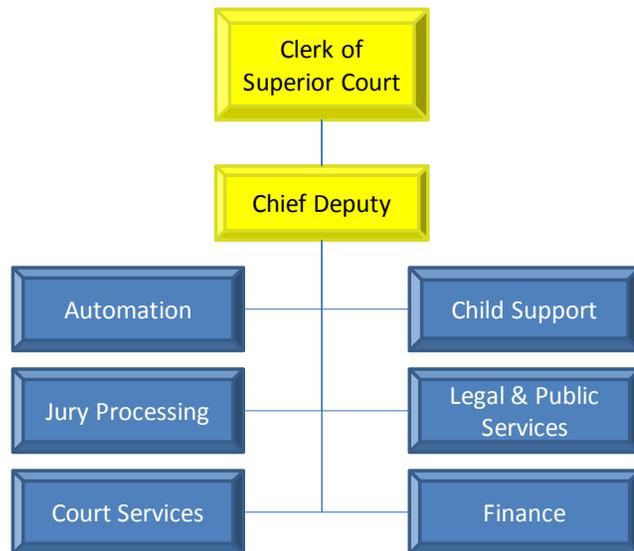


MISSION STATEMENT

To provide court related records and financial management, independent court services, and family support services to the Superior Court, the legal community, and the public, thus ensuring effective access to the legal process.

ORGANIZATION



The department is managed by the Clerk of Superior Court. The Clerk of Superior Court is an elected official.

MAJOR FUNCTIONS

Automation: Implements and maintains the Clerk’s case, child support, jury and financial management systems.

Child Support: Provides domestic forms for “pro per” customers and processes wage assignment and disbursement of child support payments by accessing and updating the state’s ATLAS child support data base.

Jury Processing: Maintains the database and manages jury qualification and selection for all municipal, justice and superior courts in Yuma County.

Legal & Public Services Counter: Processes all filings and case management payments for the Superior Court in addition to processing marriage licenses and passports.

Court Services: Attends every session of Superior Court, generating and distributing minute entries, and marking and receiving evidence. In addition, Court Services has the duty of ensuring that the issuance and quashing of certain arrest warrants and release orders are properly executed, entered into the database, and provided to the appropriate law enforcement agencies.

Finance: Processes the revenue and disburses all Superior Court monies, including victim restitution, fines, assessments, surcharges, fees and bonds.

CLERK OF SUPERIOR COURT



PERFORMANCE REPORTING

Performance Measure Actuals & Benchmark - Clerk of the Superior Court

The following measures are departmental priorities identified in the County-wide Strategic Plan:

Department Goal: Measure:	Target/Benchmark				
	FY2014	FY2015	FY2016	FY2017	FY2018
To provide swift and accurate management and disposition of all court records.					
% of survey respondents who agree that "files are current".	95%	95%	95%	95%	95%
% of filings scanned within three (3) days of initial filing.	25%	50%	75%	95%	95%
To provide effective accounting and collection activity for Superior Court.					
% of Superior Court collection activity.	20%	40%	60%	80%	100%
% of delinquent records eligible to be escheated.	80%	60%	40%	20%	0%
To provide easy access to Superior Court records, services and resources.					
% of public satisfaction.	30%	65%	100%	100%	100%
% of forms available on website.	20%	40%	60%	80%	100%
% of filings that are filed electronically.	30%	65%	100%	100%	100%
% of positive responses on internal customer surveys.	20%	40%	60%	80%	100%

STRATEGIC GOALS

Case Management

Customer Satisfaction

Goal: To provide swift and accurate management and disposition of all court records.

Objective: Annually, that 95% of survey respondents agree that "files are current".

Indicator: Percent of survey respondents who agree that "files are current".

Current Status: 95%

Strategy: 1) Streamline and categorize urgent filings by reorganizing paper flow process 2) Increase staff size by adding one scanner and one file clerk over the next five years 3) Replace and/or acquire hardware and equipment so that work flow is not hindered.

Objective: That 100% of all filings be scanned within three (3) days of initial filing by FY2017.

Indicator: Percent of filings scanned within three (3) days of initial filing.

Current Status: 25%

Strategy: 1) Streamline documents for scanning by case type and department 2) Increase scanning staff by at least one station 3) Maintain current equipment and acquire any additional equipment necessary to properly manage the number of filings and proper workflow.



CLERK OF SUPERIOR COURT

PERFORMANCE REPORTING (CONT)

Finance

County Resources

Goal: To provide effective accounting and collection activity for Superior Court.

Objective: Annually, increase Superior Court collection activity by 20%.

Indicator: Percentage of Superior Court collection activity.

Current Status: 20%

Strategy: 1) Maintain current collection efforts in-house 2) Implement the F.A.R.E program 3) Provide additional staff and equipment necessary to support continued collection efforts 4) Institute an in-house collection unit.

Objective: To decrease the delinquent records eligible to be escheated by 20% per year until current.

Indicator: Percent of delinquent records eligible to be escheated.

Current Status: 80%

Strategy: 1) Research and quantify all records to be escheated 2) Authenticate each record and process 3) Utilize necessary resources to identify and implement a permanent process 4) Add a financial position to current department to offset the additional manpower needed to keep records current.

Public Services

Customer Satisfaction

Goal: To provide easy access to Superior Court records, services and resources.

Objective: By FY2016, increase to 100% public satisfaction regarding different avenues available to obtain useful information pertaining to their filings.

Indicator: Percentage of public satisfaction.

Current Status: 30%

Strategy: 1) Create receptionist position in the lobby to field any and all questions prior to waiting in line 2) Create and make available approved informational and instructional brochures for pro per litigants 3) Work closely with the Law Library, conciliation services and victim services to assist pro per litigants in navigating through the legal system.

Objective: Increase the percent of forms available to litigants by case type on our website to 100% by FY2018.

Indicator: Percentage of forms available on website.

Current Status: 20%

Strategy: 1) Update database with Yuma County forms and relevant information 2) Work with Court IT to design a user friendly way for customers to find the correct forms on the website 3) Advertise the availability of forms on our website via information brochures, public service announcement and verbal directing of customers to the site.

CLERK OF SUPERIOR COURT



PERFORMANCE REPORTING (CONT)

Public Services

Customer Satisfaction

Goal: To provide easy access to Superior Court records, services and resources.

Objective: Increase the percentage of filings that are filed electronically to 100% by FY2018.

Indicator: Percentage of filings that are filed electronically.

Current Status: 0%

Strategy: 1) Implement the E-filing system approved by the Arizona Office of Courts 2) To provide the avenues for customers to access electronic filing through education and informational sessions 3) To obtain necessary hardware and equipment to facilitate the E-filing process.

Objective: To ensure that 100% of Counter Clerks are providing accurate and quality service to court customers by FY2016.

Indicator: Percentage of positive responses on internal customer surveys.

Current Status: 60%

Strategy: 1) At least 8 hours continued training on relevant topics 2) Create and provide informational brochures and materials on topics with frequently asked questions 3) Create and provide useful reference manuals for each work station.

SIGNIFICANT ACCOMPLISHMENTS

Addition of security enhancements to our vaults in regards to processes and cameras throughout. Also, the digitizing of approximately 100% of our microfilm which allows for our office to make more images available to more of our customers/litigants to include AJACS enhanced information for the jail.

INITIATIVES NEW FOR 2014

This is a continuation budget. There are no major new initiatives, programs or additional resources.



CLERK OF SUPERIOR COURT

INITIATIVES PRIOR YEAR STATUS

Automation:

- To digitize archival micro film/fiche to enhance and clarify copies, make them more legible, make the process more efficient, and allow users to concurrently access the records.

Status: Completed-100%

Court services:

- Provide better access to court records via the Administrative Office of the Courts approved new case management system which will allow e-filing into the Superior Court within fiscal year 2010/11

Status: Ongoing-0%

Finance:

- Implement the Fines, Fees and Restitution Enforcement (FARE) program in Superior Court as a collection method of old debt which will result in increased revenue and recovery for victims of crime.

Status: Ongoing-0%

STAFFING LEVELS

Authorized Positions by Funding Source

	2010-11	2011-12	2012-13	2013-14
Regular	39.80	34.98	34.98	34.78
Grant	2.40	4.72	4.72	4.72
Total	42.20	39.70	39.70	39.50

Authorized Positions by Major Function

	2010-11	2011-12	2012-13	2013-14
Clerk and Deputy	2.00	2.00	2.00	2.00
Automation	4.00	2.50	2.50	2.50
Child Support	2.00	2.00	2.00	2.00
Jury Processing	2.00	2.00	2.00	2.00
Legal & Public Service	14.00	14.00	14.00	14.00
Court Services	13.00	12.00	12.00	11.80
Finance	5.20	5.20	5.20	5.20
Total	42.20	39.70	39.70	39.50

There are no staffing changes in the fiscal year 2013-14. The decrease in FTEs is due to reallocation of funding for a position split by the courts.

CLERK OF SUPERIOR COURT

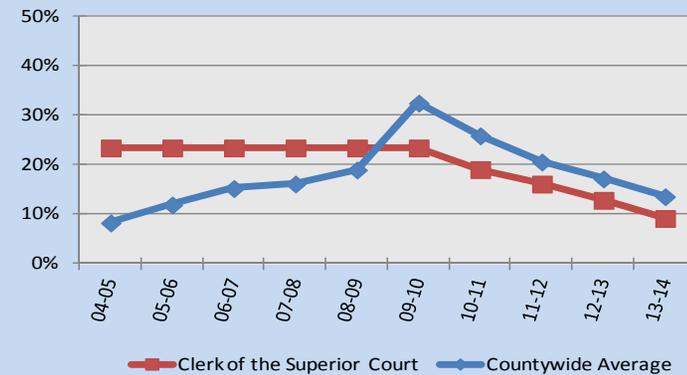


STAFFING LEVELS

Authorized Positions by Classification

	2010-11	2011-12	2012-13	2013-14
Clerk of Superior Court	1.00	1.00	1.00	1.00
Chief Deputy Clerk	1.00	1.00	1.00	1.00
Budget Manager	0.20	0.20	0.20	0.00
Information Tech. Manager	0.25	0.00	0.00	0.00
Network System Administrator	0.25	0.00	0.00	0.00
Court Service Supervisor	3.00	3.00	3.00	3.00
Accounting Clerk, Principal	1.00	1.00	1.00	1.00
IT Support Specialist	1.00	0.00	0.00	0.00
Executive Assistant	1.00	1.00	1.00	1.00
Courtroom Clerk III	1.00	1.00	1.00	1.00
Courtroom Clerk II	9.00	8.00	8.00	8.00
Court Services Assistant III	2.00	0.00	0.00	0.00
Courtroom Clerk I	1.00	1.00	1.00	1.00
Accounting Clerk II	2.00	2.00	2.00	2.00
Data Integrity Specialist	1.00	1.00	1.00	1.00
Court Services Assistant III	0.00	2.00	2.00	2.00
Court Services Assistant II	5.00	6.00	6.00	6.00
Court Services Assistant I	9.50	8.50	8.50	8.50
Accounting Clerk	1.00	1.00	1.00	1.00
Jury Clerk	2.00	2.00	2.00	2.00
Total	42.20	39.70	39.70	39.50

Clerk of Superior Court Growth in Positions Compared to FY04 Base Yr. - All Funds



Clerk of Superior Court positions have increased 9.1% since fiscal year 2003-04. This is less than the Countywide Average of 13.5%.



CLERK OF SUPERIOR COURT

FUNDING LEVELS

The Clerk of Superior Court is primarily funded through the General Fund's general resources. The department does have funding from a number of other funding sources, but they only account for approximately 7% of the total sources in fiscal year 2013/14. This ratio is consistent with prior years.

Revenue: General Fund support is at the level needed for General Fund expenditures. There are no significant changes in Special Revenue.

Personnel: There are no substantial changes in the budget this fiscal year.

Supplies and Services: The net increase is primarily due to an increase in the Small Tools line item and an increase to the Accounting and Auditing Services line item for the tri-annual audit.

Capital Outlay: The Capital Outlay budget is to replace a copier.

Clerk of Superior Court	Actual 2010-11	Actual 2011-12	Budget 2012-13	Estimate 2012-13	Budget 2013-14	% Change
Sources						
General Revenue	\$ 1,865,834	\$ 1,898,145	\$ 1,919,804	\$ 1,889,267	\$ 1,998,830	4.12%
Special Revenue	196,290	157,412	157,235	157,236	159,132	1.21%
Balance Forward	252,773	201,399	180,065	186,816	188,013	4.41%
Total Sources	\$ 2,314,897	\$ 2,256,956	\$ 2,257,104	\$ 2,233,319	\$ 2,345,975	3.94%
Uses						
Personnel	1,878,128	1,899,032	1,939,038	1,854,191	2,004,727	3.39%
Supplies & Services	196,964	182,430	173,088	169,488	184,789	6.76%
Capital Outlay	-	-	-	-	10,564	N/A
Debt Service	-	-	-	-	-	N/A
Reserves & Contingencies	-	-	173,977	50,610	178,897	2.83%
Total Uses	\$ 2,075,092	\$ 2,081,462	\$ 2,286,103	\$ 2,074,289	\$ 2,378,977	4.06%
Other Sources & Uses						
Transfers In	-	-	-	-	-	N/A
Transfers Out	-	-	-	-	-	N/A
Total Other Sources & Uses	\$ -	N/A				
Other Restricted	\$ 239,805	\$ 175,494	\$ (28,999)	\$ 159,030	\$ (33,002)	N/A

* Unbalanced amountd due to shared funds 02213, 02215, 02221, 02318, and 02319.

CLERK OF SUPERIOR COURT



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