GUIDEBOOK

superiorcourt.maricopa.gov/BranchingOut

Branching Out SharePoint



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MISSION

To educate, engage, and empower residents by providing accessible legal information, educational activities, and through participation in community events.

VISION

Fostering a reputation of trust in the court's ability to enhance access to justice for all.

PROGRAM GOALS & OBJECTIVES

Increase Legal Literacy

Provide resources and educational activities to educate residents about the legal process, as well as their rights and responsibilities.

Strengthen Community Engagement

Build trust within communities through partnerships with schools, nonprofits, and local businesses to enhance understanding and participation in court processes.

Improve Public Access to Resources

Expand opportunities for communities to participate in court services through community access points.

EMPLOYEE IMPACT

PURPOSE

Engage Judicial Branch employees in outreach and access to justice initiatives across Maricopa County, while fostering a sense of community.

As employees of the Judicial Branch, YOU have unique skills and expertise that can contribute to educating the community and providing more access to information about the court and court processes. Participants in Branching Out activities will not only engage in community events outside of court facilities but may be provided opportunities to participate in internal court projects, as well as “participant only” special events.

Engagement at outreach events is open to the entire Judicial Branch, including Superior Court, Juvenile Probation and Adult Probation. Participants will have the opportunity to meet Branch employees from various divisions and departments and will assist Maricopa County residents from all walks of life as they seek information and assistance from the court.

YOU are important to the success of Branching Out. With your help, we can make a difference by helping people understand how to navigate court processes while providing greater access to information and resources. We value your dedication to providing safe, fair and impartial justice for all. We hope you join us, to meet others like you who want to create a better future for the residents of Maricopa County.

EVENTS & ACTIVITIES

Below you will find opportunities for Branching Out participants to engage with the community. All participants will be provided with learning opportunities to review before participation.

Some positions listed below may not be open to judicial division staff or judicial officers due to potential conflicts of interest and the desire to maintain a fair and impartial court.



COMMUNITY TABLING EVENTS

This position is open everyone at the Branch.

The court participates as a “vendor” at large events held by organizations in the community. Other vendors at these community events may include nonprofits, social service agencies, municipalities, health organizations, and other local or national businesses.

Members of the Branch will answer general questions and provide basic education about the court, including employment opportunities, locations and hours, Law Library Resource Center (LLRC) information, general information about court processes, and direction to online videos and education.

During these events, you will help to educate the public, distribute materials with court information, hand out free items that represent the Branch, and create a friendly presence in communities to assist in trust building. We will never provide legal advice at these events. Total time for participation varies by event and is often scheduled in shifts.



CONNECT WITH THE COURT

This is a great experience for staff to really let their skills and education shine!

If you have expertise in forms or processes for a particular department, we would love to give you an opportunity to use your skills to provide education in the community.

Connect with the Court events provide help with court forms for a variety of services including divorce, child support, name changes, and much more. Assisting with these events, you will provide information about court processes and assist court customers at a community location to identify their legal issue and direct them to appropriate forms to address their need.

During Connect with the Court events, you may assist with greeting and signing in community members, managing the event and printing requested forms for staff who are specifically assisting clients, or use a laptop to show community members where to find forms and then send those forms to printers for immediate access. We will never provide legal advice at these events.

Total time for participation varies by location and travel. Judicial division staff and judicial officers are not eligible for this activity.



BEYOND THE BENCH

The Branch receives requests for speakers on various topics or from particular positions within the Judicial Branch.

If you are interested in being added to the roster of public speakers for community groups, please indicate “Public Speaking” as a skill when you log into your Branching Out profile. We will help you identify your areas of expertise and add you to our roster of public speakers.

If you are approached by a group or individual to speak with their group or at their event, please contact the Community Outreach Director. We will coordinate the details for you and provide you with some materials that represent the court to take to your event, if appropriate. And of course, we want to track all the places our court staff and judicial officers are making an impact across Maricopa County.

Legal advice will not be provided during these events.



COMMUNITY STAFF TRAINING

Does your department have new programs, information, or education that needs to be shared in the community? Contact the Community Outreach Director to coordinate trainings with staff at community agencies about the work you are doing.

These trainings will take place in person at community partner organizations and will provide you with an opportunity to educate those working directly with our community. Our goal is to provide information and education to direct service providers to help them build confidence in connecting their clients to the Branch.

Trainers will never provide legal advice.



COURTHOUSE EXPERIENCE

During these events, you will follow an outline as you guide student groups through the South Court Tower, providing information, answering questions, and creating an experience for students to see court up close. Student groups are led to a courtroom to observe morning calendars and/or trials.

You will set expectations for court etiquette, answer questions from the students, and may facilitate a conversation with a judicial officer between calendars. The Courthouse Experience is also available to community groups, businesses and organizations.

Total time for volunteering is approximately three hours and may include travel time depending on your location. Tours are typically scheduled in the mornings.



COMMUNITY SERVICE

Let's do some good just because we can!

If you have an idea for a community service project with your department or team, contact the Community Outreach Director for support and assistance in coordinating.

If you would like to create some team building through community service but don't know where to start, contact the Community Outreach Director to discuss opportunities. We will find an activity for you and take care of all of the logistics.

Community service activities are volunteer-based and do not qualify for Authorized Community Outreach Time (ACOT). You can find ACOT policy information in this guide.



JUSTICE EVENTS

Sometimes the Branch participates in community justice events such as the Maricopa County Veterans StandDown. Judicial officers are present to resolve potential legal obstacles for justice-involved veterans and Branch staff from the Criminal Department, Adult Probation, and the LLRC provide additional resources.

Participants at these events may assist in various ways as needed. Branching Out support staff will never provide legal advice at this event and will refer the public to attorneys or judicial officers on site as needed or appropriate.



WORKSHOPS

Does your department have an informative or educational workshop that can be led in person or virtually for a community group, school, or staff at a community agency?

Reach out to the Community Outreach Director and we will help find the right audience for your workshop, take care of logistics, and set you up for success.

EXPECTATIONS FOR PARTICIPATION

Policies & Procedures

Court staff who are in good standing and have pre-approval from their supervisor may participate in Branching Out activities. All participants are expected to follow the current Code of Ethics, Code of Conduct, Authorized Community Outreach Time (ACOT) policy, and all additional policies related to Judicial Branch staff.

Court staff represent the Judicial Branch while engaging in all Branching Out activities and are subject to the same expectations, policies and procedures of their daily work. Any misconduct may result in revocation of program privileges, as well as potential disciplinary action.

Some activities may be restricted depending on your position within the court. For example, those working with judicial officers or in courtrooms may be restricted from some activities based on their position and potential for conflicts of interest.

To review the current Code of Ethics for Court Staff, please refer to Judicial Branch Policy HR-312.

To review the Branching Out Authorized Community Outreach Time (ACOT) policy, please refer to Judicial Branch Policy HR-341.



Participation Agreement

All participants with Branching Out must confirm good standing and approval for participation with their supervisor. Both the employee and the supervisor will read and sign a Participation Agreement to indicate eligibility and support for participation before an employee may engage in Branching Out activities. The Participation Agreement is located at the Branching Out SharePoint site.

Once approved and signed, participants will upload the agreement into their Branching Out profile. If the employee's supervisor should change, a new Participation Agreement will need to be signed and uploaded to indicate continued eligibility and support for program participation.

- The Participation Agreement serves only to indicate that a supervisor supports an employee's good standing to be eligible for participation.
- Branching Out participants should communicate with their supervisor and obtain permission before registering for each separate event or activity.
- Participants with attendance issues either in daily work or at community outreach events may be subject to restrictions with Branching Out programs.

While situations may arise that prevent a registered participant from being able to complete their service, participants and supervisors are expected to understand that registering for an event is a commitment, and failure to appropriately communicate concerns, issues, or absences may lead to restricted capacity for further program involvement. Supervisors may be notified of time and attendance issues for employees participating in Branching Out activities.



Authorized Community Outreach Time Policy (ACOT)

Employees participating in Branching Out activities will code their time at these events as Authorized Community Outreach Time in Workday.

Simple guides to assist with this process can be found at the Branching Out SharePoint site.

Branching Out activities are considered paid time, but participants should avoid using these activities as overtime.

Some activities may fall outside of traditional work hours and departments may adjust schedules for the week to accommodate this work.

For example: Non-exempt employees who will be working at a weekend Community Outreach Event are expected to “flex” out time within the same workweek so that they will not incur overtime while in ACOT status. For example, if signed up to work two hours at a tabling event on Saturday, the employee should take two hours off Monday-Friday prior to the tabling event date.

All supervisors and employees should review the Authorized Court Outreach Time (ACOT) Policy prior to registering for a Branching Out event or activity.

Supervisors may find answers to Frequently Asked Questions on the Branching Out SharePoint site that address concerns or questions related to employee time and attendance at Branching Out activities. For individual circumstances, you may contact HR.



LEARNING RESOURCES

All participants will have continued access to the Branching Out course in TheHUB and the Branching Out SharePoint site. These resources are important to provide consistent messaging to court customers and the community.



SharePoint Site

Supervisors may find answers to Frequently Asked Questions on the Branching Out SharePoint site that address concerns or questions related to employee time and attendance at Branching Out activities. For individual circumstances, you may contact HR.

COJET Credit

Once you complete the Branching Out course, upload your COJET certificate in your profile to remain eligible for Branching Out events. You'll see this course listed in your checklist items and the Outreach Director will mark it complete once the certificate is uploaded.

Anyone who completes the entire learning course in TheHUB will receive one hour of COJET credit.

All Judicial Branch employees can view any resource without registering to participate in events – but we hope you do!

Tour the Law Library Resource Center (LLRC)

The LLRC is the self-help center of the court. It is important that Judicial Branch staff can not only explain the services and resources at the LLRC, but also be able to share the casual and welcoming atmosphere. Help with court needs starts at the LLRC.

On-Going Learning

On-going learning is necessary to maintain consistency with information and to provide exceptional customer service. Information you need will vary based on event type.

Keep an eye out for new information and educational opportunities on the Branching Out SharePoint site and in TheHUB to learn more as programs grow!

REMINDER!

Complete the following to remain eligible for Branching Out activities:

1. Participation Agreement signed by current supervisor
2. Branching Out Course located in TheHUB: [COM00008SC - Branching Out: Judicial Branch Community Outreach](#)
3. In-person tour of the Law Library Resource Center. Log into TheHUB and register for the tour here: [ACS00033SC - Law Library Resources Center Tour](#)
4. Upload your Agreement and COJET certificates in your Branching Out profile!

CREATING YOUR PROFILE

OKTA Connection

[Clicking on the Branching Out OKTA tile](#) will take employees to the outreach portal.

Follow the Branching Out Portal User Guide Parts 1 & 2 to create and activate your account and to register to help at events. These guides can be found on the Branching Out SharePoint site.

This information is used to communicate about participation opportunities. Employees will be able to filter by event types and those events that match their skills and interests. Profile information, including skills, interests and locations, can be updated or changed any time.

- **Outreach Program Interests:** Employees can select the types of events they are interested in supporting. They will have the ability to filter opportunities by event interests when registering to work at an event.
- **Employee Skills:** Employees will select skills they wish to utilize for outreach events, and/or skills they believe would be helpful at events.
- **Employee Languages:** Employees can select or add fluent languages to their profile. If a language option is not available, employees can contact the Community Outreach Director to add additional languages. Event opportunities can be filtered by language need.
- **Outreach Location Preferences:** Location information and department information help us know more about where employees work, and where they prefer to engage in community outreach events. We want to make participation convenient and impactful while being mindful of regular work assignments and time.



WHAT TO EXPECT AT EVENTS

ROLES & RESPONSIBILITIES

Attitude and Engagement

Showing up with a great attitude, “How can I help you?” mindset, and a friendly smile, is just as important as showing up with knowledge and information.

You don’t have to be wildly outgoing, but you do need to be willing to put yourself out there to people you don’t know.

Engagement doesn’t mean waiting for someone to approach with a question, it is about encouraging someone to feel safe and welcome enough to ask a question.

While we are in the community, we will create a space that meets people where they are and show them how the court might be able to help.

Register for Events

After receiving approval from your supervisor, Branching Out participants will use the Branching Out Okta Tile to access the outreach portal for registration and tracking all activities.

If you register for a shift, you are expected to commit to the full shift without cancelling. A shift with an outreach event or activity is considered your work location for that day and time period.

After you register for an event, you will receive follow-up emails with detailed information and instructions. You may also elect to receive SMS text messages with this information. You will make this determination in your participant profile.

Events and Activities

Participants will appear promptly at the start time designated for each shift and are expected to stay for the entire length of the shift. Shift times may include set-up or tear down activities.

Materials for all events will be provided by the Community Outreach Director.

Event Leads may be asked to transport items to and from events and will coordinate transportation of items with the Community Outreach Director.

At the conclusion of each event or activity, participants will complete the post-event form and pack the materials to be returned to the designated location (as coordinated with the Community Outreach Director).

At times, the host location may wrap up an event early. Branching Out program participants will document the early end time in the post-event form and will return to their regular workday location as appropriate and applicable.

Attendance

- Participants need to check in with their supervisor before registering for outreach events to be sure daily work can be covered.
- Participants are expected to arrive for all registered shifts on time and stay for the full time assigned per shift.
- Participants should review the learning resources available prior to registration in order to ensure they have updated information and messaging.

Attire

Branching Out attire should remain in line with appropriate work attire at the courts, including no tears or rips in clothing, and omission of any words or graphics.

We encourage you to wear your Branch logo shirt OR a navy shirt, polo, or T-shirt. Closed-toed shoes are highly encouraged for outreach activities, including tennis shoes. Participants may also choose to wear jeans or shorts (reaching at least mid-thigh) depending on the location and needs of the event.

Participants should also keep in mind that they will be working with the public and should be dressed in a way that will be approachable and neutral.

Weekend and Evening Events

Branching Out allows the court to meet community members where they are, and this may include days or times that are outside regular court hours. If you would like to participate in a Branching Out event or activity that is outside of regular court hours, you are encouraged to discuss with your supervisor how to allocate your weekly hours to accommodate your weekend or evening work location with Branching Out.

For example, rather than working at your regular work site from 1pm – 5pm on Friday afternoon, you may get permission from your supervisor to work those four hours at an outreach event on Saturday from 9am – 1pm. You are working the same number of hours that week but for of those hours are at a different location and providing a different kind of work.

The Branch supports employees' opportunities for growth, professional development and participation in outreach activities, but the work and needs of your department must be considered.

For more information on tracking time used for outreach activities, please see the Authorized Court Outreach Time (ACOT) policy found on the Branching Out SharePoint site.

Reporting Absence

In the event of an absence for an outreach event, program participants should follow their own department protocol for reporting work absences and inform the Community Outreach staff by emailing BranchingOut@jbazmc.maricopa.gov or by phone or text at 602-527-1847.

Emergencies

In case of an emergency while working at a community event, participants should follow the instructions of organizers at the event to ensure immediate safety.

The emergency should be included in the post-event recap form, and the Community Outreach Director should be contacted by phone as soon as safety permits.

What We Provide

All printed materials and equipment, event giveaways, general event supplies, sunscreen, hand sanitizer, table, chairs and pop-up canopy will be provided.

What to Bring

You are welcome to bring a personal water bottle and snack or lunch, hat or sunglasses, your best smile and helpful attitude.

What to Leave Behind

Please leave behind pets and humans who are not eligible to participate.

Participants must currently be working for the Judicial Branch of Arizona in Maricopa County only.

Friends and family members may not participate in scheduled activities at this time.

Participants will NEVER:

- ✗ Provide legal advice
- ✗ Tell the public WHAT they should do
- ✗ Give opinions or predictions about outcomes



STEPS TO JOIN

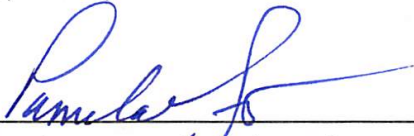
- 1. Have a discussion with your supervisor** about your interest and eligibility for Branching Out activities. You and your supervisor should read and sign the Agreement to Participate found at the Branching Out SharePoint. Upload the Agreement to your Branching Out profile.
- 2. Access the Branching Out portal** through the Okta Tile titled "Branching Out." Follow the Branching Out Portal User Guide Part 1 & 2 to create your profile and register for events. You can find the User Guides at the Branching Out SharePoint.
- 3. Before you sign up/register for an event, find the Branching Out course in TheHUB.** Remember to log into TheHUB before trying to access the course. Review the course so you have the correct information and know what messaging we want to share with the community. Consistency is key! You have access to review these at any time. Upload your COJET certificate and once you have reviewed the appropriate learning resource, register for the event you would like to attend through the Branching Out portal. If the event is full, you may add yourself to a waitlist for any additional openings that may become available. *Be sure you have a conversation with your immediate supervisor before you register for individual events.
- 4. Once you register for an event, the group is counting on you to attend!** We also understand that sometimes emergencies or illness may come up. If you are unable to participate in the Branching Out event after you have registered, you are able to cancel your registration up to one week prior to the event. If you need to cancel within a week of the event, please contact the Community Outreach Director.
- 5. Show up, set up and have fun!** You will receive follow-up emails and/or SMS messages with event details and instructions. Yes, we are working to represent the court and to provide needed services and resources, but we are also in the community to have fun! Smile! Enjoy time getting to know people and meet people where they are. If we are approachable, compassionate, and helpful, we are doing exactly what we are there to do as part of Branching Out.
- 6. After the event,** please complete the post-event form, pack up the supplies and materials and give your fellow Branching Out groupies a high-five for a job well done. Then sign up for another event or activity.

Have questions or want to learn more?

Please contact the Community Outreach Director at
BranchingOut@jbazmc.maricopa.gov
602-527-1847



JUDICIAL BRANCH OF ARIZONA IN MARICOPA COUNTY

Section: HR-341 Subject: BRANCHING OUT AUTHORIZED COMMUNITY OUTREACH TIME Policy ☒ Procedure ☒ Information ☒ Policy Authority Supreme Court Rule 92; Supreme Court Admin Order 2017-79 Related Documents Employee Agreement	Original Date: <u>March 2026</u> Approved by:  Pamela Sue Gates, Presiding Judge
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I. PURPOSE

To set forth the guidelines regarding employees' eligibility for Authorized Community Outreach Time (ACOT) allowing employees to voluntarily serve at an alternate worksite for approved activities that support the strategic initiatives of the Judicial Branch. This initiative offers employees an opportunity to utilize their expertise to engage with members of the community, and to learn about other departments and the community we serve.

II. APPLICATION

This Policy applies to all Judicial Branch Employees (classified, unclassified, contract), Interns, and Externs in the Superior Court, Adult Probation and Juvenile Probation Departments.

III. DEFINITIONS

Terms defined here are capitalized when used in this document.

Authorized Community Outreach Time (ACOT): An opportunity for employees to assist with approved Judicial Branch outreach events and activities. ACOT must be approved by the employee's supervisor. The employee will enter the ACOT code into the time and labor system for the applicable pay period timecard to document time and attendance at the alternative worksite.

Community Outreach Director: The person in the Judicial Branch Office of Communications responsible for coordinating Branching Out community outreach, events, and activities.

Community Outreach Events: Paid activity or event coordinated through Branching Out community outreach programs and/or the Community Outreach Director, that will provide court services, resources and/or education to the community.

Community Service Events: Unpaid activities or services that are performed to provide a community benefit to an organization or group outside of the Judicial Branch. The activities may be coordinated through the Community Outreach Director and are considered volunteer activities.

Participant: Employees, interns, externs and others who are authorized to participate at a Branching Out Community Outreach Event.

IV. POLICY

A. Eligibility Requirements: Upon approval by their supervisor, participants may be authorized to work at approved Community Outreach Events and activities as coordinated by the Community Outreach Director.

B. Use of Authorized Community Outreach Time (ACOT)

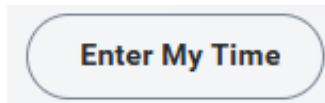
1. ACOT is limited to use for work performed at authorized Judicial Branch Community Outreach Events and activities scheduled and coordinated by the Community Outreach Director.
2. Participants must seek approval from their supervisor, preferably a minimum of one week prior to the event date. Courtroom Assistants and Judicial Assistants working with Commissioners must seek approval of both their Court Administration Supervisor and the Commissioner. Failure to obtain proper approval may result in disciplinary action.
3. Supervisors may deny requests at their discretion, or if the absence puts an undue burden on the work unit or department.
4. Eligible participants must complete required training prior to attending a Community Outreach Event and must register for each event separately only after providing the Community Outreach Director with a signed copy of the Agreement for Participation in outreach events and activities. Participants may select one or more of the approved ACOT events or activities with permission of their supervisor. The number of participants may be limited for some events and activities. Participation is confirmed at the time of registration. Waitlists may be available for certain projects.
5. Participants must sign in and out for each shift using information that will be provided through community outreach. Attendance records for Community Outreach Events will be provided to the participants' supervisors upon request.
6. Participants are responsible for reading and understanding the details, conditions, and any requirements of the project or event outlined in the Branching Out employee guidebook and/or registration form, e.g. special clothing, meeting location, acknowledgements, prerequisites, and other event specific information.
7. In addition to the time spent at the authorized event or activity, ACOT may include travel in accordance with the *Judicial Branch Policy T-401 – Travel, Training, and Event Policy*. Pre-approval from the participant's supervisor is needed for any specific travel time arrangements (leaving/returning from work or home) and any mileage reimbursement associated with the use of ACOT.
8. Participants are expected to utilize the ACOT code in the payroll system for approved participation in a Community Outreach Event.
9. Participants must ensure the ACOT code is assigned to the correct date and time when verifying and approving their timecard to document attendance at the alternative worksite.
10. Participants who are employees will be in work status and will be paid accordingly for time spent working at the authorized activity.
11. When authorized for non-exempt employees, supervisors should make every attempt to ensure that the use of ACOT will not result in non-exempt employees incurring overtime in any work week and allow for flexed time in the same work week as appropriate. Any overtime must follow Judicial Branch Policy *HR-318 – Judicial Human Resources Policy & Procedure for Employee Overtime*.
12. For departments interested in participating in community service opportunities as part of team building activities, department leaders should contact the Community Outreach Director for

more information. Community Service Event opportunities will not fall under this policy, will be considered volunteer time outside of work hours, and will not be included as paid time.

- 13.** While serving the public during Judicial Branch Branching Out events and activities, employees must be in compliance with all Branch policies and procedures.

Exempt Employees

From the Workday landing page, click Enter My Time:



Just as you would change Regular Hours Exempt to Telecommute, select Authorized Community Outreach (this can be found by typing in key search words or, scrolling through the drop-down menu)

A screenshot of the "Enter Time" modal form. The title "Enter Time" is at the top left, and a close button "X" is at the top right. Below the title is a date field showing "03/16/2026". Underneath the date is a "Status" field showing "Not Submitted". The "Time Type" field is highlighted with a blue border and contains a red "x" icon, the text "Authorized Community Outreach", and a three-dot menu icon.

Enter the number of hours worked:

A screenshot of the "Hours" input field. The label "Hours" is followed by a red asterisk and the number "4" is entered in the text box. The entire field is highlighted with a blue border.

Add a comment to the time block:

A screenshot of the "Comment" input field. The label "Comment" is followed by a text box containing the text "ASU Job Fair 8am-12pm". The text box is highlighted with a blue border.

If additional time was spent performing regular work, add a block of time (following steps 2 & 3) that reflects those hours, the Time Type will be Regular Hours Exempt or, if teleworking, select Telecommute.

Click OK:



Supervisor FAQs

Branching Out & Authorized Community Outreach Time (ACOT)

1. What is Authorized Community Outreach Time (ACOT)?

ACOT allows eligible employees to work at approved Judicial Branch Community Outreach Events coordinated through the Branching Out program. Employees remain in paid work status while participating in approved events.

ACOT is also a payroll code in Workday for employees to track time spent participating in a Community Outreach Event coordinated through Branching Out.

2. Who is eligible to participate?

Judicial Branch employees in the Superior Court, Adult Probation, and Juvenile Probation Departments, subject to supervisory approval.

Interns and Externs may also participate in Community Outreach Events coordinated through Branching Out, but will not be paid, nor use the ACOT payroll code.

Community Service Events that are not paid outreach activities are handled separately and are not covered under ACOT.

3. What is the supervisor's role in approving ACOT?

Supervisors must:

- Agree to employee participation by signing the Agreement to Participate form found on the [Branching Out SharePoint Page](#)
- Review and approve or deny activity requests at least one week before the event date.
- Evaluate operational impact on the work unit.
- Ensure participation will not create undue burden on department operations.
- For non-exempt employees, make every effort to prevent overtime.
- Ensure ACOT time is properly tracked in Workday.

Approval is at the supervisor's discretion based on operational needs.

4. Can I deny an ACOT request?

Yes. Supervisors may deny requests. Examples of reasons to deny participation include but aren't limited to:

- Staffing levels are insufficient.
- Critical deadlines or workload demands prevent coverage.
- Participation would result in operational hardship.
- The employee is not in good standing due to poor performance or misconduct.

Supervisor FAQs

Branching Out & Authorized Community Outreach Time (ACOT)

5. How far in advance should employees request ACOT?

Employees must seek supervisor approval **at least one week prior** to the event date. This approval occurs via communication between employee and supervisor (i.e. verbal, email, etc.). It is not coordinated through the Branching Out Portal.

6. Are employees paid while participating?

Yes. Employees who are approved to participate in ACOT are in paid work status during their participation at authorized Branching Out Community Outreach Events.

Community Service Events (volunteer opportunities not classified as Branching Out outreach events) are unpaid and must occur outside of work hours.

7. How should supervisors handle non-exempt employees and overtime?

Non-exempt employees must be paid for all hours worked, including time worked at a Branching Out Community Outreach Event. Therefore, supervisors should:

- Make every attempt to schedule ACOT participation so it does not result in overtime.
- Allow flex time within the same workweek when appropriate.
- Follow HR-318 Overtime Policy if overtime becomes necessary.

8. Are supervisors required to allow time working at a Community Outreach Event to be “flexed” out?

The time spent at a Community Outreach Event is WORK time, so supervisors must adjust a non-exempt employee’s schedule to avoid overtime and enable them to work different hours (and at a different location) than they normally would.

9. Can ACOT include travel time?

Yes. ACOT may include travel time and mileage reimbursement in accordance with the Judicial Branch [Mileage Reimbursement Policy – HR-340](#).

Supervisors and participants should consider their work schedule adjustment considering any potential travel time (if traveling from work to the ACOT location) to ensure they arrive for the full ACOT shift.

10. How does a non-exempt employee clock in/out while attending an ACOT event if Workday is not available?

There are two ways to accomplish this:

- Employees may manually track the time they begin and end work at the event and then provide the information to their supervisor to add to the timecard before the end of the pay period.
- With department/supervisor pre-approval, employees may use the Workday application on their phones to record their work time while participating in ACOT.

Supervisor FAQs

Branching Out & Authorized Community Outreach Time (ACOT)

11. What is required to sign up for an approved event?

Participants must:

- Complete Branching Out training in TheHUB and upload the COJET certificate their profile in the Branching Out Portal
- Sign the Participation Agreement prior to registering and upload it to their profile in the Branching Out Portal.
- Register for each event separately.
- Sign in and out at the event.
- Enter the ACOT code accurately in Workday for time spent at Branching Out activities.

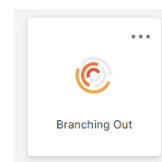
Supervisors should ensure timecards reflect ACOT correctly.

12. Is a new Participation Agreement needed if there is a change in job or supervisor?

Yes, employees should complete a new Participation Agreement with their new supervisor to revisit their ability to work at Community Outreach events in their new role, and in accordance with their new supervisor's expectations.

13. What is the Branching Out Portal?

The Branching Out Portal is a software program used to register as a Branching Out participant, and then to sign up for individual Community Outreach Events. It can be accessed via the Okta tile titled "Branching Out"



14. Can a supervisor audit an employee's attendance at an event?

Yes. Supervisors can confirm an employee's attendance at an event by contacting the Community Outreach Coordinator. Supervisors will not have direct access to audit the attendance in the Branching Out Portal.

15. What is the difference between a Community Outreach Event and a Community Service Event?

Community Outreach Event (ACOT)

- Coordinated by Branching Out / Community Outreach Director
- Provides court services, education, or resources to the public
- Paid work time (ACOT)
- Requires supervisor approval

Community Service Event

- May or may not be coordinated through the Outreach Director
- General volunteer activity benefiting an outside organization
- Unpaid volunteer time
- Occurs outside work hours

Supervisor FAQs

Branching Out & Authorized Community Outreach Time (ACOT)

16. What if multiple employees want to attend the same event?

Participation may be limited. Supervisors should:

- Consider operational needs and coordinate coverage.
- Approve participation in a way that maintains service levels.
- Make fair, consistent decisions and offer interested employees reasonable opportunities to participate.

17. Are employees still expected to follow Branch policies?

Yes. While participating in Branching Out events, employees must comply with all Judicial Branch policies and procedures.

18. Who can provide more information about Community Outreach or ACOT?

- Contact the **Community Outreach Director** at BranchingOut@jbazmc.maricopa.gov for questions about the following:
 - Event details
 - Department participation opportunities
 - Team-building outreach coordination
 - Clarification on outreach vs. community service events
- Contact **CTS** at 602-506-6311 or via [Service Now](#) for questions about:
 - technical issues with the Branching Out portal,
 - OKTA tile,
 - or SMS messaging reminders from the portal.
- Contact **Judicial Branch Payroll** at HRPayroll-JudicialBranchOnly@jbazmc.maricopa.gov for questions about:
 - ACOT payroll code information and guidance



Branching Out

COMMUNITY PROGRAMS

Educating, empowering, and engaging Maricopa County residents by providing accessible legal information and participating in community events.



Invite Us to Your Event

Our goal is to connect with people where they live and work. Invite us to host an information table at your event to share important court resources and services.

Host an Educational Workshop

Free group sessions that provide information on how to navigate Superior Court processes and complete forms on topics, including:

- Divorce and Legal Separation
- Establishing Paternity
- Modifying Child Support
- Name Changes

Spanish-speaking workshops available



Go Beyond the Bench

Invite a representative of the Judicial Branch to your classroom, community group, or organization. We'll match the right speaker for your audience and interests.

Building trust in the court's ability to enhance access to justice for all

superiorcourt.maricopa.gov/outreach

Join Courthouse Experience

A guided and interactive tour of the courts is hosted for schools and civic organizations. Test your civics knowledge, observe live court proceedings and learn how the court serves the community.



Staff Training

Our team can train your staff to help guide clients to initial court processes, programs and resources.

Connect with the Court

We can provide one-on-one support for people seeking help with court forms and filings, accessing helpful resources and understanding case processes. *(Spanish-speaking assistance available upon request)*



Community Access Point

- Build a network to expand access to justice across Maricopa County
- Share valuable resources
- Improve access to court resources and legal processes
- Empower communities through education for self-representation



Let's Connect!

602-527-1847

a.beck@jbazmc.maricopa.gov

superiorcourt.maricopa.gov/outreach



*Court information and resources will be provided.
We will not provide legal advice.



BRANCHING OUT PORTAL

USER GUIDE

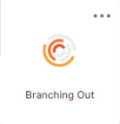
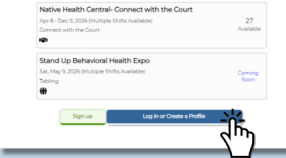
PART ONE:
LOG IN AND CREATE A PROFILE

1

Step 1

Start by clicking the **Branching Out** tile on your **OKTA dashboard**.

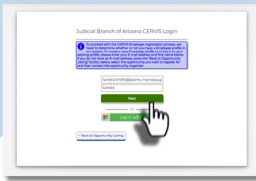
If you're a first-time user, scroll to the **bottom** of the Event Listing and Registration preview page and **click Log In**.

Step 2

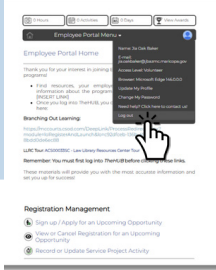
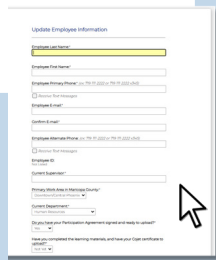
You'll be taken to the **Branching Out login screen**.

Enter your work email address and your first name, then click Next. For now, **do not select** "Log in with Microsoft."



Step 3

Next, you'll see the **Complete Employee Profile screen**. Fill in the required fields, answer a few questions, and optionally upload a profile photo. You can also share your interests and location preferences. When you're finished, **click Create Employee Profile**.

Step 4

Now, click on the **profile icon** or your image and select **"Log out."**

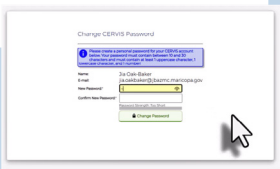
This will **activate** your profile!

Note the message in green that you have successfully added your profile. You'll also receive an **automatic email** with a temporary password to the portal.

Step 5

Then, **log back into the portal** using your email and the temporary password you received.

You'll be prompted to **create a new, secure password**. Click Change Password.



And that's it—you've successfully logged in and created your employee profile! Continue to **Part 2** to learn more. Any questions? Contact the **Community Outreach Director** at BranchingOut@jbazmc.maricopa.gov.



BRANCHING OUT PORTAL

USER GUIDE

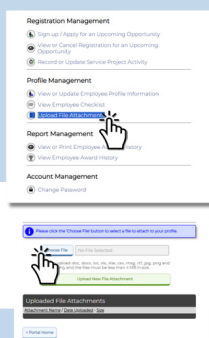
PART TWO:
UPLOAD DOCUMENTS AND
REGISTER FOR EVENTS

2

Step 1

Start by clicking the **Branching Out** tile on your **OKTA dashboard**.

Now that your employee profile is active, you're able to log in by using the one-click option, "**Log in with Microsoft**."



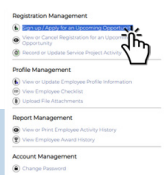
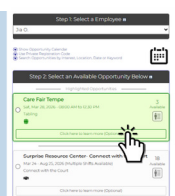
Step 2

On the **Employee Portal** page, go to **Profile Management** and click **Upload File Attachments** to upload your Participation Agreement.

Choose **File** and click **Upload New File Attachment**.

Step 3

- Return to the **Employee Portal** Home page.
- Scroll to **Registration Management** and click **Sign Up/Apply for an Upcoming Opportunity**.
- Browse the **Opportunity Registration** page by searching, scrolling, or clicking on the calendar.



Step 4

When you find an event you like, click **Choose a Time Slot**, select the option that works best for you, and click **Register**.

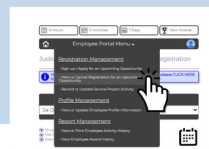
You'll receive a confirmation email with all the event details.



Step 5

You may cancel your registration up to **one week** prior to the event. Click on **View or Cancel Registration** under **Registration Management**.

If you need to cancel **within a week** of a scheduled event, contact the Community Outreach Director at BranchingOut@jbazmc.maricopa.gov.



And that's it—you've successfully uploaded your documents and registered for an event! Any questions?

Contact the **Community Outreach Director** at BranchingOut@jbazmc.maricopa.gov.

BRANCHING OUT PARTICIPATION AGREEMENT

I, _____ (employee name),

- ☐ acknowledge that I have read the Branching Out employee handbook and I understand the expectations for working with the Community Outreach program as part of my regular working hours within the Judicial Branch and will appropriately track Authorized Community Outreach Time (ACOT) on my timecard.
- ☐ have spoken with my supervisor and have received support to participate.
- ☐ will receive supervisor approval for each event before registering as a participant.
- ☐ will review educational modules prior to signing up for an event or activity.
- ☐ will arrive on time for each event or activity and will stay until my shift is complete.
- ☐ agree to the expectations, roles and responsibilities as outlined in the Branching Out employee handbook.
- ☐ may communicate with the Community Outreach Director with any questions or concerns at any time before or after a Branching Out event or activity.

Employee Signature _____

Department _____

Date _____

I, _____ (supervisor name),

- ☐ approve participation of _____ (employee name) in Branching Out events and activities.
- ☐ understand that the hours for participation in Branching Out activities will serve as regular work hours at an off-site location and will include travel time to and from the regular work location as applicable.
- ☐ am responsible for communicating my own department expectations to the employee prior to their participation in any Branching Out activity, including tracking of Authorized Community Outreach Time (ACOT), return to work location (when applicable), and any additional departmental needs that may interfere with participation in a Branching Out event or activity.
- ☐ will do my best to arrange schedules so that ACOT does not result in overtime.
- ☐ understand that once the employee registers for a Branching Out event, I will support their commitment to the date and time.
- ☐ may communicate with the Community Outreach Director at any time regarding any concerns or questions for employee participation in Branching Out.

Supervisor Signature _____

Department _____

Date _____

COURTHOUSE EXPERIENCE GUIDE

OUTSIDE:

Introduction:

- Introduce yourself and give a brief description of what you do and what the group will be doing for the day (watching a morning calendar with sentencings, status conferences, change of plea, and/or a live trial).

Facts and Info to Share:

- 4th largest trial court in the United States
- The downtown Phoenix facility is one of 4 locations (NW in Glendale, NE in Scottsdale, SE in Mesa)
- Cases include Criminal, Civil, Family, Juvenile, Probate
- Superior Court also provides specialty/problem-solving courts (drug court, homeless court, veterans court, mental health court) and other problem-solving services
- 98 Judges, 65 Commissioners, over 3,000 employees
- Court has 1 Presiding Judge and 1 administrator

Q: What is the difference between a Judge and a Commissioner?

A: Judges are appointed by the Governor and we all get to vote on them once we turn 18 and are registered to vote. Commissioners are appointed by the court after a panel review. Both have similar powers and their orders have the same impact. Both have to be attorneys.

Explain Security:

- Check pockets – weapons will be taken (small knives, etc.)
- Shut off cell phones – no recording or photos are allowed
- You will remove your belts and anything in pockets when you go through security.
- Meet you near the electronic boards past security

Stagger multiple groups going through security if possible

INSIDE:

After Security:

- Sheriff's observation desk – there to keep everyone safe
- Security – there to keep the building safe
- Court Calendar Monitors – like airport monitors, gives case number, defendant name, courtroom where hearings will be held

Quick Bathroom Stop

Jury Room:

- Jury assembly room can hold more than 1,000 jurors

Q: How old do you have to be to serve on a jury?

A: You can be randomly selected for jury duty when you turn 18

Q: How many people serve on a jury?

A: 12 for a criminal case (which is what you will see). You may see more than 12 in the courtroom. These are alternate jurors (explain).

Q: How many jurors does it take to find someone guilty or not guilty?

A: All 12 must agree – the verdict must be unanimous. If they cannot reach a decision, prosecutors must decide to dismiss charges, offer a plea bargain, try the case again with a new jury.

- **If you get summoned for Jury Duty:**

- RESPOND! You will get a text or email asking you to respond to a questionnaire – this is not spam. It lets you respond to questions at home and possibly be excused from service without coming to the court building. If you are excused, it counts as service!
- You can get paid for mileage to get to jury duty and for your service. Your job cannot fire or discriminate against you for taking time for jury duty if you give reasonable notice before you serve.
- You can request a new date if you get called but cannot attend. Just reply and follow up.

OUTSIDE COURTROOM – BEFORE GOING IN:

Review Etiquette:

Q: What are obvious things we should do nor not do in or around the courtroom?

A: Let them provide answers while you guide this discussion.

- No talking. Especially about the case. Anyone can overhear. Even when leaving the courtroom and waiting for the bus, the jury could be out or around and your conversation could affect the case.
- Remember that court is about people, most of them not having their best day. There are victims and accused that are all looking for justice. There are families and friends of both victims and accused. This is about people's lives and we must be respectful.

OUTSIDE COURTROOM – AFTER OBSERVATION:

- Summarize the things that the students observed during their visit and answer any further questions they may have. **Reminder: Don't talk about the case here.**
- Explain that there is a lot that goes into making the justice system/courtrooms work – from judges, to jurors, to court staff. If they are interested in pursuing a legal career, explain the different types of careers they could do.
- Thank them for visiting and escort the students out to the front steps of the South Court Tower (bathrooms before leaving).



Community Outreach Events

As part of our commitment to ensuring equal access to Justice, the Judicial Branch of Arizona in Maricopa County needs your help. Your feedback on the services and information that you received today will help the Branch continue to improve our services to and connection with the community.

1. Have you seen the Judicial Branch in the community before?

☐ No

☐ Yes

If yes, where? _____

2.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

Judicial Branch staff were helpful and respectful.	☐	☐	☐	☐	☐
The information provided was easy to understand.	☐	☐	☐	☐	☐

3. Please rate your level of trust and confidence in the Judicial Branch:

Before attending today's event

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

LowHigh

After attending today's event

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

LowHigh

4. What information were you looking for at today's event? Check all that apply.

- ☐ Family Court: Divorce, Child Custody, Child Support
- ☐ Probate Court: Adult Guardianship, Conservatorship
- ☐ Name Change
- ☐ Probation
- ☐ Careers and Internships
- ☐ Other, please specify _____

5. I know the next step to take to address my legal issue.

☐ No

☐ Yes

6. Comments (optional) _____

CONTACT BRANCHING OUT

BranchingOut@jbazmc.maricopa.gov