

Judicial Branch of Arizona in Maricopa County

Annual Report of
Operations

July 1, 2015 - June 30, 2016

JUSTICE
SUPERIOR COURT
MARICOPA COUNTY

FDC
ALL
SYSTEMS

Annual Report

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Honorable Janet E. Barton
Presiding Judge



Raymond L. Billoette
Judicial Branch Administrator

Mission

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

Vision

We are committed to excellence and the principles inherent in the rule of law.... *Every person, every day, every time.*

Values

- ◇ Fairness
- ◇ Respect
- ◇ Integrity
- ◇ Innovation
- ◇ Safety





In Fiscal Year 2016, the Judicial Branch of Maricopa County again fulfilled our mission to the citizens of Maricopa County by providing judicial services that are timely, fair, and accessible, and improve the safety of our communities. This year was also marked by self-evaluation and reflection from every perspective – the public's, litigants', judicial officers', employees', and our justice system partners' – a 360° view. This strategic analysis and planning process culminated in a renewed effort to be even better at what we do, identifying more than 20 improvement projects.

To illustrate our commitment to improving our services, since the start of this Fiscal Year the Judicial Branch has:

- ◆ Initiated business process changes and added resources to our Juvenile Department to expedite permanency – safe, nurturing, and permanent homes for children-at-risk.
- ◆ Implemented evidence-based risk assessment tools at our Initial Appearance Court to aid Judicial Officers in determining appropriate release conditions for individuals charged with criminal offenses.
- ◆ Developed and implemented an eSentencing automated system improving Judicial Officer access to critical information and providing real-time distribution of criminal sentencings and documentation to our justice system partners.
- ◆ Revised our self-service center operations, increasing information and assistance for self-represented litigants thus enhancing access to court programs and services.

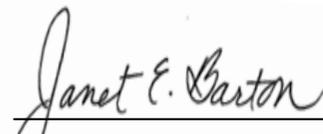
We invite you to review our ongoing FY17 strategic projects by visiting our [Strategic Projects document](#). 

In keeping with our efforts to continually improve, the readers will see new features throughout the Annual Report. This report is provided in two formats: printed and electronic. The electronic version has the benefit of links to navigate within the document, as well as links to videos and useful sources. Both versions include a hyperlink symbol to advise where links can be found in the electronic version.

The 360° view is referenced throughout the report. We aspire to demonstrate how the Judicial Branch's Mission, Vision, and Values are evident in everything we do, and from every perspective. Our projects, plans, and accomplishments consider the needs of every stakeholder, and every stakeholder stands to benefit from our efforts.

We would like to take a moment to recognize the hard work and dedication of the Maricopa County Superior Court community. Access to and the pursuit of justice is noble, and we sincerely appreciate the efforts of each and every member of the public, our court staff, and our bench who help to make this a reality.

On behalf of the 98 Superior Court Judges, 61 Commissioners and 3,200 employees, we hope you take a few moments to enjoy our Annual Report and learn of our many efforts to improve access to and the administration of justice in our community.



Hon. Janet E. Barton
Presiding Judge



Raymond L. Billotte
Judicial Branch Administrator

Superior Court Judges



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 through the merit selection process, and remain accountable to the public through retention elections, occurring every four years.

Every two years, the Judicial Performance Commission, a thirty-two 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. For more information about Arizona's merit selection process, click on the video button below.

Merit Selection Benefits

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.



Superior Court Commissioners



Commissioner Selection

At the end of the 2016 Fiscal Year, the Superior Court in Maricopa County had 61 commissioners, who performed a variety of judicial duties and responsibilities, and were vital to the success of the Court. In addition to being Judges Pro Tempore, and thus available to handle many of the same assignments as Superior Court Judges, Commissioners sit in all Court Departments and preside over some of the busiest calendars, including Criminal Initial Appearance, Probation Violation Hearings, Orders of Protection, and emergency mental health matters.

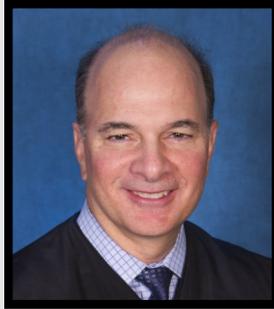
Commissioner candidates must submit an extensive application. The minimum qualifications for application include being a United States citizen, a resident of Maricopa County at the time of appointment, of good moral character, a licensed

member of the State Bar of Arizona, and having been a resident of the State of Arizona for at least the five 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.

Department and Regional Presiding Judges



Honorable Andrew Klein
Probate and Mental Health Department



Honorable Joseph Kreamer
Northeast Regional Facility



Honorable Paul McMurdie
Family Department



Honorable Colleen McNally
Juvenile Department



Honorable Kathleen Mead
Northwest Regional Facility



Honorable Sam Myers
Criminal Department



Honorable Robert Oberbillig
Southeast Regional Facility



Honorable Barbara Spencer
Presiding Commissioner



Honorable Randall Warner
Civil Department



Honorable Joseph Welty
Associate Presiding Judge



Honorable Christopher Whitten
Tax Department

Court Executive Team



Barbara Broderick
Chief Probation Officer,
Adult Probation Department



Dennis Carpenter
General Counsel



Hugh Gallagher
Deputy Court
Administrator



Phillip Hanley
Finance Director



Diana Hegyi
Deputy Court
Administrator



Bob James
Deputy Court
Administrator



Phil Knox
Deputy Court
Administrator



Eric Meaux
Chief Probation Officer
Juvenile Probation Department



Jayne Pendergast
Chief Information
Officer



Danna Quinn
Human Resources
Director



Karen Westover
Deputy Court
Administrator



Richard Woods
Deputy Court
Administrator

Court Department Administrators



Karen Arra
Media Relations



Candace Atkinson
Jury Operations



Brian Bledsoe
Court Interpreters



Chris Bleuenstein
Criminal Department



Elaina Cano
Probate & Mental
Health Department



Michael Cimino
Adult Probation
Department



Cheri Clark
Family Department



Ken Crenshaw
Electronic Recording



Emelda Dailey
Alternative Dispute
Resolution



Lori Dennison
Court Reporters



Michelle Dunivan
Research and Statistics



Shawn Friend
Law Library Resource
Center



Sean Gibbs
Security



Michaella Heslin
Juvenile Probation
Department



Peter Kiefer
Civil Department



Sara Murillo
Juvenile Probation
Department



Saul Schoon
Adult Probation
Department



Sheila Tickle
Juvenile Department



Teresa Tschupp
Juvenile Probation
Department



Therese Wagner
Adult Probation
Department

Strategic Plan: A 360° View of the Court

The Judicial Branch's Strategic Plan has been thoughtfully developed with input from every angle: judicial officers, staff and the public. It is from these perspectives that the Branch's Mission, Vision and Values emerged.



The 5 Strategic Focus Areas (SFA) were designed to pursue the Mission, Vision and Values, engage the entire Judicial Branch, and ultimately benefit each of the Branch's stakeholders.



JUDGES

Judicial sponsors guide the committees in each of the SFA's to assure that the outcomes from each committee's projects provide a safe, fair and impartial forum for justice.



STAFF

The projects undertaken by the committees for each SFA require the commitment of all Judicial Branch employees to assure implementation after the committees complete their work. Employees will also directly benefit from many of the projects established in the Strategic Project committees.



PUBLIC

As the projects will enhance access to justice, procedural fairness, delivery of services, court operations and governance, the Public will derive benefits from these projects as well.

Regional Courthouses

The Branch's regional courthouses are designed to bring the Branch's services to the people. By the end of 2015, all regional courthouses received significant technology upgrades throughout the buildings, which improved connectivity, allowed for enhanced video conferencing and phone systems, and provided Wi-Fi to court visitors. Thus, by definition, the Branch's regional courthouses embody the spirit of [SFA #1](#), Access to Justice and Delivery of Services. The continual improvements to these services evidences the court's commitment to this ideal, from one end of Maricopa County to the other.

Regional Court Visitors in FY 2016

Southeast: 304,588	Northeast: 268,638	Northwest: 165,708	SE Juvenile: 162,511	Durango: 50,269
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Locations

- Northwest (Surprise)
14264 W. Tierra Buena Lane, Surprise, AZ 85374
- Durango (Phoenix)
3131 W. Durango, Phoenix, AZ 85009
- Downtown (Phoenix)
201 W. Jefferson, Phoenix, AZ 85003
- Northeast (Phoenix)
18380 N. 40th Street, Phoenix, AZ 85032
- Southeast (Mesa)
222 E. Javelina Drive, Mesa, AZ 85210-6234
- Juvenile (Mesa)
1810 S. Lewis, Mesa, AZ 85210-6234



Facts and Stats FY 2016

Over **3,200** employees work in the Judicial Branch in Maricopa County.

There are **69** Judicial Branch facilities throughout Maricopa County, including Superior Courthouses, Justice Courthouses, and Probation Offices.

4.2M

2015 Census for Maricopa County

IN ARIZONA

61% Arizona residents live in Maricopa County

9.2% Growth since 2010 Maricopa County

NOTE WORTHY

35.7%

Growth rate since 2000. Maricopa was among the top 10 fastest growing Counties between 2000-2010.

IN THE UNITED STATES

4 Fourth largest trial court jurisdiction

24 More populated than 24 states' individual populations

Court Operations Departments

Superior Court of Arizona Caseload Activity

Department	Filings	Terminations	Clearance Rate	Trial Rate	Pending
<u>Criminal</u>	47,317	45,577	96%	2%	10,493
<u>Civil</u>	32,212*	30,846*	96%	1%	18,810
<u>Family</u>	63,082	64,274	102%	7%	21,079
<u>Juvenile</u>	22,614	28,108	118%	na	31,167
<u>Probate</u>	6,512	5,214	80%	na	25,089
<u>Mental Health</u>	5,225	4,459	85%	na	4,908
<u>Tax</u>	855	949	111%	2%	690

*Civil post judgment cases are not included.



Criminal Department

In Fiscal Year 2016, the Court's Criminal Department collaborated with other members of the Branch and its justice partners to institute a variety of programs that promote efficient and timely access to justice from start (Risk Assessment), to finish (eSentencing), and beyond (PCR's). These projects exude the Judicial Branch's [SFA #2](#), Procedural Fairness, by using evidence-informed practices to guide decisions and services. These evidence-informed practices simplify work procedures, and assure cases proceed in a timely manner.

Criminal

Risk Assessment in the Initial Appearance Court

The Arnold Foundation's Risk Assessment tool helps judicial officers decide whether to hold a person in jail pending their next hearing or release him or her. The tool is a data-driven, objective assessment of the risks individual defendants pose to public safety.

Settlement Conference on Demand

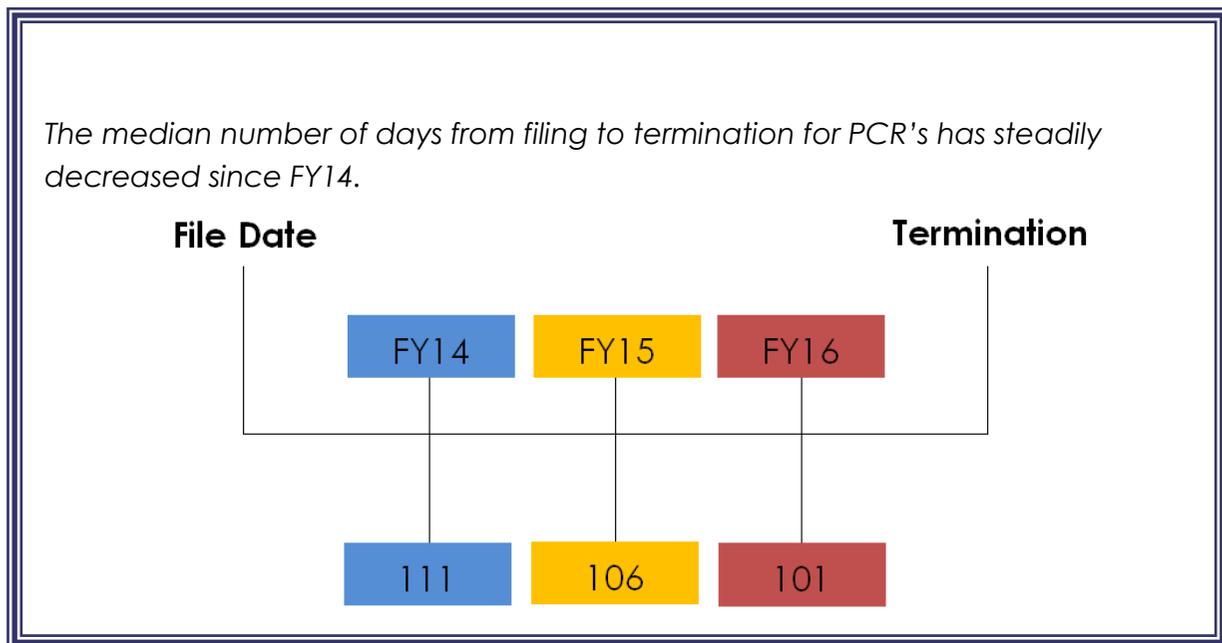
Pursuant to this program, defense attorneys and prosecutors can jointly ask for a settlement conference to be conducted within 48 hours of their request. The Court, together with members of the bar, devised procedures for setting these hearings that benefitted each of the stakeholders.

eSentencing

This fiscal year all Criminal Judicial Officers transitioned to eSentencing. Esentencing provides for the electronic distribution of the presentence report and associated documents. Esentencing also allows defendants to sign documents electronically, thereby eliminating the need that they be printed for signature.

Post Conviction Relief (PCR) Audit

In order to ensure that post-conviction proceedings are processed effectively and efficiently, the Rule 32 Management Unit was created. The Rule 32 Unit has made significant improvements to streamline the processing of PCR petitions.



Civil Department

The Civil Department encompasses Lower Court Appeals and Tax cases in addition to the traditional Civil Court caseload. The department's focus on streamlining and increasing efficiency through caseload management and other programs reduced workloads for judicial officers and staff, allowed for speedier trials and more individualized attention for litigants, and cost savings for the taxpaying public; these efforts contribute to the Judicial Branch's [SFA #2](#), Procedural Fairness.



Commercial Court Pilot Program

The Supreme Court enlisted Maricopa County for a three-year pilot this Fiscal Year. Its purpose is to improve the business community's access to justice, resolve business cases faster, and at lower costs. The Commercial Court had an average of 49 new case filings per month in its inaugural year.

Arbitration Program

Arbitration is designed to lower court costs for litigants in smaller cases and to utilize judicial resources more effectively. Arbitration is mandatory for disputes valued up to \$50,000.

Civil Settlement Conference Program

The highly successful settlement conference program has been instrumental in resolving complex matters. In Fiscal Year 2016, a significant number of civil cases were partially or fully resolved through this program.

Complex Civil Litigation Program

The Complex Civil Litigation program provides intensive case management when complicated legal issues, extensive discovery, and numerous motions and expert witnesses are involved. 50 cases were involved in the complex civil litigation program in Fiscal Year 2016.

Caseload Management

Judicial officers use a variety of best practices to ensure the most efficient use of the Court's resources and to comply with the Arizona Supreme Court's Time Standards.

Arbitration in FY 2016



Lower Court Appeals

Lower Court Appeals (LCA) in the Civil Department handles appeals from 23 Municipal Courts, 26 Justice of the Peace Courts, and various administrative agencies. Lower Court Appeals exemplify [SFA #2](#), Procedural Fairness.

Through effective caseload management, pending LCA cases have decreased by 45% over the last 3 years



Tax Department

The Superior Court's Tax Department has original and exclusive jurisdiction over disputes throughout Arizona. This year the Tax Department collaborated with Court Technology Services to convert forms for Property tax filings to automated smart forms, working toward [SFA #1](#), by delivering quality programs and services to Tax Department customers.

Tax Department handled disputes from 10 Arizona counties in FY 2016

Apache	0	Greenlee	0	Pima	72
Cochise	5	La Paz	1	Pinal	0
Coconino	1	Maricopa	714	Santa Cruz	6
Gila	2	Mohave	11	Yavapai	10
Graham	0	Navajo	0	Yuma	10
				Other/Unknown	23





Family Department

The Family Department supports the community through workshops, specialty courts, technology, and collaboration with a variety of agencies. This multifaceted approach ensures that the Family department provides guidance wherever families need it. Workshops help court users understand what they need to do to comply with orders of the Court, and the development of new workshops and specialty courts are responsive to the needs of those involved in the justice system, exemplifying [SFA #2](#).

Family

Workshops

- A Decree on Demand (DOD) Workshop was added for litigants with questions about the process of proceeding by default. The DOD Workshop has become the most utilized workshop offered.
- The first Child Support Arrest Warrant (CSAW) Workshops were held this year. Almost 550 warrants were quashed, \$21,038.75 in delinquent child support was collected and \$123,162.57 in delinquent child support was waived by agreement of the parties.

Specialty Courts

- Family Assessment Counseling and Treatment (FACT) Court was established, collaborating with community providers for drug testing, counseling, education, and treatment. Participant progress is reported back to the assigned Family Department judge for consideration in determining Legal Decision-Making and Parenting Time.
- Accountability Court and Enforcement Court are specialty courts designed to increase the Child Support paid to families. Accountability Court is for obligors who are found unable to pay and provides an array of social services to assist in overcoming the barriers to paying support. Enforcement Court is for obligors who are able but unwilling to pay, and enforces orders through contempt proceedings.

Collaboration

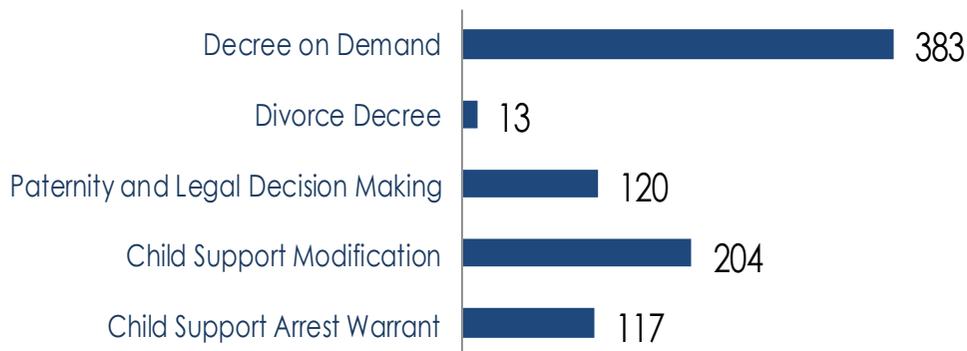
- Community agencies are an integral part of CSAW workshops, FACT, and the Veteran's StandDown, and provide ongoing employment and other social services.

Technology

- Video hearings for Ex Parte Orders of Protection were expanded to all Superior Court locations, allowing the litigant and the judicial officer to be in different courthouses, thus increasing flexibility and the capacity to conduct these hearings in a timelier manner.
- Statutory Parent Information Program curriculum was converted to a series of videos to ensure all parents receive accurate and consistent information regarding Family cases.



The Family Department's newest workshop for Decrees on Demand is their most attended.





Juvenile Department

The Juvenile Department initiatives impacted the public as parties in cases, and promoted volunteerism. Efforts undertaken to help with the growing caseload assisted judicial officers, staff, families and the community. This year the Juvenile Department particularly made strides consistent with [SFA #1](#) and [SFA #2](#), by providing access to justice and procedural fairness through community coordinators and juvenile court guides who make court procedures more understandable, treat court participants with dignity and respect, and use evidence-informed practices to guide decisions and services.

Juvenile



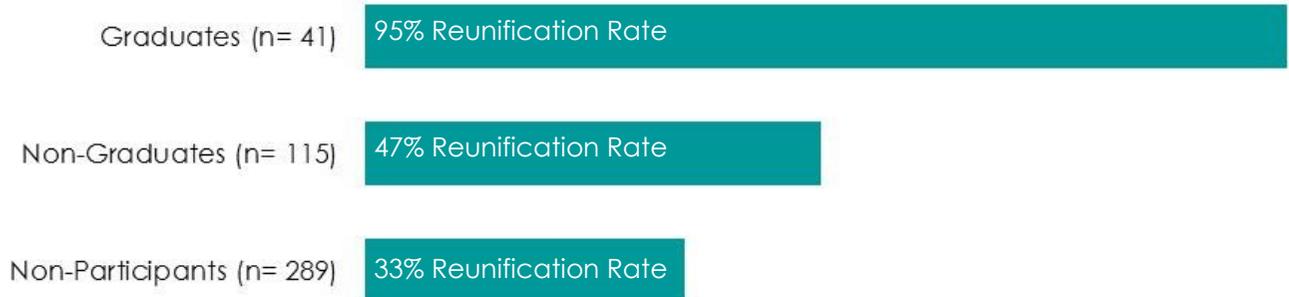
- 😊 Community Coordinators assisted with cases involving **501** children.
- 😊 Juvenile Department Guides assisted **5,394** adults seeking guardianship of children.
- 😊 CASA Volunteers donated **32,342** hours to children involved with Dependency cases, equivalent to one person working 24 hours a day for almost 4 years.
- 😊 **275** children had their adoption finalized at National Adoption Day 2015.

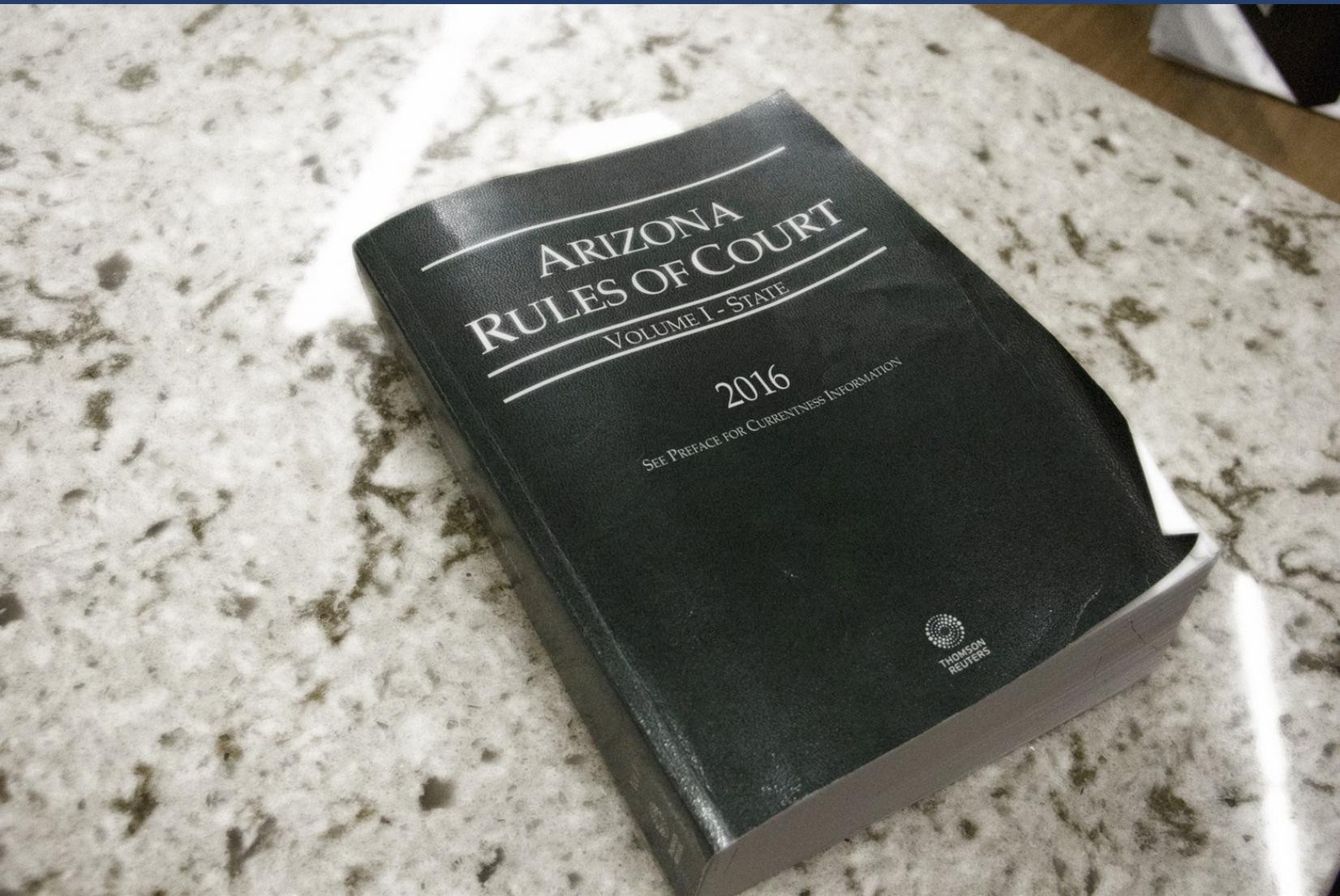
 Adoption Day

Dependency Treatment Court (DTC)

To date, parents who graduated from the DTC program reunified with their children at a rate nearly three times higher than parents who did not participate in the program. Further, and just as remarkably, parents who participated in the program but did not achieve graduation also increased their rate of reunification as compared to parents who declined to participate in the program.

Of the 454 parents referred to DTC, graduates had a substantially higher rate of reunification.





Probate and Mental Health Department

The Probate and Mental Health Department is known as the community's court because it brings together members from all over the community to make the courts accessible and approachable for all. This year's initiatives in Probate and Mental Health demonstrate contributions to [SFA 1, 2, and 3](#). The department is providing access to justice through self-help tools and a variety of channels. The department is also improving the efficiency of operations by soliciting feedback from the public and collaborating with justice partners and volunteers. The Probate and Mental Health Department is also supporting a competent and engaged workforce through staff and judicial education.

Probate and Mental Health

Probate initiatives for 2016 have focused on educating the community:



Access to Justice

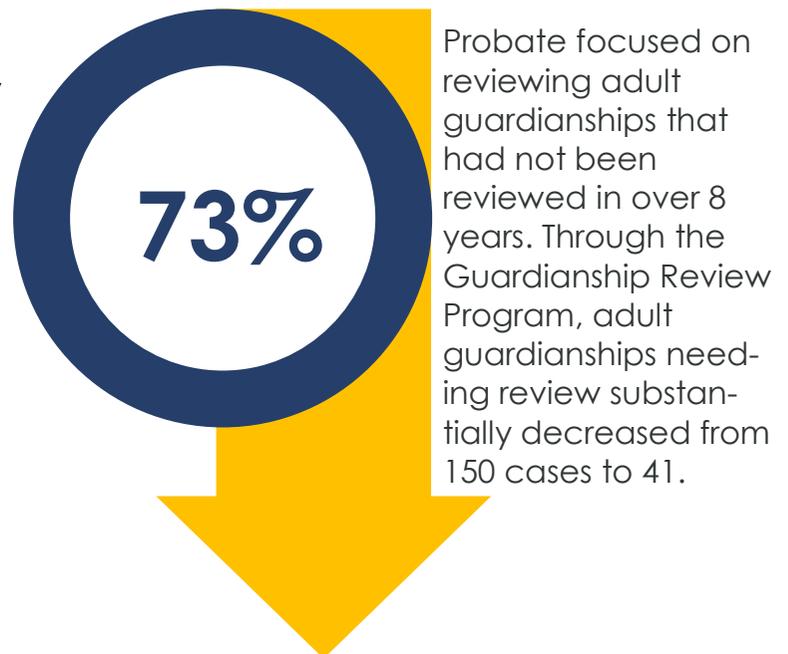
- Provided the public with written, online, and video self-helps tools.
- Collaborated with Court Technology Services to design an online portal to direct online customers to the most appropriate form of assistance.

Maintain Public Trust

- Solicited feedback and institutionalized lines of communication with the public and justice system partners to improve Judicial Branch performance.
- Enhanced public outreach and accountability through the volunteer Guardian Review Program.

Modernize Management and Administration

- Provided training opportunities for judicial officers and personnel to address unique, contemporary challenges.
- Collaborated with community hospitals to provide courtrooms in hospital facilities to reduce the cost, time, and logistics involved with transporting patients for Mental Health hearings.



Adult Probation Department

The Adult Probation Department's mission is to enhance the safety and well-being of our neighborhoods. With 1,163 employees, and through collaboration with the Maricopa County Smart Justice Initiatives, the Department focuses on five strategic goals that each emphasize Crime Reduction. In the process, the Adult Probation Department helps the Judicial Branch succeed in [SFA #2](#), Procedural Fairness, by treating probationers, employees and community members with dignity and respect, while affording them the opportunity to be heard.

Reentry

The initial return to the community is a critical time that involves risks for the reentering individual and for public safety.

- 12,000+ in Arizona Department of Corrections will have probation in Maricopa County following release.
- 60% increase since 2009 in individuals beginning probation after serving a prison sentence.
- Adult Probation receives approximately 250 prison releases monthly.

Obstacles faced by probationers include housing, employment, transportation, technology, identification, mental health and/or substance abuse issues, chronic illnesses and communicable diseases, and the stigma of a felony. To ease the challenges and ensure a high level of supervision for this higher-risk population, the reentry program:

- Contacted offenders in the prison prior to their release.
- Provided specialized supervision during the initial reentry period.
- Made efforts to re-engage individuals who fail to report.

As a result

- Failure to report following release from prison has dropped from 23% in 2010 when the program started, to 2% in Fiscal Year 2016.
- The number of petitions to revoke that were filed and the number of new felony charges filed also dropped.



25,118

Monthly Average Caseload



15,013

Presentence Investigations



443,009

Community Service Hours



28K

Collections

Crime Reduction Goals for FY2016	Outcomes
Maintain the rate of successful completions from probation at 70% or higher	76%
Reduce the number of probationers committed to the Department of Corrections to 25% or lower	22%
Reduce the number of probationers convicted of a new felony offense to 8% or lower	7%



Juvenile Probation Department

The Juvenile Probation Department's mission is to "Promote public safety through positive change." The Juvenile Probation Department seeks to reach the **right youth**, at the **right time**, with the **right response**. To accomplish this goal Juvenile Probation offers youth 360°s of guidance, for whatever their circumstances may be. These efforts touch on many [Strategic Focus Areas](#), but particularly #2, Procedural Fairness, as each youth and their situation are treated with dignity and respect, and are afforded the opportunity to be heard through evidence-informed practices.

COLLABORATING AND COORDINATING WITH OTHERS

 **Crossover Youth Practice Model (CYPM)**
In FY 2016, 27% of all referrals were identified as having a history of child welfare (DCS) involvement. In the last quarter of FY2016, 30 youth were screened and diverted from the dependency system through increased utilization of community outpatient services, resulting in 10 out-of-home placements without dependency court involvement.

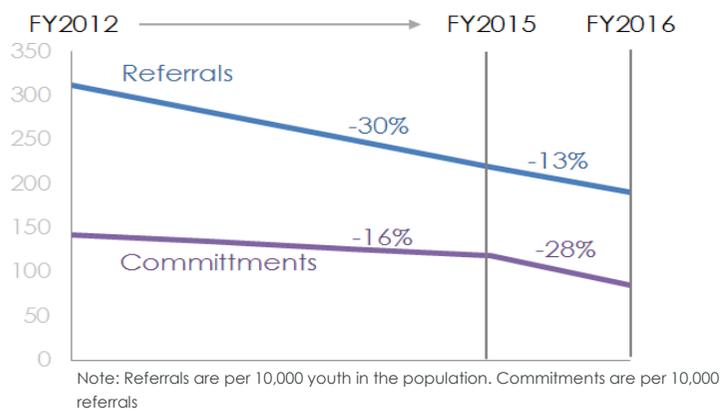
 **Youth Education Engagement Services**
232 high-risk youth were connected to educational support and engagement services.

 **Parent-to-parent supports**
25 youth and families have been supported and engaged through the [Family Involvement Center](#).

PROCESS IMPROVEMENTS

- **Domestic violence (DV) caseloads**
391 new DV cases were diverted to two specialized caseloads targeting identified needs of timelier case processing to reduce recidivism in this population.
- **Partners in Parenting**
136 youth were served through the new evidence-based program.
- **Expedited referral review for delinquent youth**
In collaboration with the County Attorney, case processing was improved to increase accountability and align with youth's need for immediate feedback. The average number of days from referral to first court appearance in delinquency cases is now 20 days compared to 68 days in 2015.
- **Training for evidence-based practices**
Over 250 staff and system partners were trained in core competencies to advance evidenced-based practices.
- **Voluntary Call In Warrant Process**
Reductions in secure detention resulted in 80% of youth processed appearing in court without a law enforcement arrest and interim placement in secure detention. As a result of the protocol shift, an estimated 678 hours of officer street time were saved in FY 2016 in addition to substantial detention and court processing costs.
- **NaphCare**
An Electronic Health record was developed improving services and safety by connecting over 73,000 annual medical encounters, and allowing real-time sharing between medical, behavioral health, food services, security, laboratory testing, and pharmacy.
- **In-house food program**
166,842 healthy meals were provided to youth. Collaboration between medical and food services introduced new food options.

Despite a growing youth population, the number of youth referred and commitments to the highest level of secure care continue to decline.



Problem Solving Courts

Departments	Programs in FY 2016	2,788 Participants	Target Population
Criminal	Drug Court 712		Targets medium-high to high criminogenic risk, non-violent, offenders convicted of drug possession or use, or crimes motivated by drug use.
	DUI Court 232		Targets medium-high to high criminogenic risk offenders convicted of felony DUI offense.
	Juvenile Transferred Offender Program 732		Targets youth offenders under the age of 21, that are high risk and need-based according to the Offender Screening Tool.
	Domestic Violence Court 181		Targets offenders on a specialized domestic violence probation caseload that includes enhanced supervision, victim outreach, offender accountability and batterer intervention programming.
Probate / Mental Health	Comprehensive Mental Health Court 245		Targets offenders diagnosed with traumatic brain injury or an Axis 1 mental illness.
	Veterans Court 111		Targets offenders with medium-high to high criminogenic risk that previously served in the U.S. Military for at least 24 consecutive months.
Juvenile	Family Treatment Court 297		Targets dependency cases with substance involved parent(s) of children under the age of three.
Lower Jurisdiction Courts	Regional Homeless Court 278		Targets homeless individuals whose past homeless status contributed to their unresolved pending misdemeanor matters.

Court Support Services





Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) streamlines processes across the court, provides swifter case resolution for parties, and engages dedicated volunteers in the community to settle disputes. ADR collaborated with Court Technology Services this year to improve the scheduling process. ADR's interaction with so many Judicial Branch stakeholders results in many accomplishments under [SFA #2](#) by affording those involved in the justice system a timely opportunity to be heard. Collaborating with justice system partners like the ASU Lodestar externship program also improves services and enhances operations.

Alternative Dispute Resolution

This year, ADR collaborated with ASU Lodestar Mediation Clinic and court administration's externship program. This effort included coordinated settlement conference observations for 15 ASU Law students.

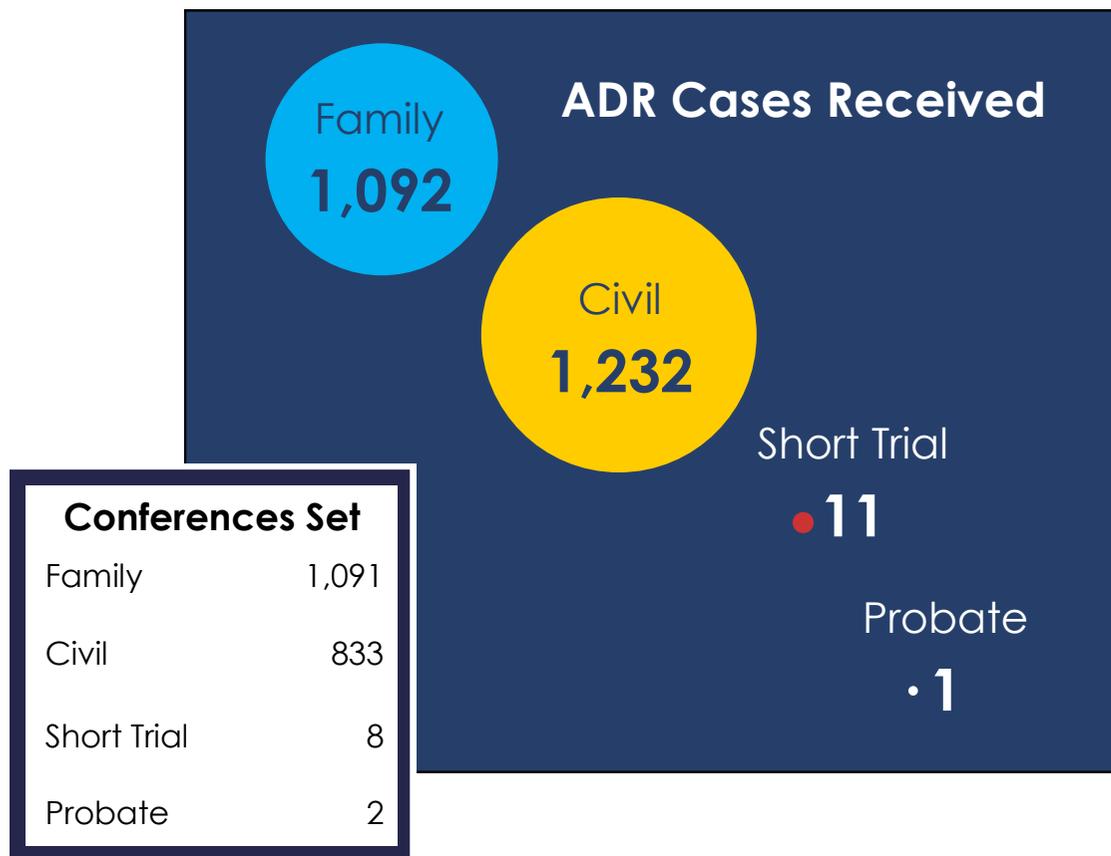
Thank you Judge Pro Tempores!

In FY 2016:

- ⌚ The majority of JPT's (61%) completed between 2 and 5 settlement conferences.
- ⌚ 8% of JPT's heard 10 or more settlement conferences.
- ⌚ The average amount of time JPTs volunteered was 12 hours. **JPTs who conducted 10 or more settlement conferences in FY 2016 averaged 35 volunteer hours!**



*Civil refers the most cases to ADR,
but Family Court sets the most conferences*



Courtroom Services Departments

Courtroom Services Departments provide a wide array of services Branch-wide, benefitting judicial officers, Branch staff, and the general public. Courtroom Services exemplifies the Judicial Branch's 360° pursuit of justice by providing services to the Superior Court, Justice of the Peace Courts, and Municipal Courts.

Court Interpreters & Translation Services



CITS VIDEO

- Increased courtroom capacity for and use of Remote Interpreter technology for Lesser Used Language (LUL) to reduce costs and delays.
- Expanded recruitment efforts through an intern program, online video interviews, and onsite recruitment at language schools.



JURY SUMMONS

Jury Department

- Reduced number of summons sent for Superior Court and Justice Courts by almost 50,000.
- Created guidelines to accept electronic signatures for replying to a summons online.
- Expanded the use of post card summoning to Municipal Court customers.
- Conducted a jury staff retreat with training and team building exercises.

Summons Sent

Lengthy Trial Fund

Jury Department	}	FY16	586 K	FY16	487 K
		FY15	653 K	FY15	448 K



The Courtroom Services Departments initiatives reach toward several [Strategic Focus Areas](#). Court Interpreters use technology to enhance access to justice for non-English speaking customers. The Jury Department also uses technology to enhance its ability to summons and process jurors. Court Reporters and Electronic Recording Services simplify court procedures and streamline work processes.

Court Reporters



- Implemented new governance structure by creating Lead positions, teams of reporters, and subject-specific committees.
- Implemented new scheduling processes to improve dependability for judicial assignments.
- Developed procedures and provided network storage space for reporter notes.



Electronic Recording Services

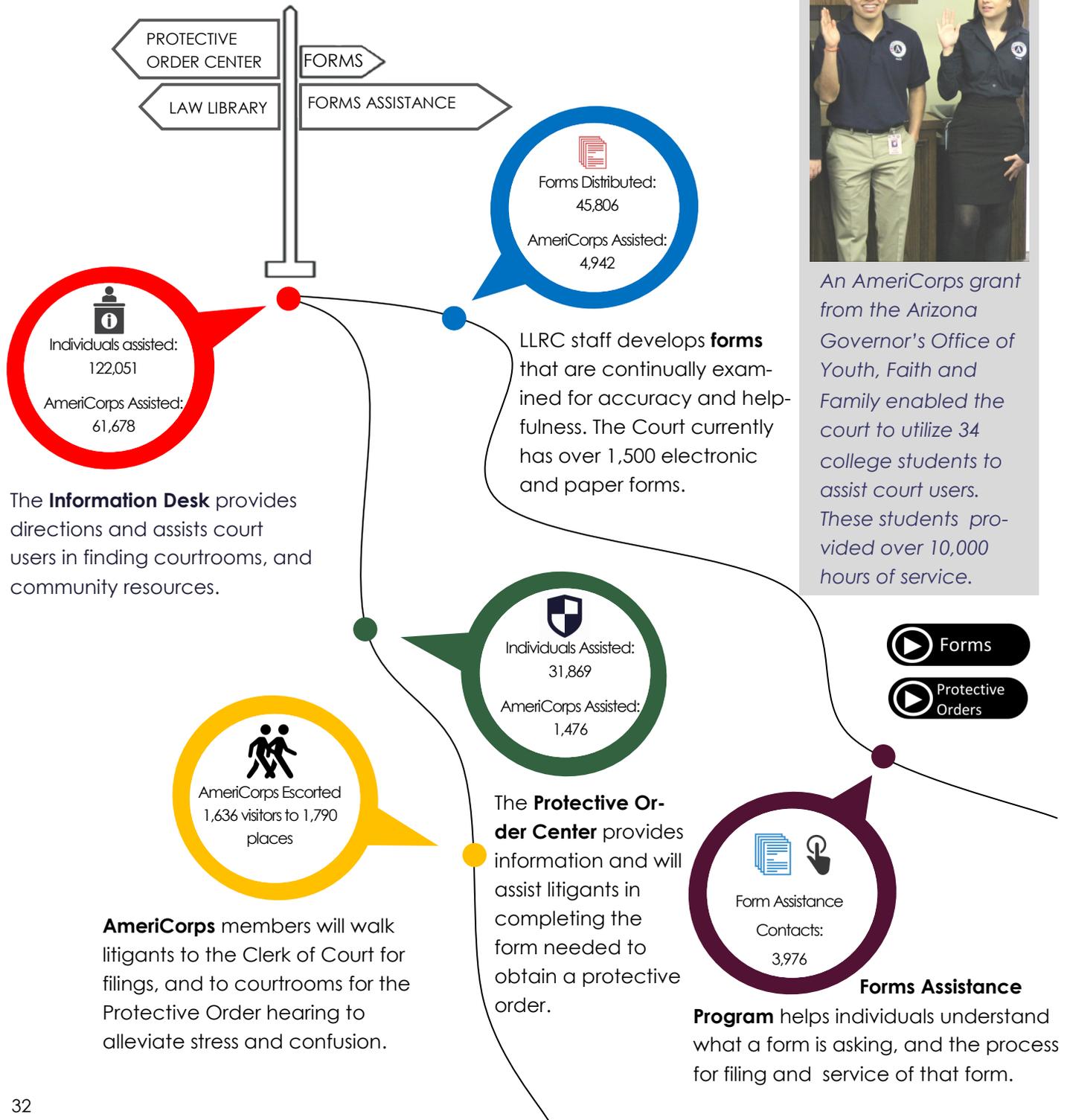
- Coordinated technology upgrades in 30 courtrooms; every Superior Court Courtroom now has a digital recording system, and 3 additional courtrooms have Remote Interpreter capabilities.
- Directed technology installation for newly renovated courtrooms in the East Court Building.

See [Appendix E](#) for more information. 

	Contractor Expenses		FY16 Spanish Interpretation Matters
Court Interpreter & Translation Services	ASL	\$135 K	FY16
	LUL	\$613 K	
	Spanish	\$1.2 M	FY15
			41.8 K
			44.6 K

Law Library Resource Center

The primary function of the Law Library Resource Center (LLRC) is to provide information to self-represented litigants regarding how to start and process a case. The LLRC also helps people find courtrooms and other resources, a cornerstone of [SFA #1](#). While the LLRC's focus is on members of the public, these services help courtrooms run efficiently, which ultimately saves the Court time and money.



An AmeriCorps grant from the Arizona Governor's Office of Youth, Faith and Family enabled the court to utilize 34 college students to assist court users. These students provided over 10,000 hours of service.

Media Relations Department

The Media Relations Department communicates to and from every direction. The media department is responsible for translating court affairs to the public through social media and news organizations, as well as fielding inquiries from the public. Internally, the media department keeps Judicial Branch employees apprised of activities at all levels of the judiciary, from the monthly newsletter to Administrative Orders that are posted. These efforts especially support [SFA #5](#) by maintaining open lines of communication with the public and Judicial Branch employees, educating the public about Judicial Branch accomplishments, and collaborating with schools to provide student visitors.

2,978 Likes



220 Posts

10k Followers



943 Posts

164,228 Views



266 Subscribers

2,468

News releases, articles,
flashes, and clips



820

Student visitors



473

Cameras in the courtroom





Human Resources Department

The Judicial Branch Human Resources Department recruits, trains, and supports employees who will advance the Branch's values in providing justice with fairness, respect, integrity, innovation, and safety. Each and every day the Human Resources Department strives to fulfill the goals of [SFA #3](#), by seeking to develop a competent and engaged workforce.

Human Resources

In June 2016, a Pay for Performance plan was implemented that resulted in 2,330 employees receiving a pay increase.

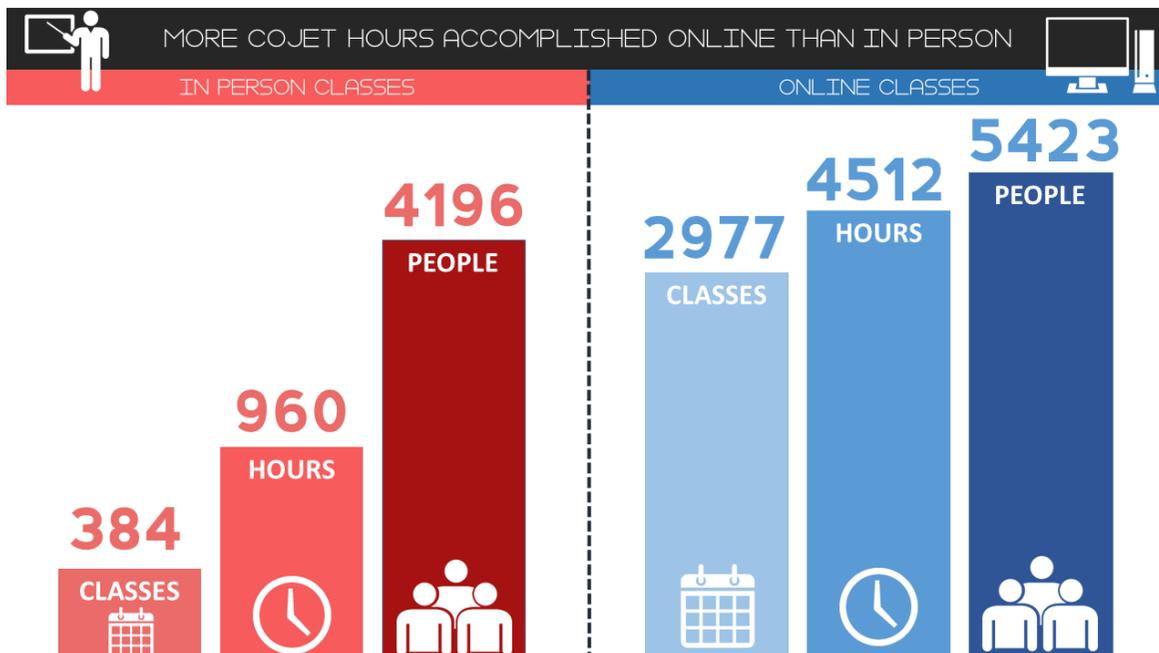
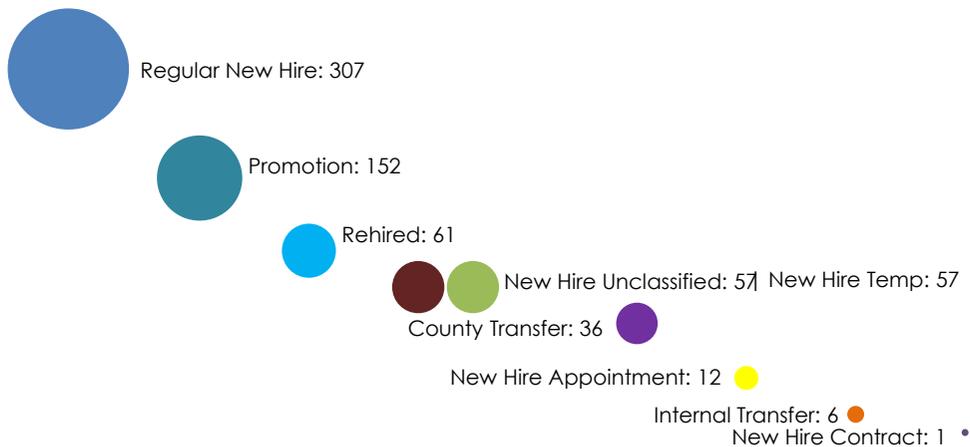
Recommendations of the Employee Satisfaction Survey (ESS) Alternative Work Schedules Committee were finalized and submitted for consideration of a 2017 implementation. The work of a second ESS Committee, the Bilingual Pay Committee, has a phased implementation plan targeted in FY2017.

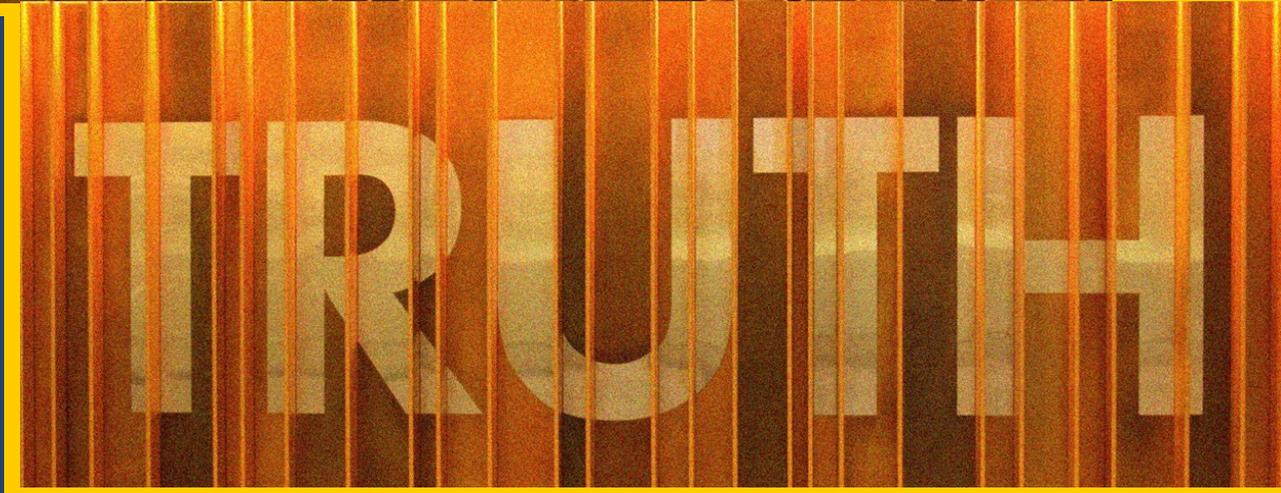
44% of Judicial Branch Employees are in Superior Court



Judicial Branch Employees: 3,248

Regular New Hires are the most frequent hiring type across the Judicial Branch





Finance Department

The Judicial Branch Finance Department has a unique role in ensuring justice. Money is the common thread that runs throughout each and every department, as personnel, technology, facilities and programs require money. Balancing competing needs for progress, innovation and fiduciary responsibility requires the Finance Department to utilize a 360° approach. The Finance Department achieves [SFA #5](#) by developing Branch-wide budget and funding strategies and using budgetary resources independently to meet the needs of the Judicial Branch.

Finance

86.7% Expenses are from the General Fund

Superior Court Expenditures (FY 2016 Budget \$100.3 M)		Amount	Percent of Total
General		\$ 84,092,540	86.7%
Superior Court Special Revenue		\$ 4,578,865	4.7%
Superior Court Grants		\$ 2,715,512	2.8%
Superior Court Fill The Gap		\$ 2,108,328	2.2%
Conciliation Court Fees		\$ 1,372,000	1.4%
Expedited Child Support		\$ 600,000	0.6%
Other		\$ 1,530,754	1.6%
Law Library	455,594		
Judicial Enhancement	403,560		
Probate Fees	392,000		
Domestic Relations Mediation Education	180,600		
Spousal Maintenance Enforcement Enhancement	99,000		
Total		\$ 96,997,999	100%

Adult Probation Department Expenditures (FY 2016 Budget \$97.6 M)		Amount	Percent of Total
General		\$ 47,994,265	50.1%
Detention Operations		\$ 33,044,917	34.5%
Adult Probation Fees		\$ 12,236,760	12.8%
Adult Probation Grants		\$ 2,553,772	2.7%
Total		\$ 95,829,714	100%

Juvenile Probation Department Expenditures (FY 2016 Budget \$57.2)		Amount	Percent of Total
Detention Operations		\$ 32,700,700	59.0%
General		\$ 16,679,598	30.1%
Juvenile Probation Grants		\$ 3,385,692	6.1%
Juvenile Probation Special Fee		\$ 2,489,773	4.5%
Juvenile Probation Diversion		\$ 204,375	0.4%
Juvenile Restitution		\$ 3,999	0.0%
Total		\$ 55,464,136	100%

Note: Budgets are operational and do not include nonrecurring budget items.



Court Technology Services

Court Technology Services (CTS) touches every interaction with the court - the true meaning of 360°. CTS is at times both the means and the ends to providing justice. It helps the Judicial Branch accomplish [SFA #1](#) by making the court accessible to all, [SFA #2](#) assisting with an effective case management system, and [SFA #4](#) providing the technological infrastructure needed to excel. As technology continually progresses, so too does CTS, as evidenced by their many accomplishments in Fiscal Year 2016.



Software Projects

- ezCourt Forms Service Module to PDF upgrade
- HR Reports & PAF to PDF upgrade
- User managed Commissioner Biographies upgrade



Infrastructure projects

- Replaced 1400 PC's
- Replaced 80 printers
- Internet Explorer 11 tested across all domains and pushed out to all machines
- Upgraded network at 35 locations to provide speed, stability, and increased security
- EDMS upgrade project
- Upgraded scanning machines and computers at all 26 Justice court locations
- Move the EDMS to OET hosted servers
- Upgraded OnBase application used to run and manage the EDMS system
- Rule 11 Pilot – provided technical support for the Mesa and Glendale locations.
- Implemented Video Arraignment Court technology for Maricopa County Justice Courts
- Implemented electronic health records management system, NaphCare for Juvenile Clinics
- Upgraded Remote Courtroom Interpreter equipment
- Delivered, set up and broke down all computer equipment needed, and provided on-site technical support for Veteran's StandDown event



Veteran's StandDown



Programs

- Automated fingerprint update in iCIS from MSCO
- Provided technological component of pretrial risk assessment tool in iCIS for APD

Juvenile

- Increased functionality of eCalendar
- Created Cradle to Crayons flag
- Installed monitors in juvenile court location lobbies to display hearing locations
- Upgraded Juvenile Collections program for new collections vendor
- Adjusted the juvenile case assignments algorithms to accommodate caseloads
- Installed a co-operated database, Nutrikids, across DUR and SEF to manage and create new dishes to serve Juveniles

Family Court

- Auto-calendar system for conciliation
- Referrals
- ADR Integration
- In Process Temporary Orders

Criminal

- New auto-calendar system
- Enhanced program for automated delivery of petition to revoke probation documents from Adult Probation to Judicial Officers
- eSentencing in iCISng

Civil

- Provided CMS programming necessary for the Commercial Court project in the Civil Court Department



Facilities

The Court Facilities Department services 69 Judicial Branch facilities scattered throughout Maricopa County. In doing so, Facilities supports [SFA #4](#), by providing physical access to justice: having locations close to where people live, outfitting these buildings with appropriate signage, ensuring ADA compliance, and providing adequate infrastructure to maintain and improve performance.

In 2014, the Superior Court Master plan predicted a 23% population increase by 2024, resulting in the Superior Court needing 33 additional courtrooms. The southwest valley is projected to be the fastest growing area needing court services and programs.

The initial steps of the Court Master plan were completed in Fiscal Year 2016 with 8 refurbished courtrooms coming online in the East Court Building. In the southwest valley, construction began in Avondale to house 4 Justice of the Peace Courts, and an Adult Probation office. Preparations for a 72-Hour Intake/Transfer/Release facility in Durango were also completed, which will house 4 Superior Court Initial Appearance courtrooms and a large jail complex.

In Fiscal Year 2016, the Court Facilities Department was responsible for moving approximately 250 Court employees, including 30 judicial divisions as a result of the annual rotations, department relocations, and construction-related moves.

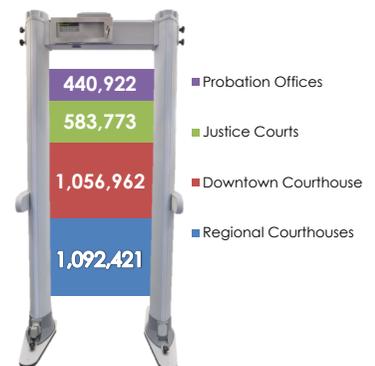
Security

Judicial Branch Security provides services for all court facilities, protecting every litigant, attorney, employee and judicial officer entering our buildings. Protecting every angle of the Judicial Branch helps achieve [SFA #4](#), by continually improving the safety and security at Judicial Branch locations, and enhancing emergency preparedness.



- Badges Issued: 3,935
- Exercise evacuation drills conducted: 85
- Judicial threats processed: 51
- Physical security assessments conducted: 37
- Appointed an Emergency Management Specialist

Regional Courthouses screened the most visitors in FY16



27,211 prohibited items were detected in FY16.



Awards



Unearthing Community Connection, NACo

The Adult Probation Department and the Garfield Neighborhood Organization started a community garden in 2012 at the Garfield Probation Center to beautify the area and assist community residents, making a positive impact on the probation center and the neighborhood.

Building Sustainable Leadership: The Supervisor Leadership Academy, NACo

The Executive Team of the Adult Probation Department developed a Supervisor Leadership Academy grounded in leadership principles in a learning organization. Nine Academies have been conducted with 162 graduates from across the Court and Arizona.

Adult Probation & Arizona State University Collaborative to Combat Sex Trafficking, NACo

Adult Probation (APD) and the Arizona State University Office of Sex Trafficking Intervention Research partnered to train, research and develop practical tools for the field. After receiving training, officers participated in a study to determine the prevalence of sex trafficking in the APD population, and develop a training publication for probation officers.

Plarn Project, NACo

The Plarn Project provides disabled probationers a way to complete court-ordered community restitution hours. Plastic grocery bags are cut into plastic 'yarn-plarn', and crocheted into large mats for the homeless. The Plarn Project saved roughly 82,000 plastic bags from landfills in 2015, and over 200 probationers completed approximately 2,300 hours of community restitution.

Trauma Informed Court Practices - Use of Restraints Reduction in Juvenile Court, NACo

Automatic shackling conflicts with constitutional presumptions of innocence, runs counter to rehabilitative ideals of the Court, damages youth-adult relationships, and humiliates and stigmatizes. In the last 2 years over 4,600 detained youth attended their court appearance without mechanical restraints and without major incident.

Voluntary Call-In Warrant Process (VCWP), NACo

The VCWP has scheduled nearly 300 youth for a warrant hearing without the need for secure care, with a nearly 90% appearance rate. This program significantly improved law enforcement time, detention processing activities, and court processes compared to traditional methods.

William W. Treat Award, National College of Probate Judges- Probate Court Presiding Judge Andrew Klein

Judge Klein was honored for making a difference in the community through the implementation of a highly successful arbitration and mediation program. Under his leadership, the Probate Department is changing the culture and attorneys are looking to mediate cases earlier than ever before. This saves litigation fees, keeping money in the estates, and can help repair family relationships.

Lifetime Achievement Award for Family Law, State Bar of Arizona - Judge Bruce Cohen

Judge Cohen received the award at the State Bar Convention. The award recognizes one recipient who has made significant contributions to the field of Family Law in the State of Arizona.

James A Walsh Outstanding Jurist Award, State Bar of Arizona - Probate Department Presiding Judge Andrew Klein

Presented to the judge whose career exemplifies the highest standards of judicial conduct for integrity and independence; who is knowledgeable of the law and faithful to it; who is unswayed by partisan interests, public clamor or fear of criticism; who is patient, dignified and courteous to all who appear before him; and who endeavors to improve the administration of justice and public understanding of, and respect for, the role of law in our society.

Michael D. Ryan Award for Judicial Excellence— State Bar of Arizona - Judge Crane McClennen

Presented to a judicial officer who demonstrates a dedication and commitment to improving the justice system. The recipient should have high ideals, personal character, and judicial competence. Furthermore, recipients are distinguished by projects for improvements, innovation, or an ability to effectively handle complex cases.



Disclaimer

The data used for this Annual Report was taken from data entered into the Court's case management system, the integrated Court Information System (iCIS). 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 D detail the filings, terminations and clearance rates for 5 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, 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. The *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.

Terminology

The definitions below describe the types of cases included in each category, found throughout the Appendix.

Dependency-- A juvenile court case type wherein the child is in need of proper and effective parental care and control and has no parent or guardian, or the parent or guardian is not willing to exercise or is incapable of exercising care and control.

Delinquency Citation-- A citation, or ticket received by a youth for an incorrigible act, like truancy, being a runaway, refusing to obey a parent or guardian, violating curfew or smoking cigarettes.

Delinquency VOP-- A petition filed with juvenile court for a youth who has violated probation.

ICWA-- a child eligible for protections through the Indian Child Welfare Act.

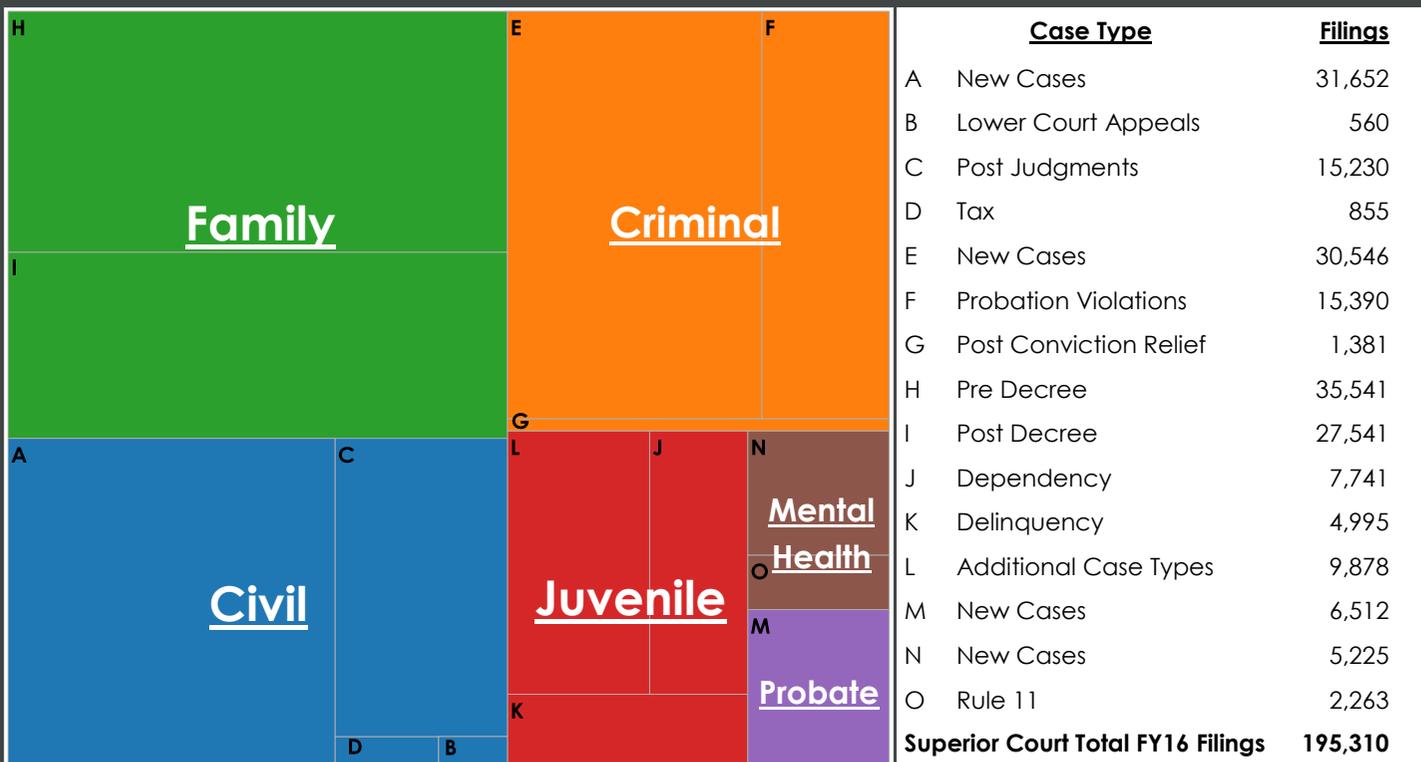
Injunctions Against Harassment-- A civil court order intended to prevent a person from contacting you, regardless of your relationship to that person.

Rule 11-- Hearings to determine the defendant's mental competency to stand trial and criminal responsibility.

Limited Jurisdiction-- Justice of the Peace Courts and Municipal Courts.

Appendices

Total Filings: 195,310



*Juvenile filings are a count of children, not cases.

Appendix A

Criminal Department

	<u>Filings</u>	<u>Terminations</u>	<u>Clearance Rate</u>	<u>Ending Pending as of 6-30-2016</u>	<u>FY15-FY16 Filings % Change</u>
Criminal Cases	30,546	28,779	94%	10,493	-3%
Person - Homicide	238	186	78%	407	25%
Person - Sex Offenses	522	513	98%	564	-13%
Person - Kidnapping	374	306	82%	275	9%
Person - Robbery	554	581	105%	261	-12%
Person - Aggravated Assault	2,333	2,226	95%	964	-6%
Person - Other Assaults	435	660	152%	165	42%
Property - Burglary	1,107	1,072	97%	458	-19%
Property - Auto Theft	779	673	86%	306	8%
Property - Other	3,814	3,598	94%	1534	1%
Drug - Possession/Paraphernalia	14,691	13,159	90%	2864	10%
Drug - Sales/Other	1,573	1,350	86%	1066	-32%
Weapons	747	794	106%	327	-20%
Public Order	401	501	125%	143	-34%
Motor Vehicle - DWI / DUI	1,458	1,452	100%	603	-23%
Motor Vehicle - Serious Violations	45	40	89%	22	36%
Motor Vehicle - Other	169	166	98%	59	-35%
Other Felony / Unclassified	1,289	1,456	113%	472	-17%
Misdemeanor	17	46	271%	3	-71%
Post-Conviction Relief Petitions	1,381	1,408	102%	NA	8%
Probation Violation Petitions	15,390	15,390	100%	NA	4%

Appendix B

Civil Department

	<u>Filings</u>	<u>Terminations</u>	<u>Clearance Rate</u>	<u>Ending Pending as of 6-30-2016</u>	<u>FY15-FY16 Filings % Change</u>
Civil Court	47,442	30,846	65%	19,007	-8%
New Filings	31,652	30,322	96%	18,811	-7%
Tort Non-Motor Vehicle	5,056	4,887	97%	4,221	5%
Tort Motor Vehicle	1,493	1,574	105%	2,135	-7%
Medical Malpractice	302	257	85%	464	4%
Contract	8,639	8,814	102%	6,743	-2%
Tax	3	1	33%	3	0%
Eminent Domain	86	65	76%	98	19%
Unclassified Civil	16,073	14,724	92%	5,147	-12%
Lower Court Appeals*	560	524	94%	197	-9%
Post Judgement Filings	15,230	N/A	N/A	NA	-11%
Garnishment	13,636	N/A	N/A	N/A	-11%
Judgment Debtor Exams	1,160	N/A	N/A	N/A	-11%
Supplemental Proceedings	434	N/A	N/A	N/A	2%
Injunction Against Harassment	460	N/A	N/A	N/A	-9%
Arbitration	8,985	9,159	102%	NA	-1%
Tax	855	949	111%	690	11%
Cases of Record	638	740	116%	614	15%
Property	247	377	153%	362	6%
Other	391	363	93%	280	77%
Small Claims	217	209	96%	48	-4%
Property	217	207	95%	48	-5%
Other	-	2	0%	0	100%

* Includes Criminal Traffic LCA

Appendix C

Family, Probate and Mental Health

	<u>Filings</u>	<u>Terminations</u>	<u>Clearance Rate</u>	<u>Ending Pending as of 6-30-2016</u>	<u>FY15-FY16 Filings % Change</u>
Family Court	63,082	64,274	102%	21,079	-1%
Dissolution	18,408	18,665	101%	8,408	1%
Other Cases	17,133	16,990	99%	3,702	-1%
Subsequent Filings	27,541	28,619	104%	8,969	-1%
Probate Court	6,512	5,214	80%	25,089	7%
Estate Probates and Trust Administrations	4,279	3,535	83%	6,556	8%
Guardianships and Conservatorships	2,165	1,624	75%	18,505	4%
Adult Adoptions	68	55	81%	28	48%
Mental Health	5,225	4,459	85%	4,908	19%
Rule 11 Filings	2,263	N/A	N/A		-8%
Limited Jurisdiction	356	N/A	N/A		14%
Superior Court	1,907	N/A	N/A		-12%

Appendix D

Juvenile Department

			Clearance	Ending Pending as of 6-30-2016	FY15-FY16 Filings % Change
Juvenile - Petitions and Citations	Filings	Terminations	Rate		
Petitions	18,884	22,191	118%	12,302	-2%
Delinquency	4,107	4,058	99%	1,840	-13%
Delinquency -Citations	213	221	104%	66	-27%
Delinquency-Violations of Probation	1,181	1,176	100%	347	-8%
Dependency	4,538	5,545	122%	7,557	1%
Guardianship	2,649	2,500	94%	762	1%
Adoption	2,357	2,148	91%	736	15%
Adoption Certifications	1,191	1,099	92%	443	2%
Severance	953	915	96%	526	-1%
Severance (including motions) ¹	1,641	4,484	273%	-	5%
Emancipation	25	18	72%	9	92%
Injunctions Against Harrassment	29	25	86%	12	-53%
Relinquishments	-	1	0%	3	0%
ICWA Relinquishments	-	3	0%	1	0%
Juvenile - Children Counts	22,614	28,108	118%	17,669	-3%
Delinquency	3,696	3,705	100%	1,461	-14%
Delinquency-Citations	203	223	110%	48	-23%
Delinquency-Violations of Probation	1,096	1,069	98%	298	-8%
Dependency	7,741	9,714	125%	12,642	2%
Guardianship	3,729	3,583	96%	1,038	-0.2%
Adoption	3,263	2,960	91%	996	17%
Adoption Certifications	1,191	1,099	92%	443	2%
Severance	1,641	1,226	75%	718	-1%
Emancipation	25	18	72%	9	92%
Injunctions Against Harassment	29	25	86%	12	-53%
Relinquishments	-	1	0%	3	0%
ICWA Relinquishments	-	3	0%	1	0%
Existing Guardianships	13,498	N/A	N/A	-	5%
Severance (including motions)	1,266	4,484	354%	-	5%

Appendix E

Courtroom Services Departments

Courtroom Services Data	FY15 Totals	FY16 Totals	FY15-FY16 Filings % Change
Summoned Jurors	653,154	586,425	-10%
Superior Court	472,769	431,544	-9%
City Court	107,166	106,737	0%
Justice Courts	70,054	45,361	-35%
County Grand Jury	2,565	2,482	-3%
State Grand Jury	600	301	-50%
Juror Pay	3,624,261	3,508,426	-3%
Juror Pay	876,084	858,108	-2%
Juror Mileage	2,300,000	2,163,599	-6%
Lengthy Trial Fund	448,177	486,551	9%
Misc. Fees	-	168	100%
Court Interpretation and Translation (CITS)			
Spanish Interpretation Events	48,256	41,763	-13%
Lesser Used Language Interpretation Events	2,867	3,003	5%
American Sign Language Interpretation Events	781	859	10%
Spanish Interviews Transcribed and Documents Translated	10,085	10,101	.2%

Photograph Sources

Cover photo	Superior Court Media Relations Department
Page 4	Superior Court Media Relations Department
Page 6	Superior Court Media Relations Department
Page 7	Superior Court Media Relations Department
Page 8	Superior Court Media Relations Department
Page 9	Superior Court Media Relations Department
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