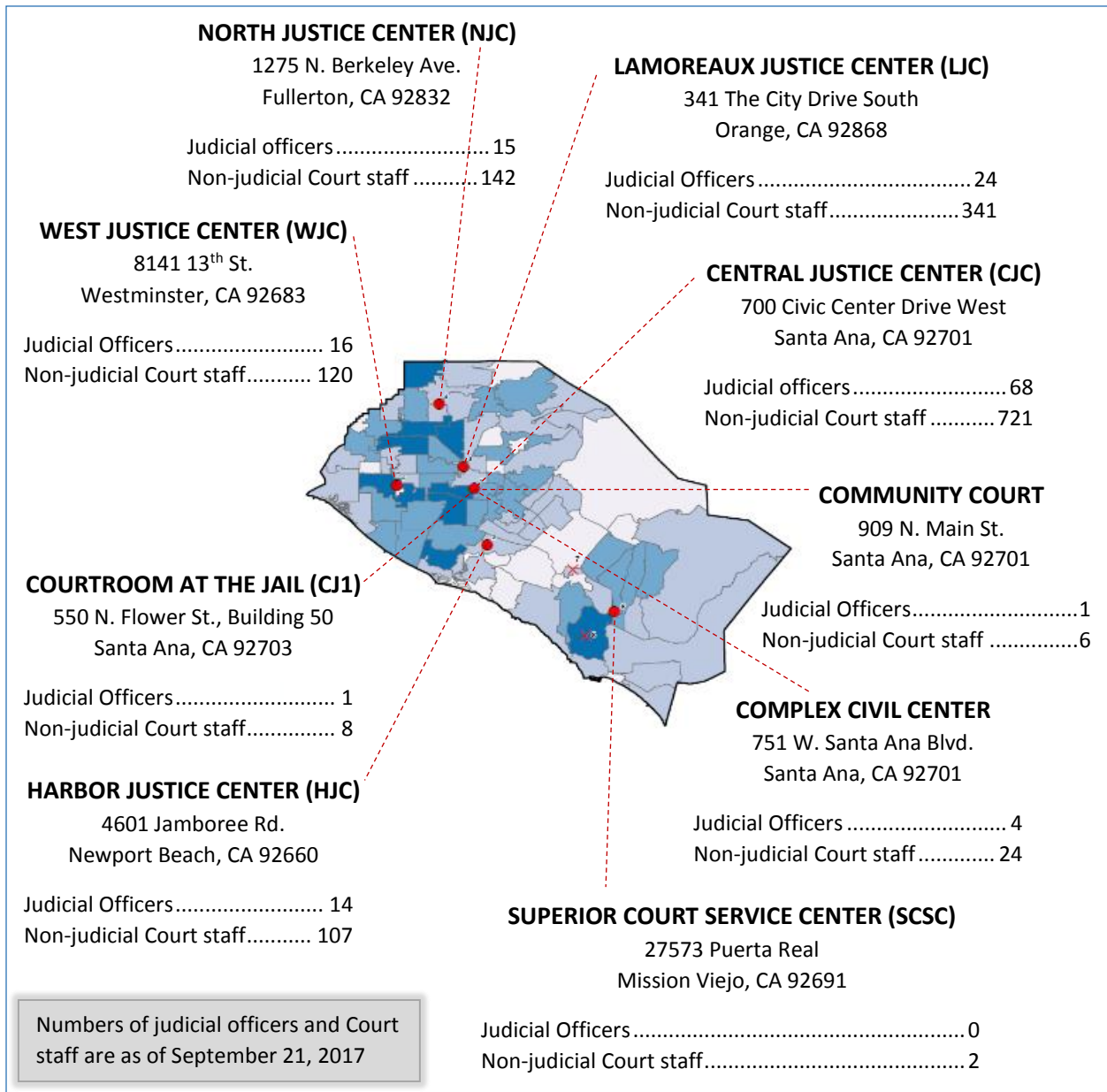




**Superior Court of California,  
County of Orange**

**FY 2017-18  
APPROVED BUDGET**

## COURTHOUSES AND FACILITIES



Number of courtrooms by facility and by case type										
	CJC	Community Court	Complex Civil Center	CJ1	HJC	LJC	NJC	SCSC	WJC	TOTAL
Civil and small claims	27	-	5	-	1	-	1	-	-	34
Criminal and traffic	30	1	-	1	13	-	17	-	18	80
Family Law	-	-	-	-	-	20	-	-	-	20
Juvenile	-	-	-	-	-	11	-	-	-	11
Probate	4	-	-	-	-	-	-	-	-	4
<b>TOTAL</b>	<b>61</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>14</b>	<b>31</b>	<b>18</b>	<b>-</b>	<b>18</b>	<b>149</b>





# Superior Court of California County of Orange

October 13, 2017

Message from the Presiding Judge and the Court Executive Officer:

The Superior Court of California, County of Orange has adopted its Fiscal Year (FY) 2017-18 Budget. State funding for the general operation of trial courts remained flat in FY 2017-18, with limited funding provided specifically for representation in dependency cases with indigent parties. Unfortunately, flat funding translates to an additional loss in funding for the Court locally, as FY 2017-18 marks the fifth year of funding under the Workload-based Allocation and Funding Methodology (WAFM), which redistributes total available funding by workload need. Statewide, trial courts are funded at 78% of total need, so this means that most courts are now similarly underfunded. Since FY 2013-14, the Court has lost over \$14 million in base funding alone due to WAFM. This loss does not factor in other recent legislative changes, such as amnesty programs and AB 103, which further reduced local court revenues.

Despite these funding challenges, the Court has remained committed to being a leader in innovation and the use of technology to enhance service for court users and ensure equal access to justice. The adopted budget reflects the Court's investment and spending priorities in support of the Court's mission and strategic goals as follows:

- ❖ Enhance the Court experience and constantly improve the delivery of services
- ❖ Use data-driven decision making for continuous improvement
- ❖ Increase the Court's visibility and improve relationships within the community
- ❖ Develop a supportive environment where employees are empowered to make decisions and their skills are continually cultivated
- ❖ Strengthen the Court's operational, technological, and administrative infrastructure

Thank you for the opportunity to serve,

A handwritten signature in blue ink, appearing to read "C Margines".

Hon. Charles Margines  
Presiding Judge

A handwritten signature in blue ink, appearing to read "David H. Yamasaki".

David H. Yamasaki  
Chief Executive Officer

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This document provides an overview of the Fiscal Year (FY) 2017-18 budget for the Superior Court of California, County of Orange (Court) beginning at the state level. It shows the Court's alignment with the Judicial Council of California's (JCC) strategic goals, and illustrates how the Court will utilize resources to ensure access to the highest quality of justice and court services.

## THE STATE

California trial courts are primarily funded by the State. For FY 2017-18, the judicial branch budget is \$3.7 billion. Funding sources include \$1.7 billion from the State's general fund, which is only 1.3% of the \$125.1 billion of general fund appropriations. About \$2.8 billion of the \$3.7 billion judicial branch budget is used to operate the State's 58 trial courts.

Every year, the legislature enacts new laws that impact trial court operations. They continually fail to provide



funding to support the cost of these additional burdens. Without a stable funding solution, trial courts have increasingly relied on fines and fees revenues.

In addition to being bad policy, making trial courts reliant on the collection of fines and fees is inherently risky. This has been exacerbated by the recent passage of Assembly Bill (AB) 103 – Public Safety Trailer Bill. AB 103 eliminated the courts' authority to initiate a driver's license suspension or hold if the defendant fails to pay a traffic fine or bail. Furthermore, the Department of Motor Vehicles (DMV) is no longer authorized to suspend a driver's license if it receives a notice of failure to pay from the courts.

The intent of AB 103 is to allow individuals to retain their driving privileges during resolution of their court cases; however, a DMV hold is an effective tool to collect money. Without this tool, revenue is expected to drop by 30%-40%. Thus, AB 103's unintended impact to the trial courts is the loss of tens of millions of dollars. Although the Governor has recognized this negative impact to the trial courts and has committed to providing relief, there is no official approach to provide revenue backfills to sustain and fund Court operations.

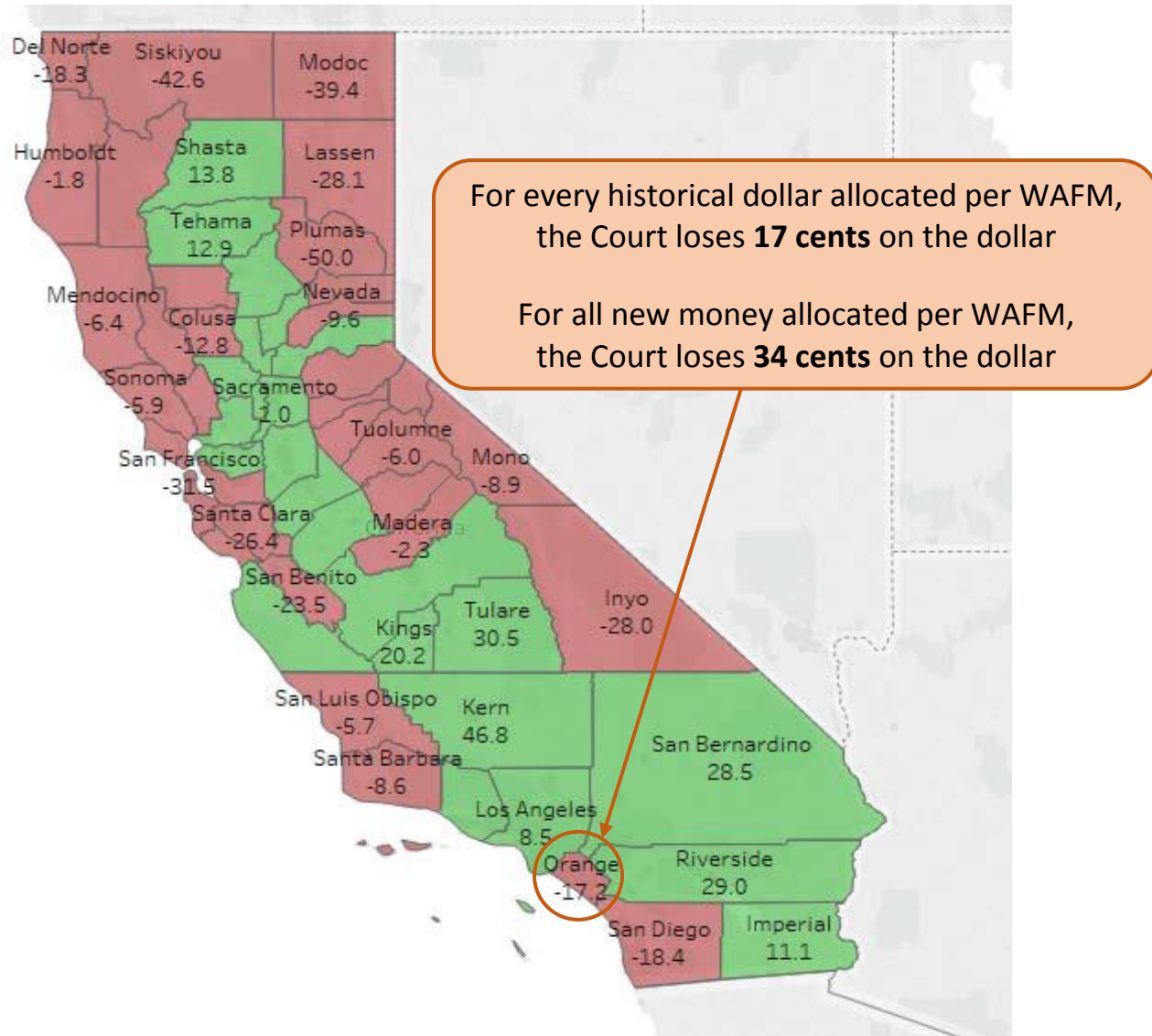
### **Workload-based Allocation and Funding Methodology (WAFM)**

The Great Recession of 2008 left a lasting impact on the Judiciary and trial court funding. Since the Great Recession, more than \$1 billion in funding reductions have been forced upon to the trial courts alone. Additionally, there were historical funding disparities amongst the 58 trial courts. The JCC reviewed the allocation of funding and subsequently, in 2013, adopted WAFM. The primary goal was to demonstrate an empirically-based funding need driven by workload. WAFM utilizes filing data to determine the total state-wide funding need, as well as each court's specific share of the total need. The challenge that still remains is to obtain full state funding based upon the workload need. Currently, trial courts, as a whole, are funded at only 78 percent of their workload-based need.



How much does the implementation of WAFM impact the Court? The funding decrease attributable solely to WAFM is an aggregate of approximately \$14 million. Assuming the annual revenue budget is approximately \$192 million that equates to a decrease of about 8%.

This map depicts the redistribution of funds by county. Green counties are those that are receiving more funding and red counties are those that are receiving less than they did historically.



### Other challenges

WAFM is not the only financial challenge that the Court is facing. Since 2013, trial courts have had to operate with a one percent cap on operating reserves, a one-year delay in funding benefit cost increases, and insufficient funding for court-appointed counsel in juvenile dependency cases.

## THE JUDICIAL BRANCH

In December 2014, the JCC, the policymaking body for California's judicial branch, adopted its strategic plan, Justice in Focus: The Strategic Plan for California's Judicial Branch 2006-2016. The goals with abridged policy statements are as follows:<sup>1</sup>

- 1. Access, Fairness, and Diversity** - California's courts will treat everyone in a fair and just manner.
- 2. Independence and Accountability** - The judiciary must maintain its status as an independent, separate, and co-equal branch of government. The independence of judicial decision-making will be protected in order to preserve the rule of law and ensure the fair, impartial, and efficient delivery of justice.
- 3. Modernization of Management and Administration** - Justice will be administered...using modern management practices that implement and sustain innovative ideas and effective practices.
- 4. Quality of Justice and Service to the Public** - The judicial branch will deliver the highest quality of justice and service to the public.
- 5. Education for Branchwide Professional Excellence** - High-quality education...will be provided to enhance...high standards of professionalism, ethics, and performance.
- 6. Branchwide Infrastructure for Service Excellence** - The judicial branch will enhance the quality of justice by providing ...infrastructure that supports and meets the needs of the public, the branch, and its justice system and community partners...
- 7. Adequate, Stable, and Predictable Funding for a Fully Functioning Branch** - ...the judicial branch must make every effort to achieve greater financial independence and flexibility for funding the court system at a level of sufficiency.

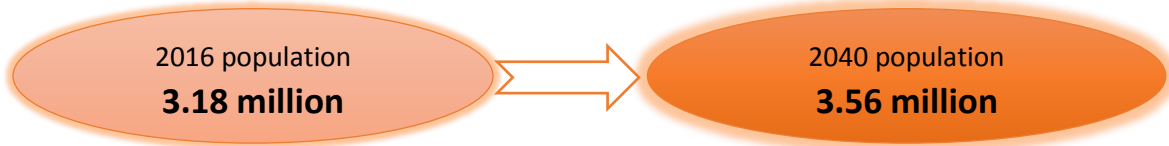
The Superior Court of California, County of Orange (Court) used the JCC goals to help guide the development of its own. The setting of strategic goals enables the Court to develop detailed operational and financial plans, including the FY 2017-18 Approved Budget.

<sup>1</sup> Judicial Council of California. *Justice in Focus: The Strategic Plan for California's Judicial Branch 2006-2016*. Dec. 12, 2014. Pages 7, 15-26. Retrieved from: [www.courts.ca.gov/documents/Strategic\\_Plan\\_text\\_2006\\_2016.pdf](http://www.courts.ca.gov/documents/Strategic_Plan_text_2006_2016.pdf).

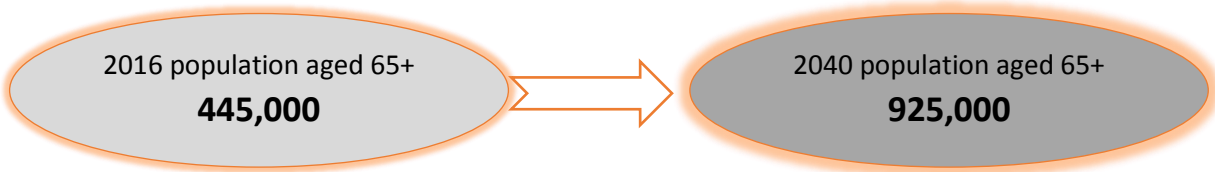


## ORANGE COUNTY

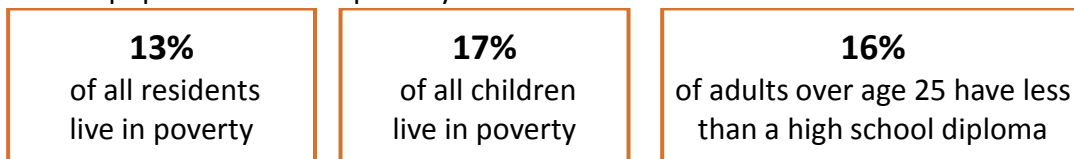
Orange County occupies less than 1% of California's land area, but it is home to 8% of the State's residents. The County's population is expected to grow another 12% by the year 2040.



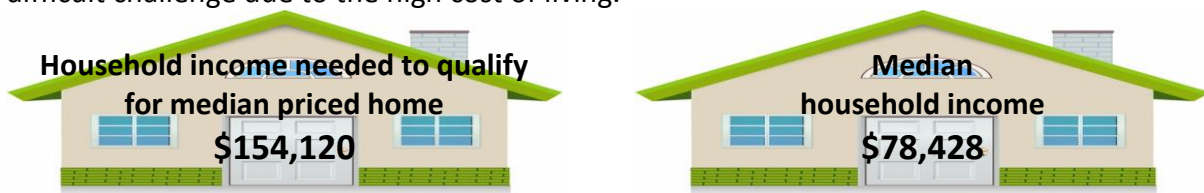
One interesting dynamic regarding the expected population increase noted above is that number of persons aged 64 or less will actually decrease by about 100,000 while those 65 and older will increase by nearly a half million.



Although Orange County typically evokes images of affluence, the reality is that a significant portion of the population lives in poverty: <sup>2</sup>



Although the unemployment rate in Orange County is less than 4.0%, home ownership is still a difficult challenge due to the high cost of living. <sup>3</sup>



In order to continuously operate in the most effective way, the Court must know about the population it serves while remaining cognizant of expected changes. The data provided here is a small sample of what judicial officers and executive staff use when creating long-term strategic goals and short-term tactical plans which factor into the FY 2017-18 budget.

<sup>2</sup> County Community Indicators Project, *OC Community Indicators 2017*. Retrieved from: <http://www.ocgov.com/about/infooc/facts/indicators>

<sup>3</sup> Collins, Jeff. Income Needed to Afford an Orange County House Now at \$154,120 a Year. *Orange County Register*. May 15, 2017.

## THE COURT

The Court's mission statement defines its purpose at the very highest level. It tells Court users, employees, and the general public: "This is what we do."

### MISSION STATEMENT

The mission of the Superior Court of California, County of Orange is to serve the public by administering justice and resolving disputes under the law, thereby protecting the rights and liberties guaranteed by the Constitutions of the State of California and the United States.

The Court's vision statement is a forward-thinking and idealistic view of what it hopes to achieve. It tells stakeholders: "This is how we will accomplish our mission."

### VISION STATEMENT

The Superior Court of California, County of Orange will provide access to the highest quality of justice and court services through the use of innovative techniques and collaborative relationships with community partners. The Court will provide a professional environment in which all members of the public and employees are treated fairly and respectfully.



The Court's values define its core beliefs. It asks judicial officers, executives, and staff: "Are we achieving our mission and goals in the right way?"

### **VALUES**

- Delivering easily accessible and all-inclusive court services to support the needs of our diverse community
- Providing a variety of appropriate, expeditious, and effective case resolution forums across litigation types
- Expanding the use of technology to continually enhance access to Court information and improve the Court experience
- Alignment and synergistic collaboration with the Judicial Branch, justice partners, and the community to effectively and responsibly utilize Court resources
- Professional development and training to assure that judicial officers and staff are prepared to provide the highest quality of public service

The Court's mission, vision, and values provide the foundation for its strategic goals. The Court's five strategic goals are the roadmap that says "That is how we are going to get there."

### **STRATEGIC GOALS**

- Enhance the Court experience and constantly improve the delivery of services
- Use data-driven decision making for continuous improvement
- Increase the Court's visibility and improve relationships within the community
- Develop a supportive environment where employees are empowered to make decisions and their skills are continually cultivated
- Strengthen the Court's operational, technological, and administrative infrastructure

Each of the Court's five strategic goals is described in the following pages with a brief overview and examples of how the Court plans to utilize resources in FY 2017-18 to help achieve successful outcomes.

Residents of Orange County come to the Court for a myriad of reasons including serving as a juror, paying traffic tickets, initiating divorce proceedings, responding to an eviction notice, and/or dealing with any number of other legal disputes. The Court is keenly aware that people’s experiences will leave a lasting impression of the justice system. Enhancing the users’ experience and continually working to improve the methods and efficiency of service is, therefore, a strategic priority for the Court.



Delivering easily accessible and all-inclusive court services is an essential component in ensuring appropriate, expeditious, and effective case resolution for all litigation types. For the past five years, the Court has embraced technology and innovative thinking to change the way court business is conducted. In some instances, an in-person visit to the courthouse is no longer necessary. Many services are available through the Internet, use of a smartphone, or other mobile device.



In FY 2017-18, the Court will continue to focus on enhancing access to information through technology. This includes providing services in new and improved ways so the Court is better able to meet the needs of the diverse community it serves.



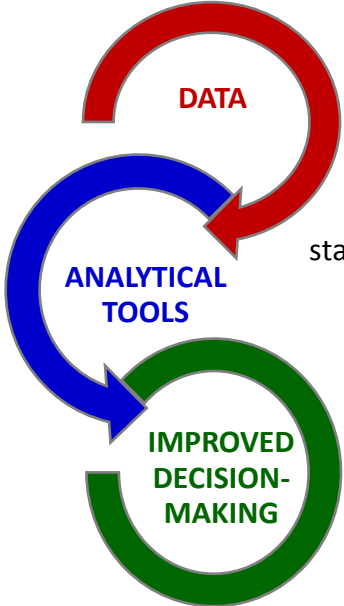
Several new online portals will be designed and built to enable court users to better track progress of their cases, register to receive text reminders for upcoming hearing dates, submit filings and required legal documents. Mobile applications (apps) will be added to enable more Court business to be conducted online rather than in line, and to provide location information that will help courthouse visitors to navigate Court facilities.

The Court will also expand the use of tablets and kiosks to enable on-site Court users to check-in and complete legal forms.



Data-driven decision making is an approach to governance that values options and choices that can be supported by verifiable data. In order to be successful, the data gathered must be of high quality and the analysis and interpretation of the information derived must be accurate and timely.

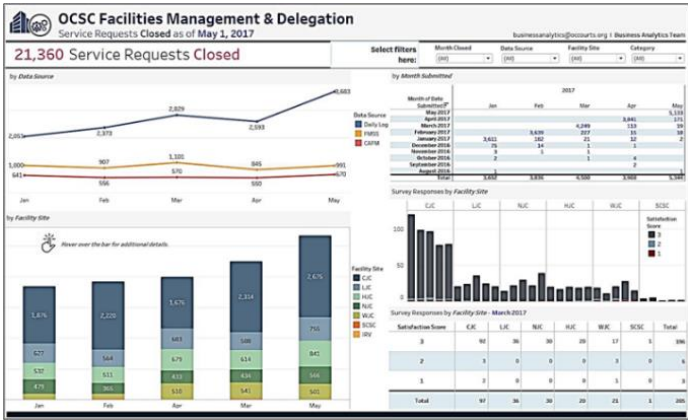
This type of decision-making can provide insights that help answer key business questions. The measure of success will be whether or not this type of decision-making improves performance in ways that transform the Court for the better.



There are several ongoing Court projects designed to improve the access to and quality of data used by decision makers. These projects aim, in part, to improve the reporting capabilities of the Court’s case management systems and provide validation of caseload statistics reported to the State.

In addition, the Court continues to explore and use powerful data visualization tools to create dashboards that make the delivery of information timely, interesting, impactful, and ultimately more effective.

The Court’s FY 2017-18 Approved Budget further addresses the desire for data driven decision-making through the use of Court Innovations Grant funds. Funding was approved so the Court can build tools to load data from various systems into a single data warehouse and then apply advanced analytics software to create interactive dashboards. Judicial officers, executives, and managers will have access to unrelated data sets in ways never before imagined. This will enable decision making from a more global perspective rather than just case type by case type.



The Court is not meant to be just a group of courtrooms and courthouses bundled within the County jurisdiction to adjudicate legal disputes. It strives to be a dynamic institution that is available for all who need its services, including the wealthiest of individuals and entities to the most socio-economically challenged.



To meet this goal, the Court will continue to look for opportunities to establish collaborative partnerships and improve existing relationships with its various justice partners. The Court works diligently with County and other agencies to solve issues (e.g. reducing recidivism rates of offenders who have been found guilty of driving under the influence of alcohol).

The Court's Self-Help Services unit offers assistance, clinics, and general information to self-represented litigants for various types of cases including criminal, traffic, civil, small claims, family law, conservatorships, probate, and elder abuse. Services are offered at six locations scattered throughout the County. Five are located within courthouses—in the cities of Fullerton, Newport Beach, Orange, Santa Ana, and Westminster—and the sixth is part of the Superior Court Service Center, which is located in the city of Mission Viejo. Resources are also available on the Court's website. In FY 2017-18, the Court is utilizing Court Innovation Grants funding to enhance the current self-help portal through the use of remote and mobile technologies.



Historically, the Court provided interpreter services to court users who speak limited English and are involved in criminal, traffic, dependency, delinquency, or other mandated matters. The JCC directed that courts “...provide full, meaningful, fair, and equal access to justice for all



*Californians. ...without meaningful language access, Californians who speak limited English are effectively denied access to the very laws created to protect them.”* Thus, beginning in FY 2017-18, the Court will also be providing interpreter services for non-

mandated civil, probate and family law matters. Other improvements will include better signage throughout court facilities as well as making a larger number of translated forms and documents available to the public.



## STRATEGIC GOAL

**Develop a supportive environment where employees are empowered to make decisions and their skills are continually cultivated**

Despite an emphasis on improving technologies to serve users in a variety of more convenient and efficient ways, the Court's most valuable resource continues to be its workforce. In the end, it is the people—judicial officers and staff alike—who work diligently to administer justice and help resolve disputes brought before the Court.

As such, the Court will continue to provide professional development opportunities to maintain its high standards of professionalism, ethics, and performance. In addition to the training requirements set forth by the California Rules of Court (CRC) Rule 10.474, the Court also offers opportunities to expand knowledge and skills in the areas of leadership, communication, technology, and personal development. Its commitment to professional development is evidenced by the FY 2017-18 budget, which includes allocations for judicial and employee training exceeding a total of \$500 per person.



The Court empowers staff, in part, by providing them with some responsibility for their own work environment. In 2015, staff were asked to respond to an employee satisfaction survey (ESS). After reviewing the results, committees were formed to identify concerns, make recommendations, and actively address local and court-wide issues. Many of the approved recommendations were implemented. A follow-up ESS was completed earlier in 2017 in order to determine the success of the various ESS projects. The program will continue in FY 2017-18 as working groups were convened in September 2017 for the purpose of continually improving the Court as a workplace of choice for the current workforce and future applicants.

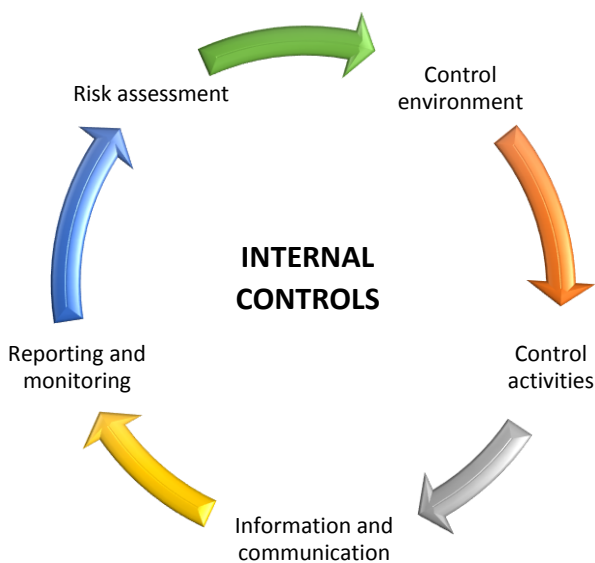
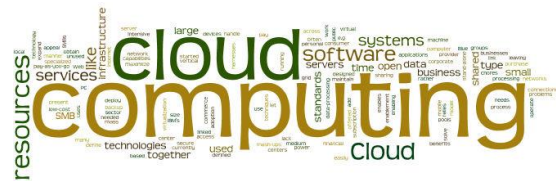


Infrastructure refers to the set of physical components and internal systems needed to sustain, protect, and improve the efficiency and effectiveness of Court operations.

The physical components include facilities, furniture and fixtures, telecommunications and office equipment. Internal systems include rules of court, policies, procedures, and internal controls.



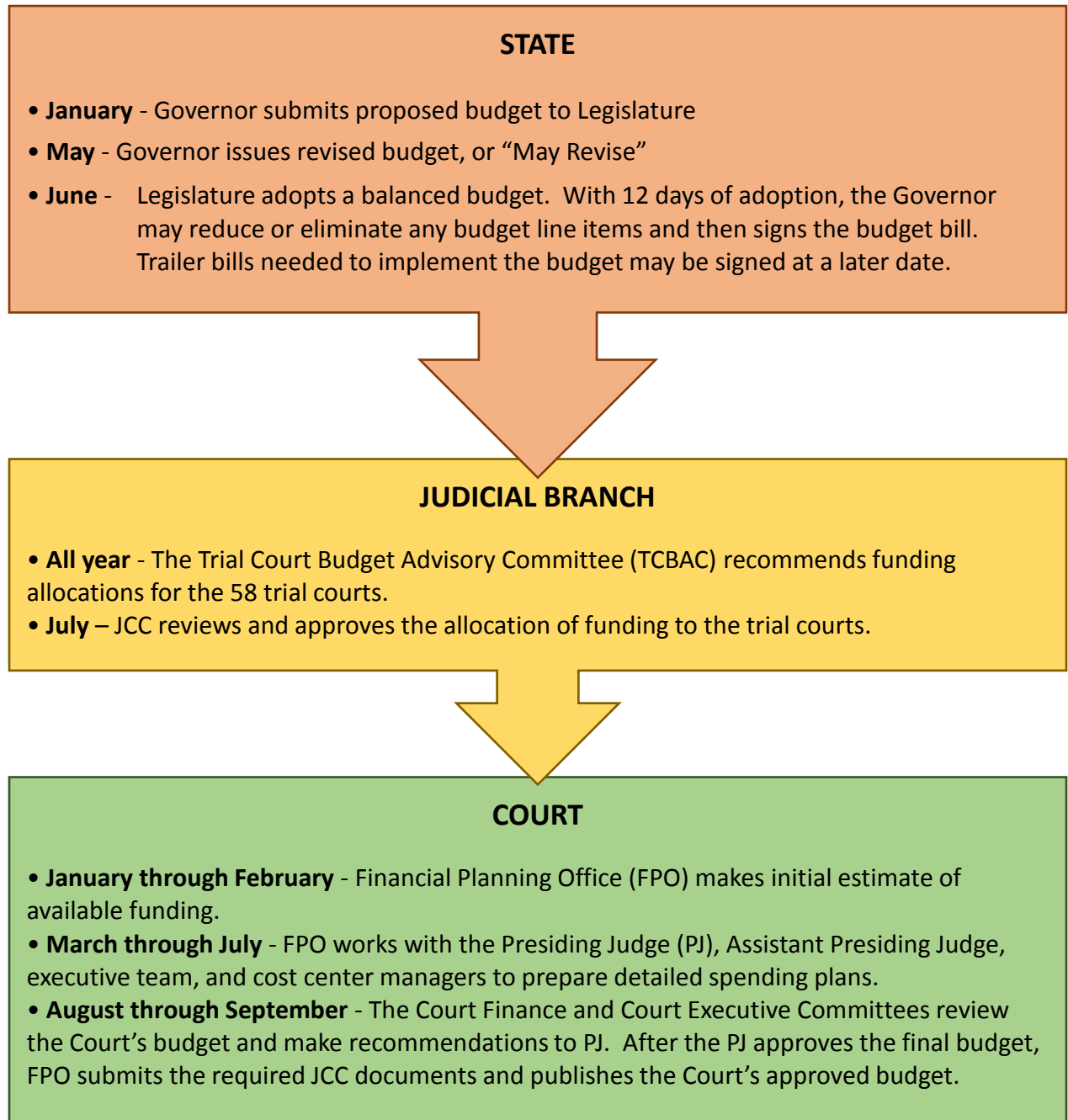
Infrastructure—whether new, modified, or improved—tends to be of high cost. And, as such, a significant portion of the Court's FY 2017-18 Approved Budget is earmarked for infrastructure improvements. For instance, the Court is working on the installation of ballistic protection at courthouse entrances to help protect security staff and all those who enter Court facilities. Additionally, funds have been allocated for the replacement of electronic recording equipment in 37 courtrooms and the replacement of evidence presentation equipment in another 29 courtrooms. The Court will also continue to leverage cloud computing capabilities to move towards a scalable hybrid infrastructure architecture and strengthen its continuity of operations and disaster recovery plans.



Updates to internal systems are, for the most part, already built into the Court's operating budget. Even though these improvements do not require additional expenditures, the Court continually strives to increase efficiency, accountability, and transparency. As such, a number of projects are in the works including an upgrade to the payroll timekeeping system to improve reporting, automation of high-volume transactions that are currently processed manually, and reengineering of all travel and training processes to streamline everything from the approval process through claim submission—all while maintaining a high level of internal control.

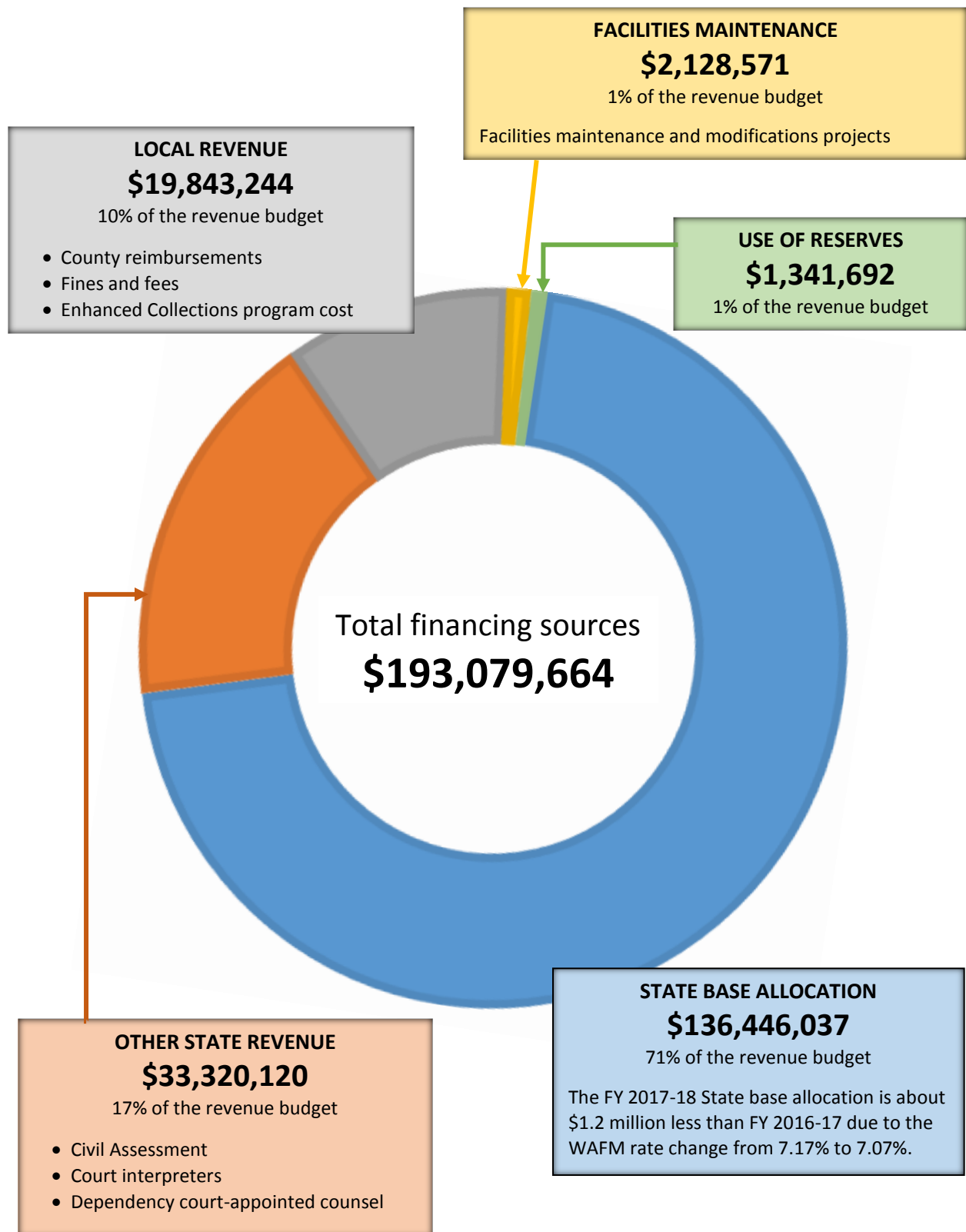
## THE BUDGET PROCESS TIMELINE

In California, the trial courts are primarily funded by the State. This chart shows the relationship and the development timelines of the State, Judicial Branch, and local trial court budgets.



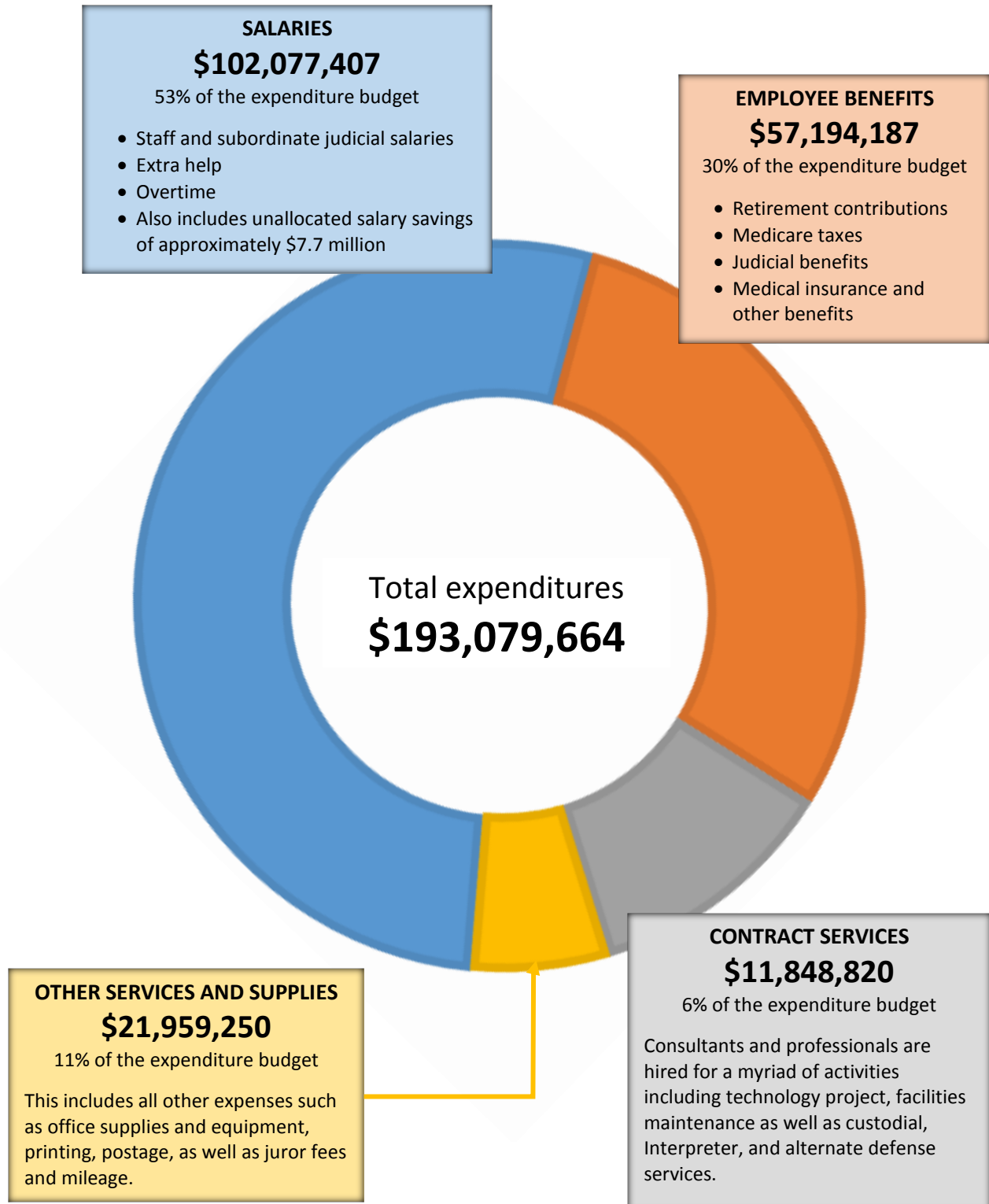
Details regarding the Court’s FY 2017-18 Approved Budget are presented on the following pages.

## FY 2017-18 Approved Budget – FINANCING SOURCES



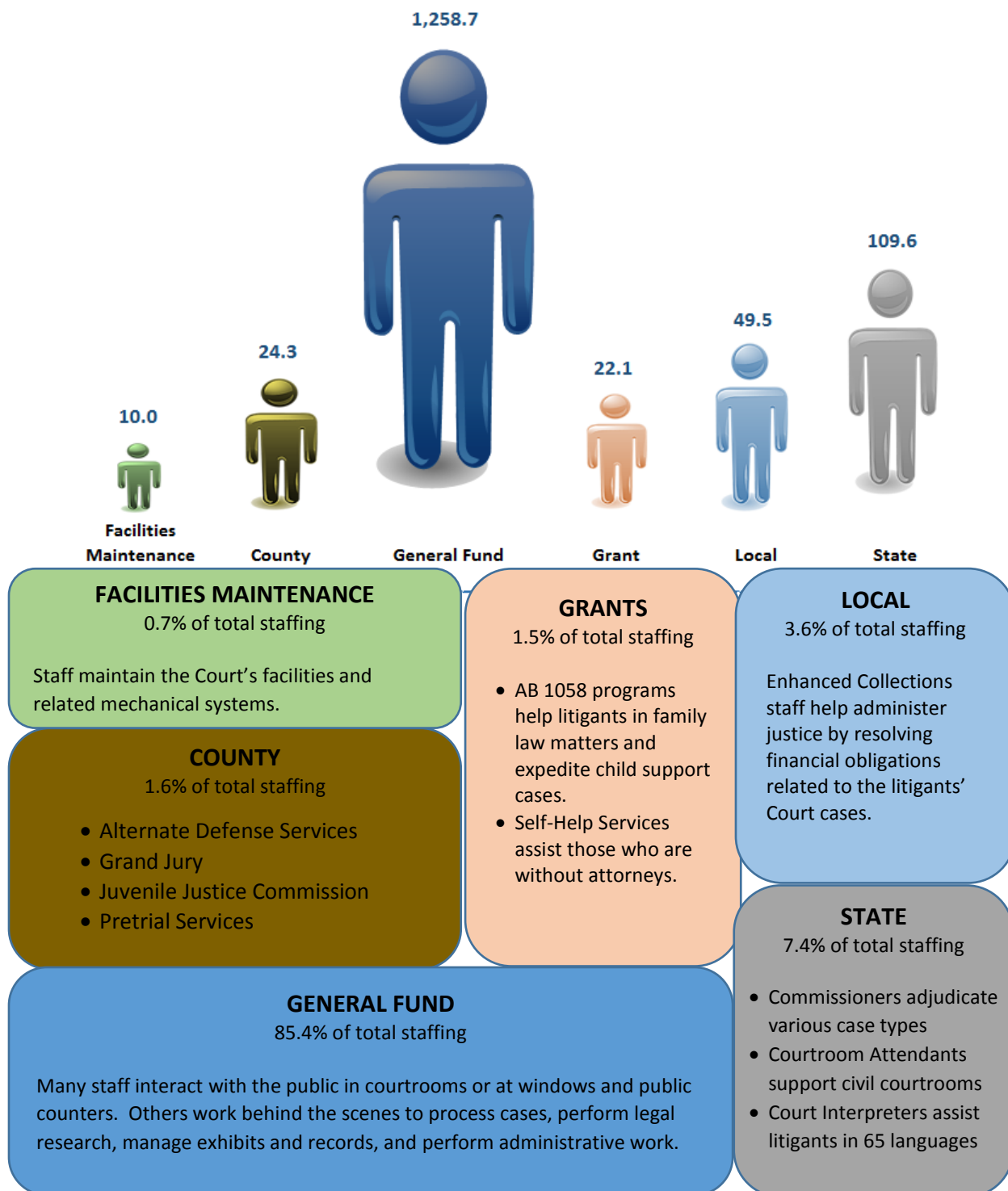


## FY 2017-18 Approved Budget - EXPENDITURES



## FY 2017-18 Approved Budget - STAFFING

As illustrated on the previous page, salary and benefit costs are more than 82% of the budget. Most of the Court’s staffing cost is paid from the general fund. Other staff support programs are reimbursed from various sources, including the State, the JCC, the County of Orange, grants, and local revenues.



## FY 2017-18 Approved Budget - FUND BALANCE

As of June 30, 2017, the Court’s fund balance, or funds held in reserve, totaled \$9,205,925. The FY 2017-18 budget includes the use of reserves in the amount of \$1,341,692 leaving an expected fund balance as of June 30, 2018 of \$7,864,233—most of which is restricted for specific expenditures.

<b>Fund Balance as of June 30, 2017</b>		<b>9,205,925</b>
<b>FY 2017-18 BUDGET</b>		
Revenue	191,737,972	
Expenditures	<u>193,079,664</u>	
Planned use of reserves in FY 2017-18		<u>1,341,692</u>
<b>Estimated Fund Balance as of June 30, 2018</b>		<b><u>7,864,233</u></b>
	<u>Description</u>	<u>Amount</u>
<b>ASSIGNED</b>		
1% Operating Reserve		626,000
<b>NONSPENDABLE</b>		
Collaborative Courts Donation Fund		11,321
Prepaid expenses		861,975
<b>RESTRICTED - STATUTORY</b>		
Child Custody Fees		59,907
Children's Waiting Room		473,898
Micrographics Prior to 2006		38,334
Replacement of 2% Automation Fund		5,727,805
Small Claims Advisory		<u>64,993</u>
<b>Total Estimated Fund Balance to be Retained by the Court</b>		<b><u>7,864,233</u></b>
<b>Total Estimated Fund Balance Available to be Reclaimed by the State</b>		<b><u>-</u></b>

Due to the 1% of operating expenditures restriction placed on the amount of fund balance courts can accumulate, the Court has little room to absorb negative variances to revenue and/or expenditures. It also limits the Court’s ability to set aside funds for future projects.

The Court will continue to be vigilant in its use and monitoring of resources to remain compliant and negate the possibility of returning funds to the State. Furthermore, the Court will rely upon its vision, values, and goals to make strategic decisions that ensure its financial health in the current fiscal year and beyond.

## FY 2017-18 Approved Budget – BUDGET BY FUND

Fund accounting enables the Court to record the receipt and use of resources for which the use is limited by another governmental agency, the donor, grantor, or by act of law. Approximately 78% of the Court’s funding is available for general operations while 22% is restricted for specified purposes.



= \$193.1 million

**GENERAL FUND**  
(general operations)  
**78%**

**GENERAL FUND**  
(specific purpose)  
**11%**

**SPECIAL REVENUE FUND**  
**9%**

**GRANT FUNDS**  
**2%**

**General funds** are used for all operations not requiring the use of another fund type. Of the total \$172,210,502 general fund expense, \$151,323,652 is available for general purposes while \$20,886,850 is reserved for specific purposes.

Court interpreters .....	11,800,000
Dependency court-appointed counsel .....	5,366,139
Judicial officer benefits.....	1,428,000
Jury fees and mileage .....	940,000
Self-Help Services .....	913,711
Other reimbursements.....	439,000

**Special revenue funds** are used to account for the use of resources earmarked by law for a particular purpose. Expenditures include the following:

Alternate Defense .....	5,678,391
Enhanced Collections .....	4,869,891
Facilities Maintenance .....	2,128,571
Other County Services.....	1,868,866
Other Special Revenues .....	740,000
Children’s Waiting Room.....	670,000
Grand Jury .....	194,706
2% Automation .....	173,419
Small Claims Advisory .....	130,000

**Grant funds** are used to manage monetary awards given to the Court for a specific purpose. Programs include:

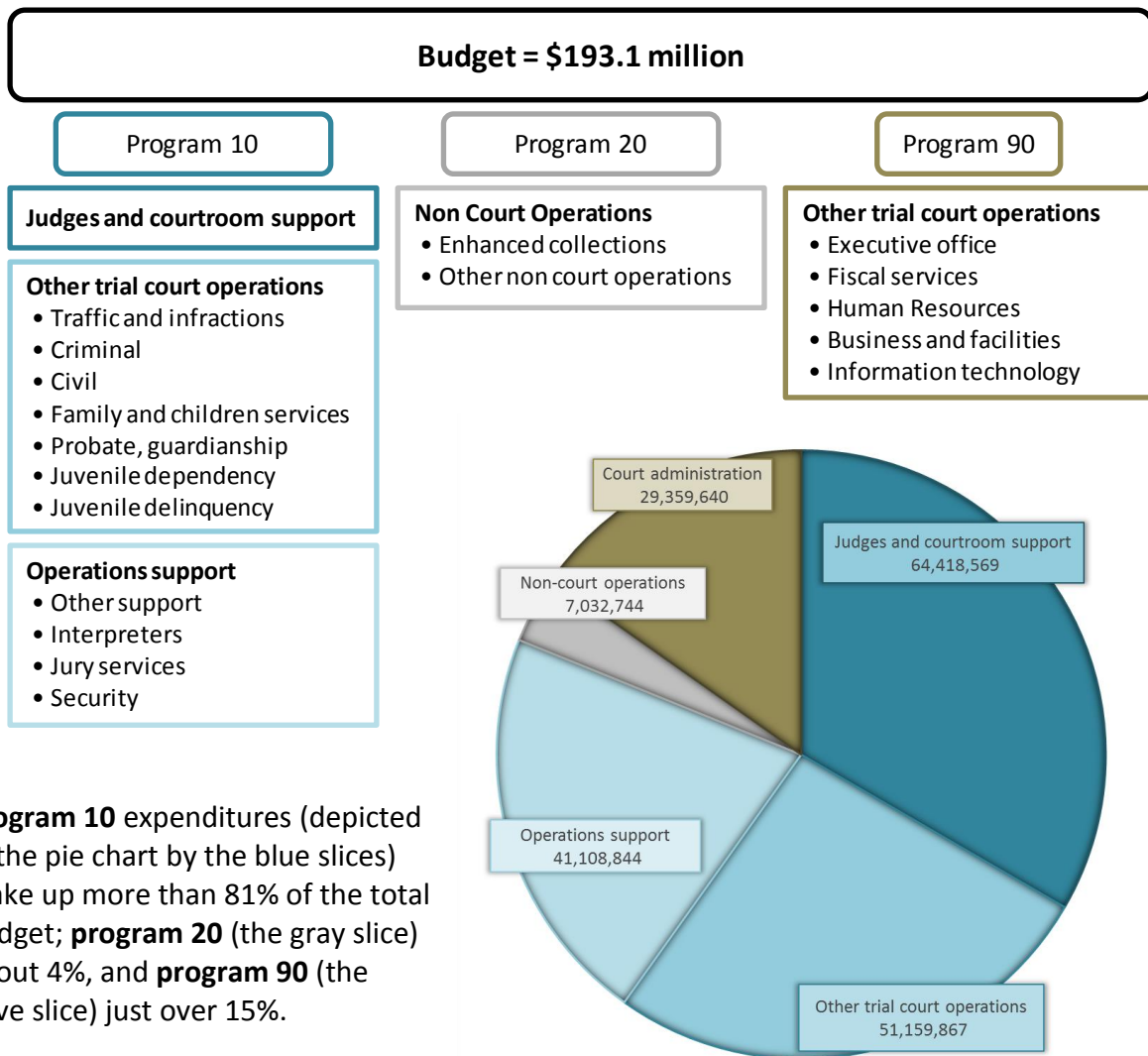
AB 1058 – Child Support Commissioner .....	2,368,526
AB 1058 – Family Law Facilitator.....	651,712
Court Innovation Grants (5 grant awards) .....	1,137,804
Access to Visitation .....	40,000
Other JCC grants (2 programs) .....	120,328



## FY 2017-18 Approved Budget – BUDGET BY PECT

When the Court submits its budget to the JCC, expenditures are classified by program, element, component, and task (PECT). This system of accounting provides information about expenditures by functional area and case type.

At the highest level, PECT is broken down into three major programs: court operations (program 10), non-court operations (program 20), and court administration (program 90). It is further broken as shown below:



**Program 10** expenditures (depicted in the pie chart by the blue slices) make up more than 81% of the total budget; **program 20** (the gray slice) about 4%, and **program 90** (the olive slice) just over 15%.

Over the last 9 years, the Court's indirect overhead rate averaged a modest **20.26%**

PECT data is used as the basis for calculating the Court's annual indirect overhead rate. The official rate for FY 2017-18 will not be calculated until January 2018. Until then, the Court uses a rate of 16.18%, which is the rate approved for FY 2016-17.

## FY 2017-18 Approved Budget – REVENUE BY GENERAL LEDGER (GL) ACCOUNT

In the JCC’s accounting system, GL accounts are six-digit codes used to categorize and record accounting transactions. The tables on this page and the next provide details regarding the Court’s revenue by GL account. Actual revenues are provided for Fiscal Years 2013-14 through 2016-17. Budgeted revenue is provided for FY 2017-18.

GL no.	GL description	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>STATE (JUDICIAL COUNCIL) FUNDING</b>						
<b>Revenues</b>						
812110	TCTF-Program 45.10 - Operations	122,892,620	125,565,615	137,497,294	135,185,204	129,516,117
812140	TCTF-Program 45.10 - Small Claims - service by mail	17,693	19,260	19,895	15,610	18,000
812141	TCTF-Program 45.10 - Admin charge - returned check	2,238	3,413	4,047	3,483	3,500
812142	TCTF-Program 45.10 - Admin charge - partial payment	(5)	74	35	-	-
812143	TCTF-Program 45.10 - Fee waiver to indigent party	-	90	-	-	-
812144	TCTF-Program 45.10 - Clerks transcript on appeal	60,951	391,876	223,449	223,308	250,000
812146	TCTF-Program 45.10 - Copy preparation	596,472	596,925	592,395	618,085	610,000
812147	TCTF-Program 45.10 - Comparison of paper	8	8	144	274	100
812148	TCTF-Program 45.10 - Manual search of records	26,738	34,993	25,395	25,250	23,000
812149	TCTF-Program 45.10 - Reimbursement of other costs	190,560	537,323	510,794	516,724	710,000
812151	TCTF-Program 45.10 - Custody / visitation - mediation	30,413	30,767	30,030	28,329	30,000
812152	TCTF-Program 45.10 - Returned check	17,553	18,705	12,987	9,215	10,000
812153	TCTF-Program 45.10 - Guardianship investigation	85,324	73,679	64,495	49,743	50,000
812154	TCTF-Program 45.10 - Information package for conservators	5,192	4,986	6,024	3,599	3,500
812155	TCTF-Program 45.10 - Conservatorship investigation	181,809	143,501	120,780	114,086	120,000
812156	TCTF-Program 45.10 - Annual filing fee	-	-	500	-	-
812157	TCTF-Program 45.10 - Children’s Waiting Room	423,421	376,108	369,617	395,975	396,000
812158	TCTF-Program 45.10 - Custody / visitation - family law facilitators	20,275	20,512	20,021	18,886	21,000
812159	TCTF-Program 45.10 - Civil assessments	8,443,382	8,941,832	6,146,559	5,277,870	4,800,000
812160	TCTF-Program 45.10 - Micrographics	248,772	221,139	216,388	235,272	230,000
812162	TCTF-Program 45.10 - Child custody evaluation	406,729	509,711	483,257	467,302	450,000
812163	TCTF-Program 45.10 - Court-appointed counsel (CAC) for child	93,706	142,121	150,242	119,680	130,000
812165	TCTF-Program 45.10 - Step parent adoption investigation	45,879	62,211	68,152	61,872	60,000
812167	2% Automation Fund (GC 77207.5)	923,880	923,880	923,880	923,882	923,800
812168	Court reporter fee for less than one hour	829,579	446,920	340,262	321,808	320,000
816110	Other State receipts	27,937	29,215	28,798	31,216	35,000
816111	General Fund revenue	6,929,920	6,929,920	6,929,921	6,929,921	6,929,920
<b>SUBTOTAL - State (Judicial Council) Revenues</b>		<b>142,501,046</b>	<b>146,024,784</b>	<b>154,785,361</b>	<b>151,576,717</b>	<b>145,639,937</b>
<b>Reimbursements</b>						
831010	General Fund - AB2030 service of processing	72,660	67,055	66,995	68,535	75,000
832010	TCTF general MOU reimb. (self-help and asset replacement)	383,452	383,452	383,452	383,452	383,452
832011	TCTF-Program 45.10 - Jury	804,549	772,798	723,541	698,735	710,000
832012	TCTF-Program 45.10 - CAC	6,113,460	5,745,751	6,130,278	5,648,065	5,366,139
832013	TCTF-Program 45.10 - Elder abuse	47,492	40,373	40,105	31,993	31,000
833010	TCTF-Program 45.25 - Judges compensation	1,104,299	1,041,130	1,016,892	988,547	969,000
834010	TCTF-Program 45.45 - Court interpreters	8,496,352	8,961,731	9,137,225	10,367,977	11,800,000
835010	TCTF-Program 45.55 - Civil coordination	18,977	79,506	49,210	60,185	60,000
837011	Improvement and Modernization Fund	953,184	1,382,420	840,678	824,370	413,259
838010	AB1058 grants	3,006,257	2,825,000	2,630,569	2,488,417	3,020,238
838020	Other Judicial Council grants	146,225	131,509	304,435	359,570	1,298,132
<b>SUBTOTAL - State (Judicial Council) Reimbursements</b>		<b>21,146,907</b>	<b>21,430,725</b>	<b>21,323,381</b>	<b>21,919,846</b>	<b>24,126,220</b>
<b>TOTAL - STATE (JUDICIAL COUNCIL) FUNDING</b>		<b>163,647,953</b>	<b>167,455,509</b>	<b>176,108,742</b>	<b>173,496,562</b>	<b>169,766,157</b>

GL no.	GL description	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>LOCAL REVENUE AND REIMBURSEMENTS</b>						
<b>Revenues</b>						
821121	Arbitration fees	900	1,050	150	150	200
821123	Reporters transcript on appeal	160,329	195,059	191,555	198,855	250,000
821124	Local fee	-	-	183,628	198,050	-
821160	Pre-AB145	473	33	-	-	100
821170	GC26840.3 Marriage license conciliation	121,400	117,765	118,630	126,700	120,000
821172	GC68150H Public access civil images / e-filings	977,824	1,066,565	1,155,783	1,213,734	1,200,000
821180	PC1203.4 Change of plea	288,600	302,079	298,733	330,383	330,000
821181	PC1205D Installment fee	1,931,261	1,882,091	1,528,702	1,320,841	1,100,000
821183	PC1463.22A Insurance conviction	115,366	103,395	99,458	95,415	95,000
821190	VC11205M Traffic school	189,733	176,911	155,257	136,389	129,000
821191	VC40508.6 DMV history / priors	1,203,493	1,036,907	858,424	724,693	500,000
821194	CRC10.500 Public access	2,388	2,102	2,775	3,190	3,000
821201	Enhanced collections (civil assessment)	1,404,859	1,544,211	1,339,472	1,291,930	1,980,185
821202	Enhanced collections (other)	2,928,549	2,918,607	3,036,543	3,033,415	2,889,706
822101	Forms and miscellaneous	22,109	-	29	30	-
822102	Postage	13,951	12,241	12,914	12,836	13,000
822103	Overage fee < \$10	128,023	5,780	3,019	2,630	2,500
822104	Credit card recovery	619,807	610,321	555,040	534,780	520,000
823001	Miscellaneous revenue	186,585	130,392	100,231	97,283	95,000
823003	Escheatment revenue	-	3,821,079	-	-	100,000
823004	Cash overage	-	-	-	34	1,500
823010	Donations	-	-	-	-	1,500
<b>SUBTOTAL - Local Revenues</b>		<b>10,295,649</b>	<b>13,926,587</b>	<b>9,640,341</b>	<b>9,321,338</b>	<b>9,330,691</b>
<b>Reimbursements</b>						
839010	Non-Judicial Council grants	80,316	53,443	20,216	33,481	-
841010	Small Claims Advisory	120,939	122,498	134,119	131,426	140,000
841012	Grand Jury	234,464	156,201	160,495	162,707	194,706
841015	Other county services	6,948,724	6,187,436	6,342,478	7,115,631	8,012,257
861010	Civil jury reimbursement	308,430	356,166	330,878	353,750	230,000
861011	Reimbursements - miscellaneous	3,920,540	4,419,350	4,668,515	4,387,109	2,689,161
861014	Convenience fee reimbursement	475,448	446,916	397,733	361,476	1,150,000
<b>SUBTOTAL - Local Reimbursements</b>		<b>12,088,860</b>	<b>11,742,011</b>	<b>12,054,434</b>	<b>12,545,580</b>	<b>12,416,124</b>
<b>TOTAL - LOCAL REVENUES AND REIMBURSEMENTS</b>		<b>22,384,509</b>	<b>25,668,598</b>	<b>21,694,775</b>	<b>21,866,917</b>	<b>21,746,815</b>
<b>INTEREST AND OTHER ADJUSTMENTS</b>						
825010	Interest	121,436	97,802	159,082	265,318	225,000
826011	Realized gain	-	-	6,152	-	-
899910	Prior year adjustments	(83,493)	(1,276)	45,178	(1,122)	-
<b>TOTAL - INTEREST AND OTHER ADJUSTMENTS</b>		<b>37,943</b>	<b>96,526</b>	<b>210,412</b>	<b>264,196</b>	<b>225,000</b>
<b>TOTAL REVENUES AND REIMBURSEMENTS</b>		<b>186,070,405</b>	<b>193,220,634</b>	<b>198,013,928</b>	<b>195,627,676</b>	<b>191,737,972</b>

## FY 2017-18 Approved Budget – EXPENDITURES BY GL ACCOUNT

The tables on this page and the next provide details regarding Court expenditures by GL account. Actual expenses are provided for Fiscal Years 2013-14 through 2016-17. Budgeted expenditures by GL account are provided for FY 2017-18.

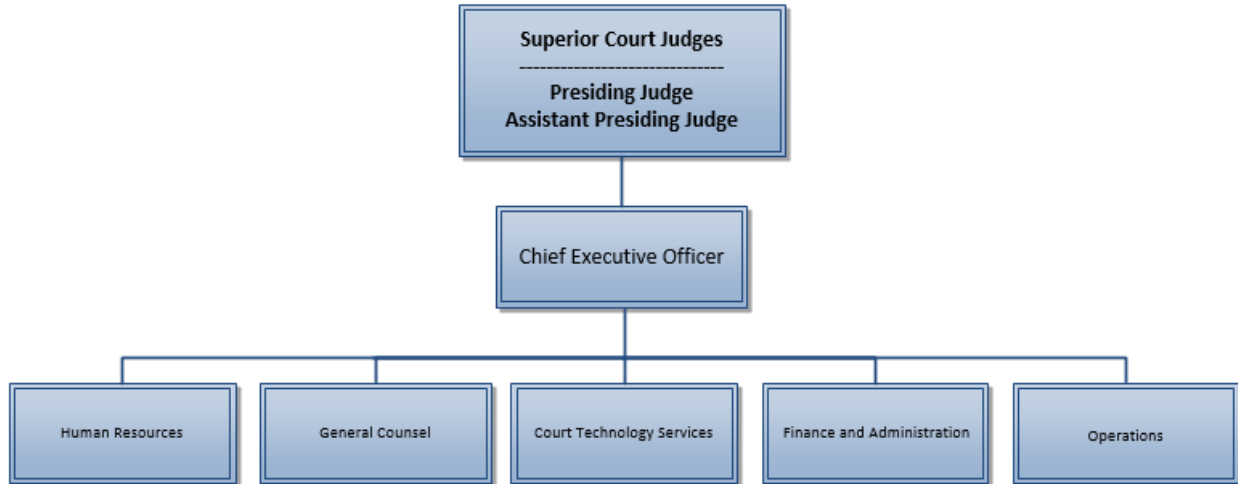
GL no.	GL description	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>SALARIES AND BENEFITS</b>						
<b>Salaries</b>						
900301	Salaries - permanent, non-judicial personnel	96,680,021	94,251,144	96,478,592	98,212,049	102,409,974
900320	Lump sum pay outs (vacation, sick leave cash outs)	993,369	903,764	744,553	943,735	400,000
900328	Other pay (on call, differentials, VSIP)	1,390,471	922,128	1,156,001	797,578	796,461
903301	Extra help	1,491,015	1,458,852	1,173,893	1,036,152	1,256,417
906303	Judicial officers - commissioners	2,665,976	2,417,324	1,878,776	2,184,647	2,546,460
906311	Judicial officers - judges	1,085,998	1,036,223	1,005,269	955,406	893,940
908301	Overtime	5,351,638	2,800,889	1,665,645	1,160,744	734,652
914101	Salary savings (budget only)	-	-	-	-	(6,960,497)
<b>SUBTOTAL - Salaries</b>		<b>109,658,487</b>	<b>103,790,324</b>	<b>104,102,728</b>	<b>105,290,312</b>	<b>102,077,407</b>
<b>Benefits</b>						
910302	Medicare	1,427,150	1,362,483	1,390,869	1,412,074	1,537,187
910401	Dental insurance	253,010	242,965	239,368	254,487	207,924
910501	Health insurance	13,756,012	13,319,746	13,909,031	14,190,650	14,444,856
910503	Retiree health benefits	3,984,141	3,487,447	3,505,653	4,046,705	4,204,783
910604	Retirement - non-judicial staff	27,712,226	31,197,349	31,817,072	29,875,663	32,368,231
910610	Retirement - 415(m)	-	-	-	-	100,000
912301	Retirement - judicial officers	884,270	906,587	702,591	746,473	-
912501	Workers' compensation	1,204,763	1,185,950	1,637,389	1,420,673	1,616,295
913501	Life insurance	36,271	24,658	15,716	16,982	31,704
913502	Long-term disability (LTD) insurance	85,917	85,262	87,235	92,310	103,240
913503	Accidental death and disability (AD&D) insurance	4,209	4,066	4,094	4,228	4,735
913699	Other insurance (vision)	793,085	773,821	778,745	783,661	799,603
913701	Other judges' benefits	601,803	543,930	522,727	509,928	-
913802	Educational incentives (other than tuition reimb.)	22,569	24,917	23,501	20,895	20,000
913899	Other benefits (tuition reimb., OBP, parking)	1,269,826	1,266,243	1,272,914	1,358,507	1,755,629
<b>SUBTOTAL - Benefits</b>		<b>52,035,252</b>	<b>54,425,425</b>	<b>55,906,905</b>	<b>54,733,236</b>	<b>57,194,187</b>
<b>TOTAL - SALARIES AND BENEFITS</b>		<b>161,693,739</b>	<b>158,215,750</b>	<b>160,009,633</b>	<b>160,023,548</b>	<b>159,271,594</b>
<b>SERVICES AND SUPPLIES</b>						
920299	Laboratory expense	47,249	51,801	44,355	24,952	20,000
920301	Merchant fees	410,689	409,034	394,345	392,396	390,000
920302	Bank fees	17,733	17,060	23,553	26,034	25,000
920599	Dues and memberships	36,035	93,867	97,384	100,878	70,725
920622	Copy paper	328,967	278,991	252,687	242,458	208,700
920699	Office expense	258,492	225,593	270,450	305,452	389,579
921599	Advertising expense	5,104	15,958	23,450	20,830	40,350
921702	Meals / food	7,352	7,564	20,497	11,808	10,460
921704	Special events / employee appreciation	17,892	19,745	25,055	20,883	23,862
922399	Library purchases and subscriptions	767,670	756,084	686,703	726,317	723,467
922603	Equipment - office furniture	34,465	153,322	85,862	424,268	84,244
922608	Equipment - weapons screening	-	429	133	-	-
922611	Equipment - computers	1,214,840	62,965	47,479	858,522	148,550
922612	Equipment - printers	250	1,219	3,534	16,849	5,000
922616	Cell phones/pagers	-	-	-	2,141	-
922699	Equipment - under \$5,000	232,962	95,375	244,952	190,940	52,500
922799	Equipment - rents and leases	382,801	356,335	368,974	352,498	371,689
922899	Equipment - maintenance and repairs	106,574	155,935	212,712	230,211	298,496
923999	General expense - service	71,984	71,689	100,294	120,628	113,184
924599	Printing	393,046	304,774	219,227	235,829	283,825
925101	Telecommunications	1,549,496	1,733,663	1,456,912	1,229,020	1,290,382
925103	Cell phones/pagers	16,238	13,437	13,880	13,566	13,288
926199	Postage	932,065	744,913	772,330	679,988	807,670
928801	Insurance	62,534	57,770	52,215	49,911	52,110



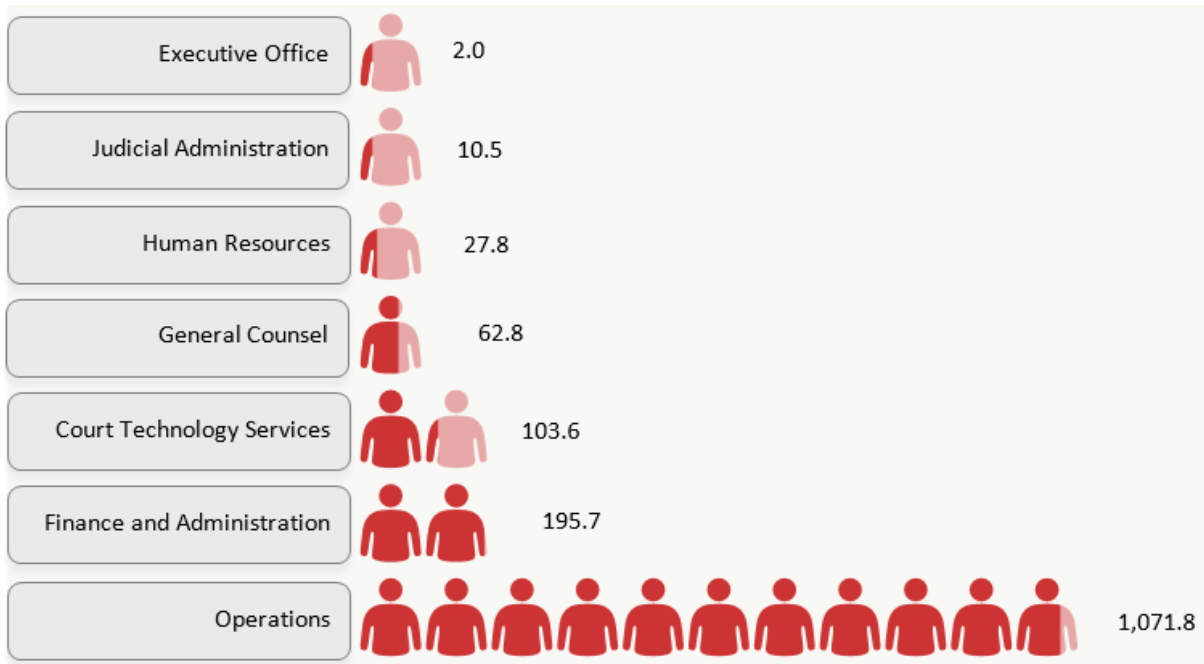
GL no.	GL description	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>SERVICES AND SUPPLIES</b>						
929210	Private car mileage	142,241	97,751	89,026	71,816	74,215
929299	Travel - in-state	54,873	60,736	87,945	84,159	148,085
931101	Travel - out-of-state	23,868	12,969	76,159	61,235	54,720
933101	Tuition and registration fees	360,791	220,787	209,358	188,514	118,780
933102	Tuition reimbursement	-	55,122	120,447	120,563	101,910
934510	Courtroom security - Sheriff-provided	307,925	249,242	104,479	-	-
934512	Alarm service	97,900	8,662	14,594	21,535	7,049
934599	Sheriff command staff	1,081,844	470,175	-	-	-
935202	Rent - non-State owned	961,236	788,729	800,451	239,850	38,163
935301	Janitorial - services	592,386	652,264	749,521	794,390	843,344
935303	Janitorial - cleaning supplies	293,959	262,831	294,111	277,698	284,275
935499	Maintenance and supplies	3,499,414	2,633,987	2,188,326	3,557,248	1,225,962
935599	Grounds	77,594	91,195	75,096	93,812	-
935699	Alteration expenses	18,749	10,199	4,486	-	170,000
938201	Consulting services - temporary help	100,932	113,413	26,099	121,495	-
938401	General consultant and professional services	1,616,574	1,642,407	2,396,404	2,715,451	2,305,641
938404	Administrative services contracts	91,788	312,660	103,151	87,790	112,023
938412	Translations	-	-	-	1,889	-
938502	Court interpreter - travel	-	3,011	6,984	508	2,000
938503	Court interpreter - registered	35,090	66,595	99,651	144,664	153,000
938504	Court interpreter - certified	822,946	928,737	944,509	1,203,959	1,136,000
938505	Court interpreter - non-registered	56,210	65,884	121,491	98,743	100,000
938506	Court interpreter - non-certified	125,906	111,665	138,953	179,791	162,000
938507	Court interpreter - American sign language	152,765	155,446	217,110	320,674	300,000
938509	Court interpreter - mileage	31,231	55,530	66,681	74,884	77,000
938512	Court interpreter - document translation	5,719	762	18,299	8,370	7,500
938514	Court interpreter - language line - non court	-	1,348	2,112	2,017	2,000
938601	Court reporter services	624,558	819,881	512,276	583,803	450,000
938701	Court transcripts	1,456,930	1,295,899	1,139,982	1,213,089	1,150,000
938711	Electronic recording transcripts	77,164	123,854	160,026	238,359	200,000
938801	CAC - dependency (children)	2,116,176	2,028,810	2,150,982	2,306,477	2,734,070
938802	CAC - dependency (parents)	3,997,284	3,716,941	3,979,296	4,098,078	3,811,000
938899	CAC - criminal	2,572,528	2,222,194	2,365,214	2,932,590	2,658,758
938901	Investigative services	232,511	230,594	236,920	209,781	287,000
939002	Psychiatric evaluations	247,424	199,355	267,679	252,739	296,000
939003	Court-ordered professional services	58,877	10,400	13,350	19,174	151,000
939009	Expert witness	31,133	3,789	9,880	15,354	42,800
939014	Expert witness - forensic	98,861	92,925	68,920	114,641	85,000
939018	Mental health hearing officer	73,865	79,352	80,533	89,226	85,000
939102	Civil arbitration fee	1,050	750	150	150	1,000
939299	Collection services	239,634	351,219	262,229	369,768	360,000
939401	Legal services	37,043	20,560	84,822	32,548	20,000
939402	Labor negotiations	28,367	27,059	28,789	5,237	30,000
939412	CAC - delinquency	790,600	770,288	707,641	789,704	1,041,865
939413	CAC - family law	336,402	352,961	390,206	354,690	430,950
939414	CAC - probate	6,173	32,555	27,946	10,115	160,000
939420	Small claims advisory service	130,000	115,714	115,714	115,714	130,000
939701	Banking and investment services	6,281	886	816	986	1,300
941101	Sheriff - reimbursement - AB 2030 / AB 2695	72,730	67,090	67,035	68,535	75,000
942901	County-provided services	3,478,794	1,280,772	1,026,030	959,706	929,937
943201	IT - maintenance, repairs, and supplies	1,091,142	692,462	940,803	882,202	532,161
943301	IT - commercial contracts	1,125,219	1,223,390	1,751,189	1,241,147	1,095,901
943502	IT - software and license fees	5,266,737	2,678,759	2,819,216	2,458,957	2,569,430
943701	IT - Other	-	-	2,787	445,048	-
945203	Major equipment - furniture	-	5,622	40,137	35,828	-
945204	Major equipment - weapons screening	-	5,533	-	92,313	-
945301	Major equipment - non-IT	80,408	56,103	68,860	118,101	352,500
946601	Major equipment - IT	1,760,946	304,453	281,815	518,689	275,000
952099	Uniform allowance	1,980	1,034	3,881	3,364	3,050
952499	Vehicle operations	23,343	20,320	19,818	14,537	36,600
952599	Cash differences	1,969	1,898	1,171	907	1,000
965101	Jury fees	808,905	817,708	763,408	741,195	710,000
965102	Jury mileage	254,540	249,243	237,370	233,068	230,000
965110	Jury parking and public transportation	26,671	25,267	26,048	17,262	25,000
971001	Penalties	-	1,212	-	-	-
972100	Judgments, settlements, and claims	87,530	500	1,201	78	-
971101	OPEB Expense	1,200,000	2,000,000	-	-	-
992001	Departmental indirect allocations	(82,829)	-	-	-	-
999910	Prior year expense adjustments	2,111,088	(205,678)	(601)	(12,915)	-
<b>TOTAL - SERVICES AND SUPPLIES</b>		<b>47,918,412</b>	<b>36,421,303</b>	<b>35,025,969</b>	<b>38,317,679</b>	<b>33,808,070</b>
<b>TOTAL EXPENDITURES</b>		<b>209,612,151</b>	<b>194,637,053</b>	<b>195,035,603</b>	<b>198,341,227</b>	<b>193,079,664</b>

## FY 2017-18 Approved Budget – BUDGET BY DEPARTMENT

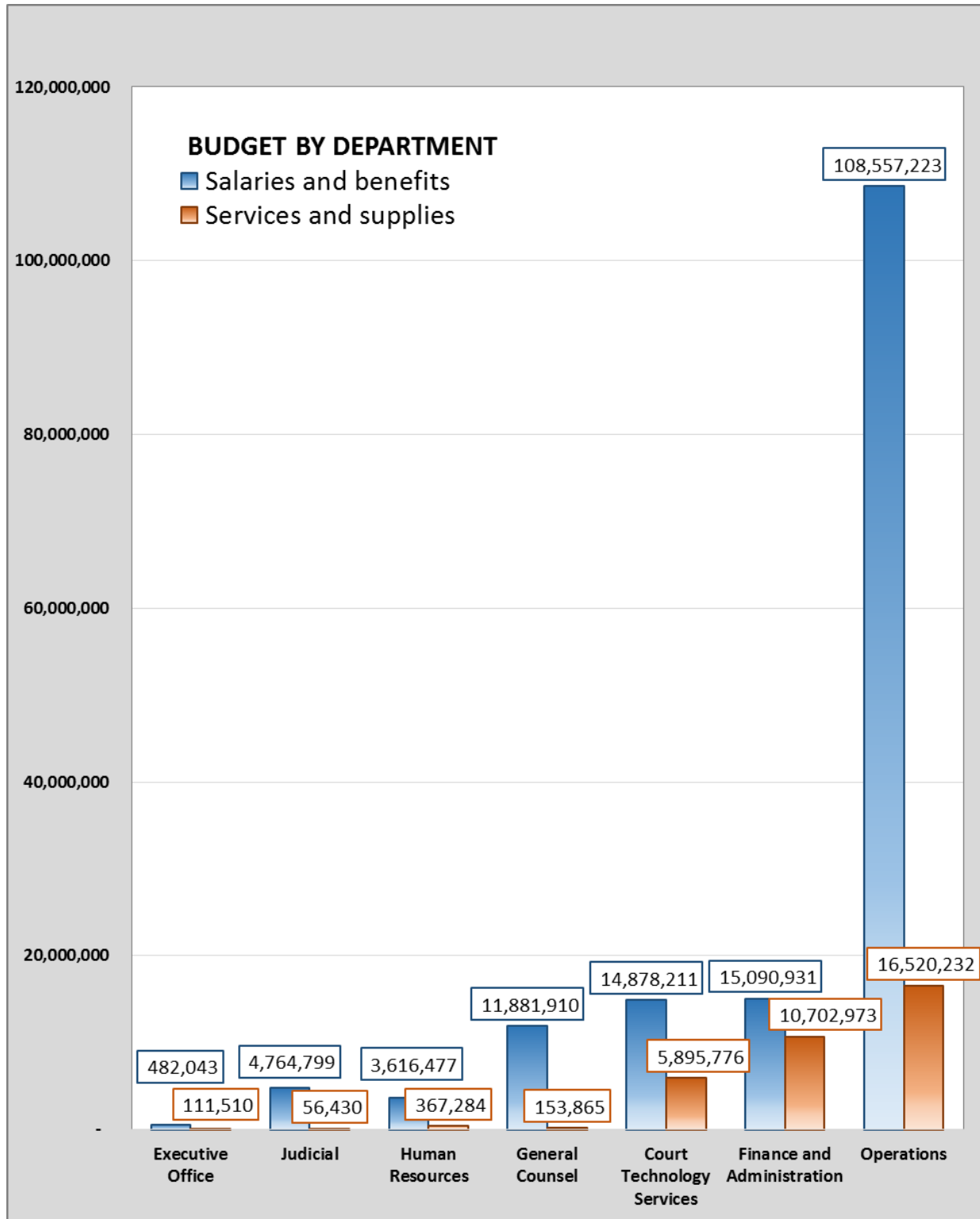
The budget for Court staff as well as all services and supplies is segregated into seven departments—Executive Office, Judicial Administration, Human Resources, General Counsel, Court Technology Services, Finance and Administration, and Operations. The Court has 124 authorized judicial positions. Per California Rules of Court Rule 10.602 et al, the judges select a presiding judge and assistant presiding judge. Non-judicial employees are led by the court executive officer.



The number of budgeted staff are represented as full-time equivalents (FTEs). The number of FTEs by department is illustrated below:



The FY 2017-18 Approved Budget by department is shown below. The Operations Department includes about 72% of the Court's total workforce and its budget is about 65% of the total.

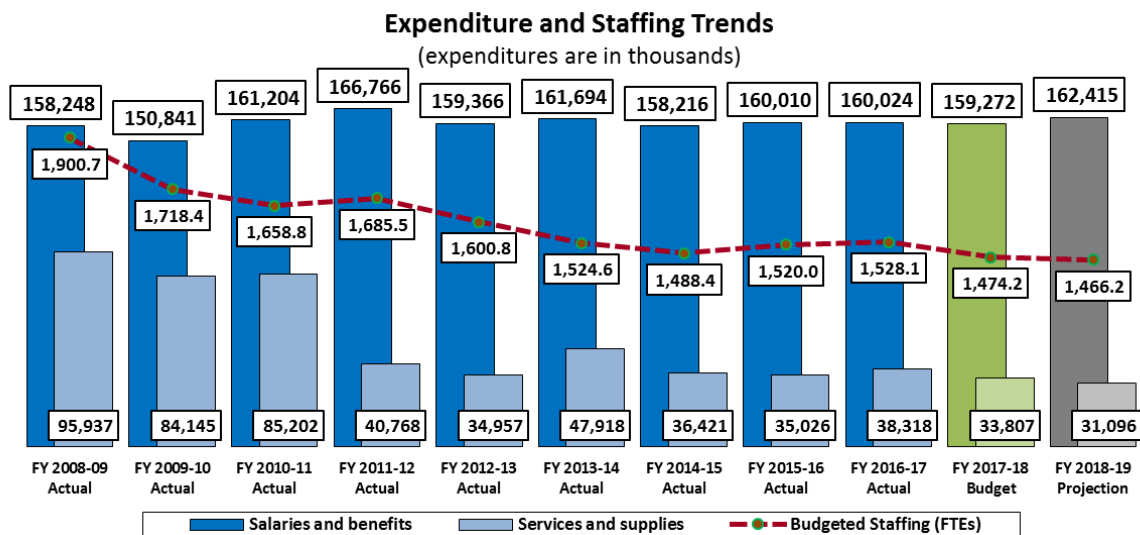


## FY 2017-18 Approved Budget – BUDGET BY COST CENTER

The Court’s seven departments are further subdivided into cost centers. In addition to their other duties, cost center managers are responsible for assigned personnel, controlling costs, and reporting significant variances from the budget.

The cost center budget summaries that follow highlight each cost center’s mission statement, its goals and approved budget for FY 2017-18 as well as major accomplishments in FY 2016-17.

For each cost center, a chart is provided showing the salaries and benefits budget with budgeted staffing (FTEs). A second chart is provided for the services and supplies budget. To help provide context, charts include actual expenditures from FY 2008-09 through FY 2016-17. A projection is also provided for FY 2018-19. The chart below provides summarizes this information for the entire Court.



Note that even though the Court’s budgeted staffing has decreased 426.5 FTEs, about 22.5%, since FY 2008-09, the total cost of salaries and benefits has actually increased slightly. Services and supplies decreased significantly after FY 2010-11 because funding for court security is now provided directly to the counties instead of to the courts.

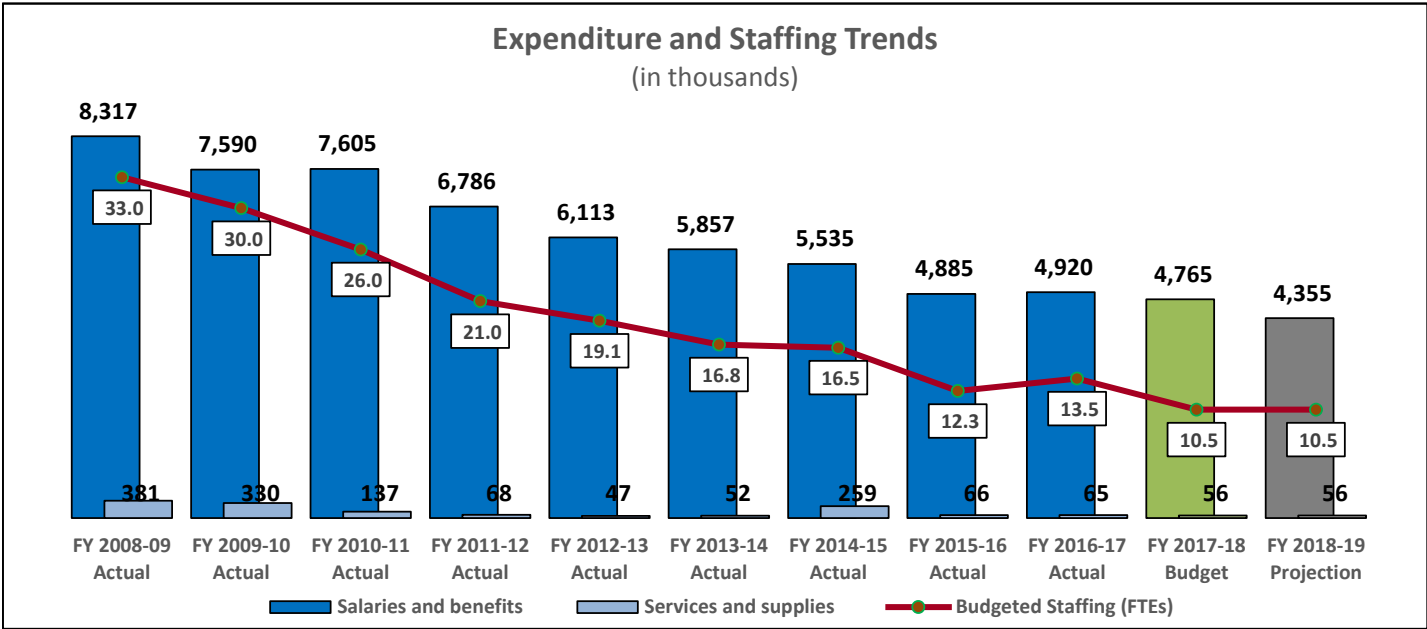


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# JUDICIAL ADMINISTRATION

301020  
 Judicial Officers  
 FTEs = 10.5

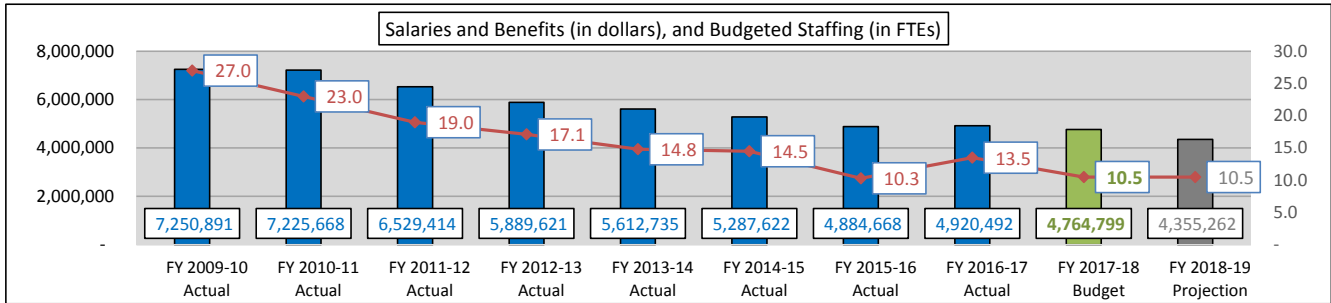


## Judges and Commissioners (301020)

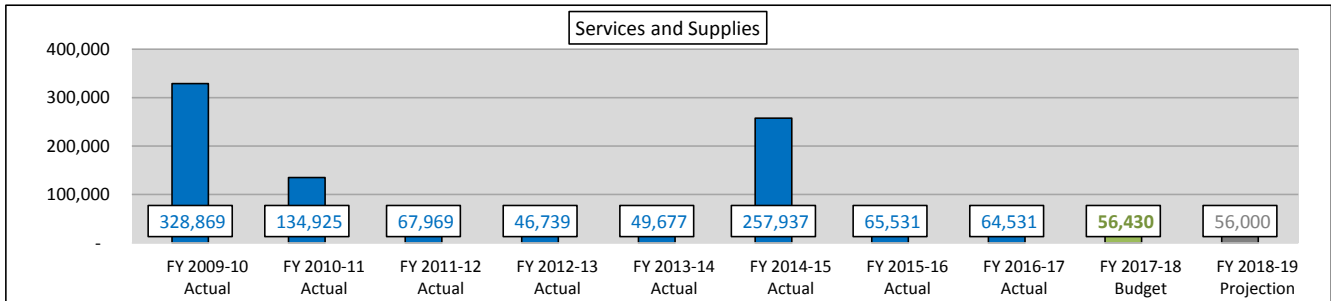
### Mission Statement

The mission of the Superior Court of California, County of Orange is to serve the public by administering justice and resolving disputes under the law, thereby protecting the rights and liberties guaranteed by the Constitutions of California and the United States.

### FY 2017-18 APPROVED BUDGET



Includes salaries and benefits for 10.5 Commissioner positions, one fewer than in the prior year due to a retirement. In previous years, this cost center included 2.0 FTEs non-judicial staff. Beginning in FY 2017-18, these non-judicial positions are no longer in this cost center and are instead included in the Judicial Assistance Group (302240). This cost center's budget also includes extra help funds for commissioner backfill and contractors hearing emergency protective orders at nights and on weekends. Judges are not included in the number of FTEs but the \$9,500 partial salary paid to specific judges through the county payroll system, for which the Court is reimbursed by the State, are included in the expenditures.



There are no significant changes to report for FY 2017-18.

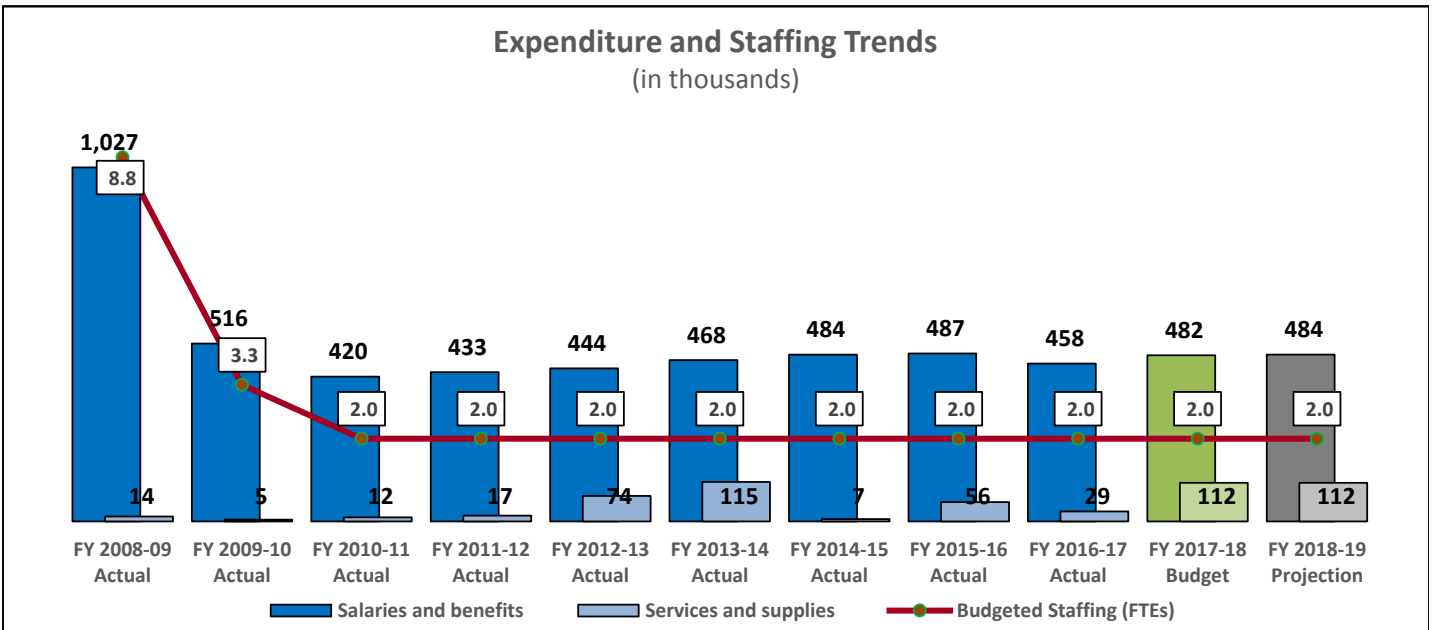
Court Executive Officer  
**David Yamasaki**  
 (657) 622-7017

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# EXECUTIVE OFFICE

**302100**  
 Court Executive Office  
 FTEs = 2.0

*The management and administration of all non-judicial operations of the Court are the responsibility of the Court Executive Officer.*

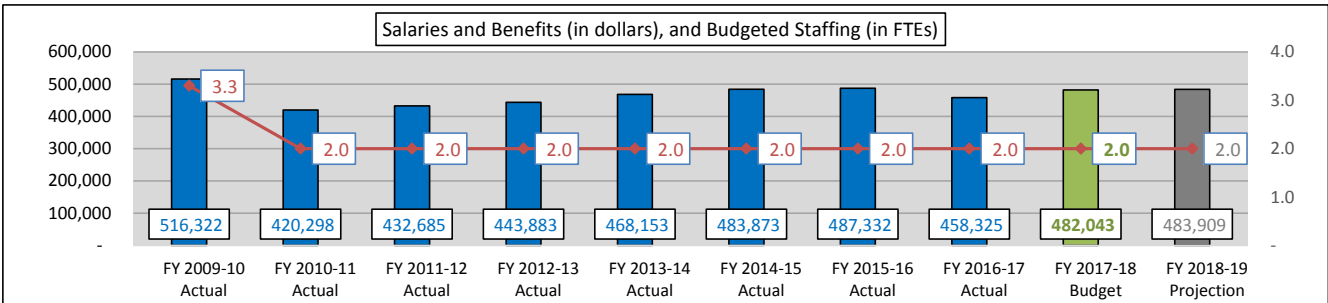


# Court Executive Office (302100)

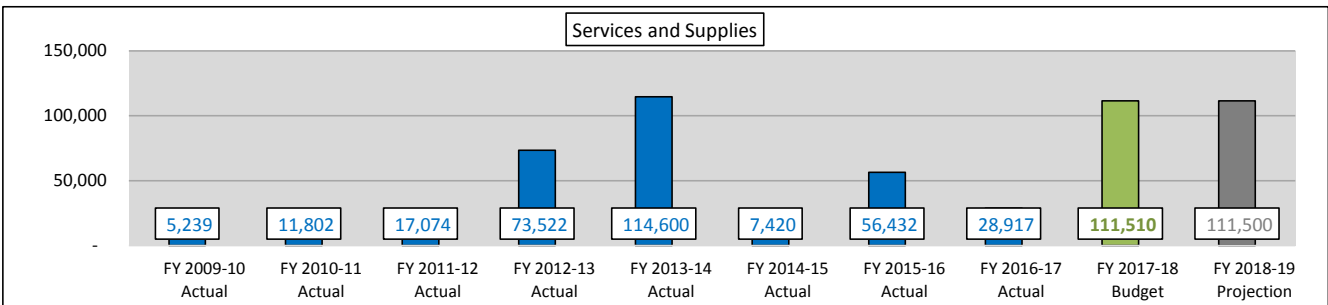
**Mission Statement**

The management and administration of all non-judicial operations of the Court are the responsibility of the Court Executive Officer (CEO).

**FY 2017-18 APPROVED BUDGET**



Staff include the CEO and the Executive Assistant to the CEO.

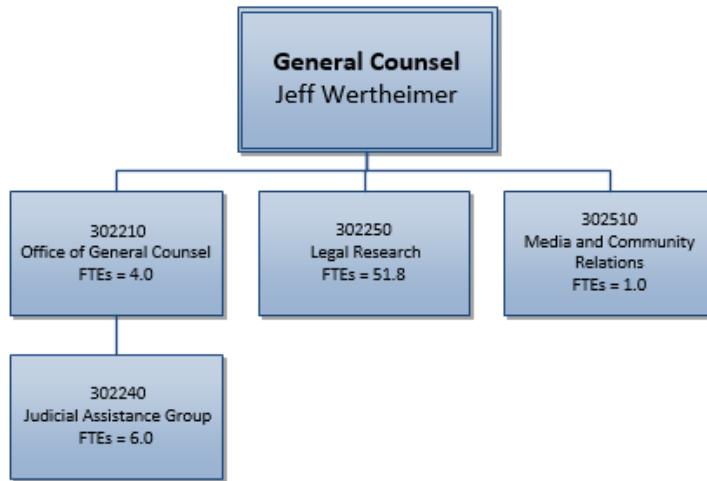


Funding for discretionary training and travel for non-judicial staff is included here. During the fiscal year, once the training and travel request is approved, the expense is charged against the employee's home cost center. Once funds are expended, budget is then moved from this cost center to the employee's cost center. This is why actual expenditures are lower than the original budget. Funds are also budgeted for consultants and lawyers to conduct investigations or handle special projects.

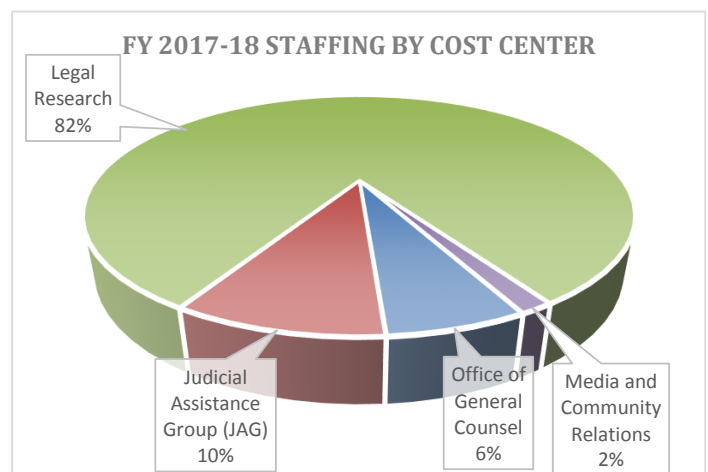
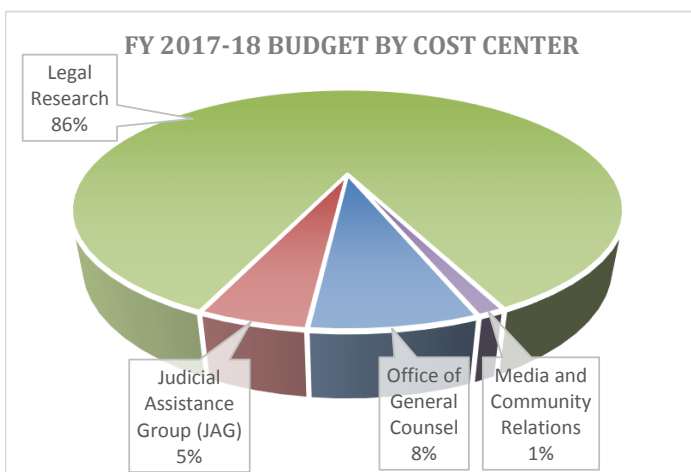
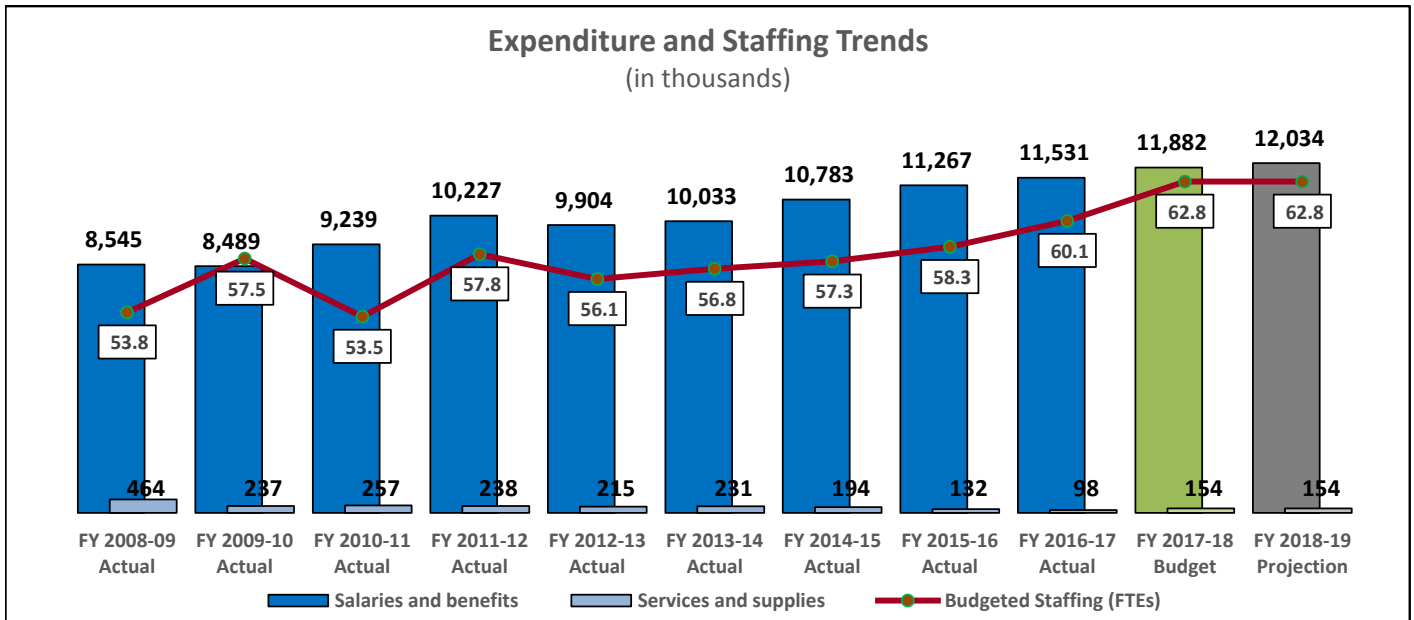
Court Executive Officer  
**David Yamasaki**  
 (657) 622-7017

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# GENERAL COUNSEL



General Counsel supports the Court's commitment to serving the public and the judiciary by providing high quality legal services and advice to promote sound decision-making in all areas of court operations and administration.



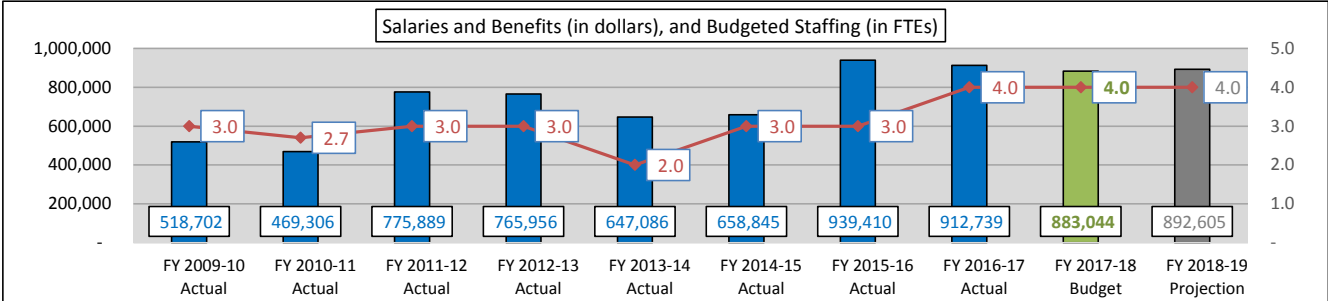


## Office of General Counsel (302210)

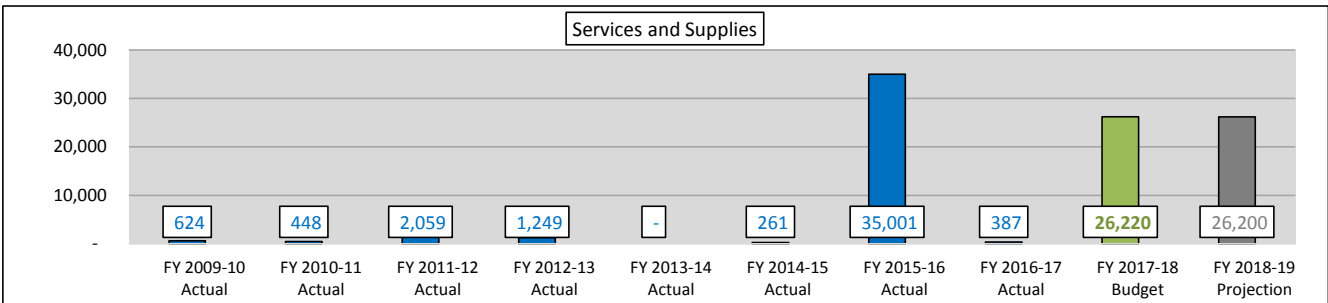
### Mission Statement

The Office of General Counsel provides services to the judiciary and to the public to facilitate access to court services, assist independence of the judiciary, and enhance the quality of justice through modern management and administration.

### FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There were no legal services costs in FY 2016-17, which accounts for the variance between FY 2016-17 actual and FY 2017-18 budget.

General Counsel  
**Jeff Wertheimer**  
 (657) 622-7723

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

## Media and Community Relations (302510)

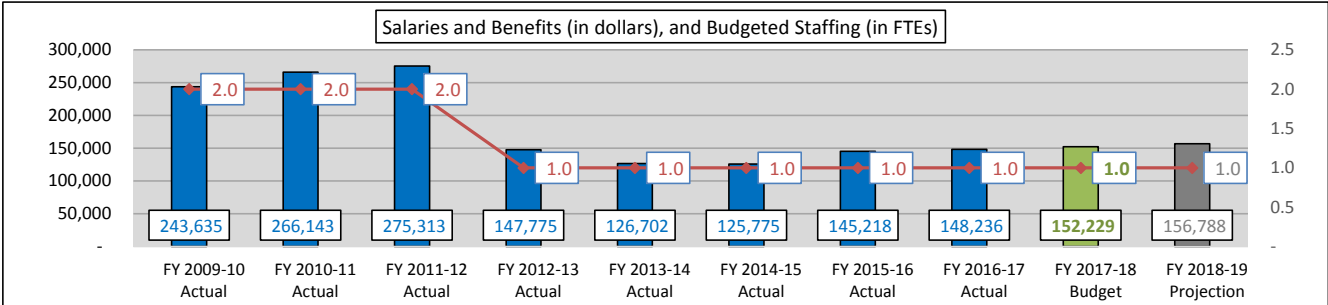
### Mission Statement

Work closely with the media and the public to provide timely, accurate information and enhance the Court's image within the community.

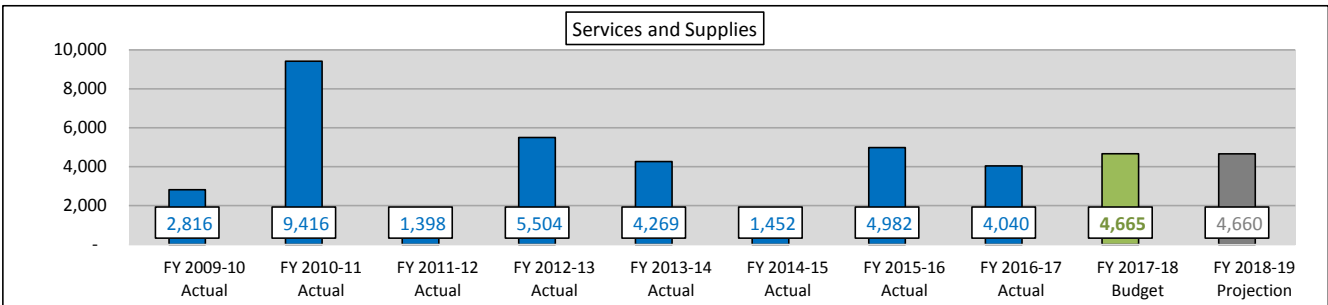
### FY 2017-18 Goals and Objectives

- » Centralize communication as the primary Court contact for local, state, national, and international media
- » Inform the media and the public about the work of the Court
- » Build bridges with the community

### FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Shared information about the Court with the media and the public via the Court's website, news releases, and social media
- » Provided assistance to the media and the public to access case information and documents
- » Acted as liaison between the Court and the media for requests to film or record court proceedings
- » Coordinated responses to over 75 requests for judicial administrative records, per California Rules of Court, rule 10.500
- » Planned and staffed the Court's 10th annual Leadership Academy for staff of local elected officials and community organizations
- » Managed the recruitment and selection of the 2017-2018 O.C. Grand Jury as lead staff for the 25 judges on the selection committee

Cost Center Manager  
**Gwen Vieau**  
 (657) 622-7097

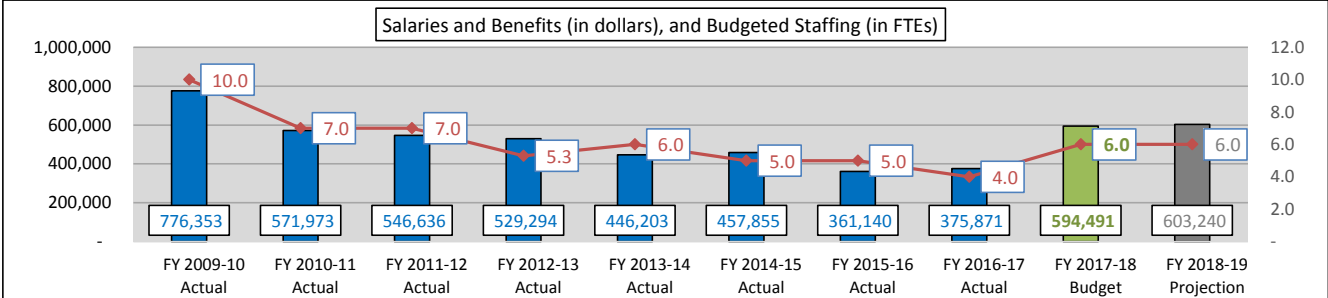
Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# Judicial Assistance Group (JAG) (302240)

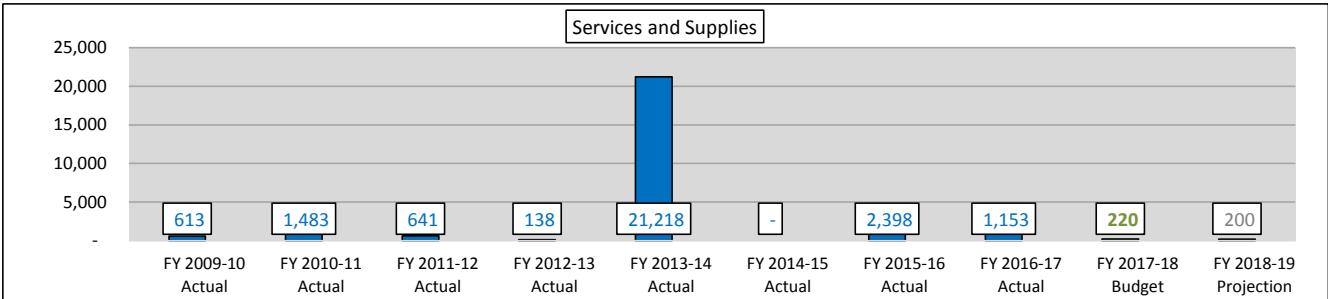
## Mission Statement

The Judicial Assistance Group (JAG) is dedicated to providing timely, responsive, and professional management services and administrative support for judicial officers throughout the Court.

## FY 2017-18 APPROVED BUDGET



Two positions, one Executive Assistant and one Senior Executive Assistant, were transferred from the Judges and Commissioners (301020) cost center.



There are no significant changes to report for FY 2017-18.

General Counsel  
**Jeff Wertheimer**  
 (657) 622-7723

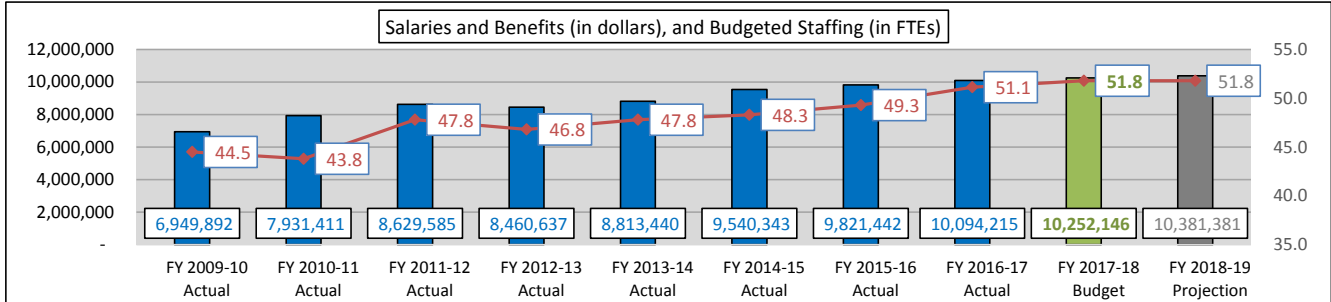
Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

## Legal Research (302250)

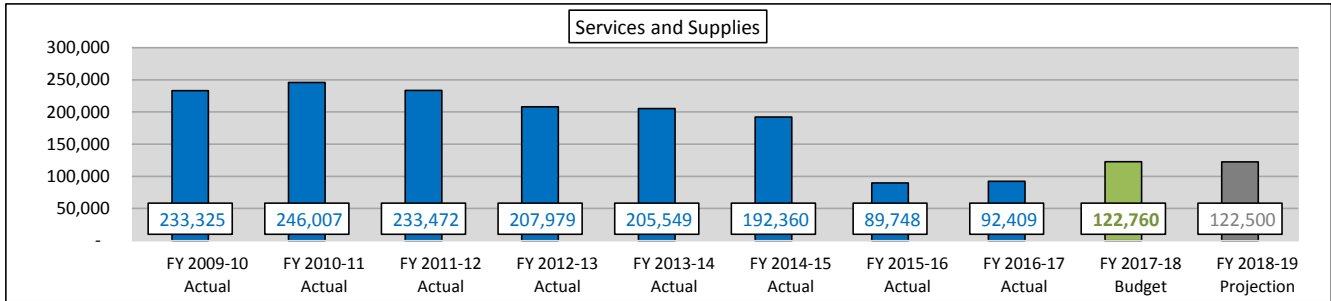
### Mission Statement

Legal Research provides legal research and analytical support to the Court's judicial officers in a wide range of subject areas and functions including civil, complex civil, criminal, family law, juvenile, probate and mental health, and appellate division matters.

### FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

General Counsel  
**Jeff Wertheimer**  
 (657) 622-7723

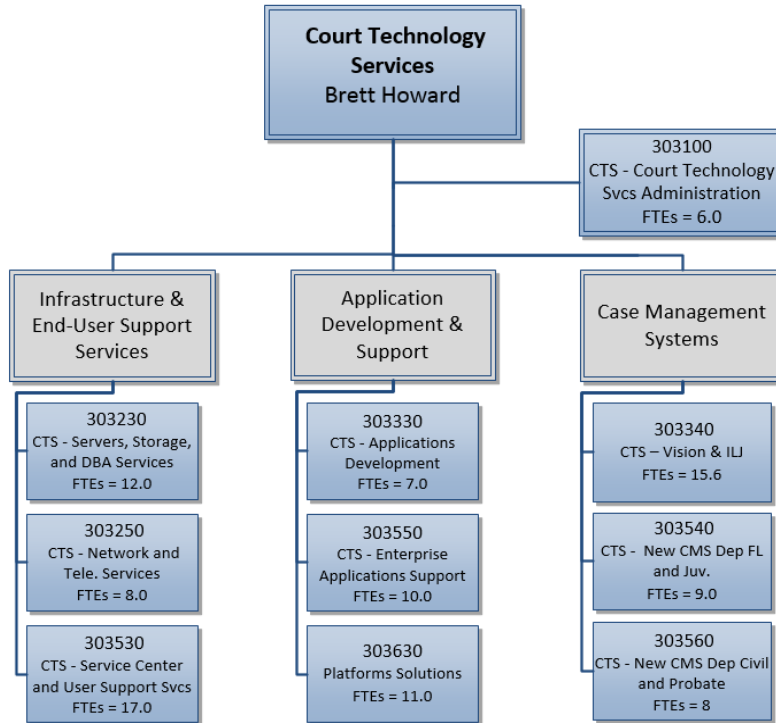
Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739



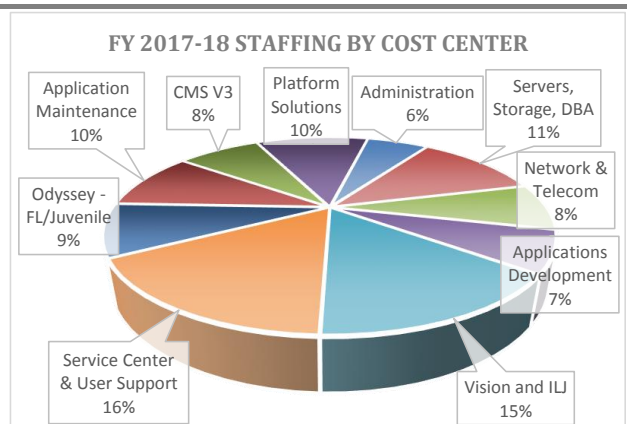
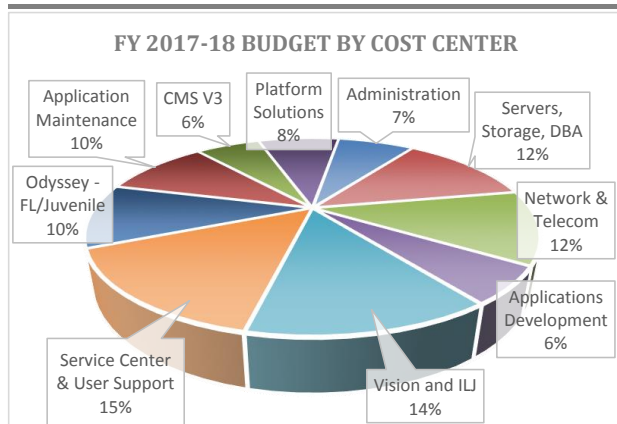
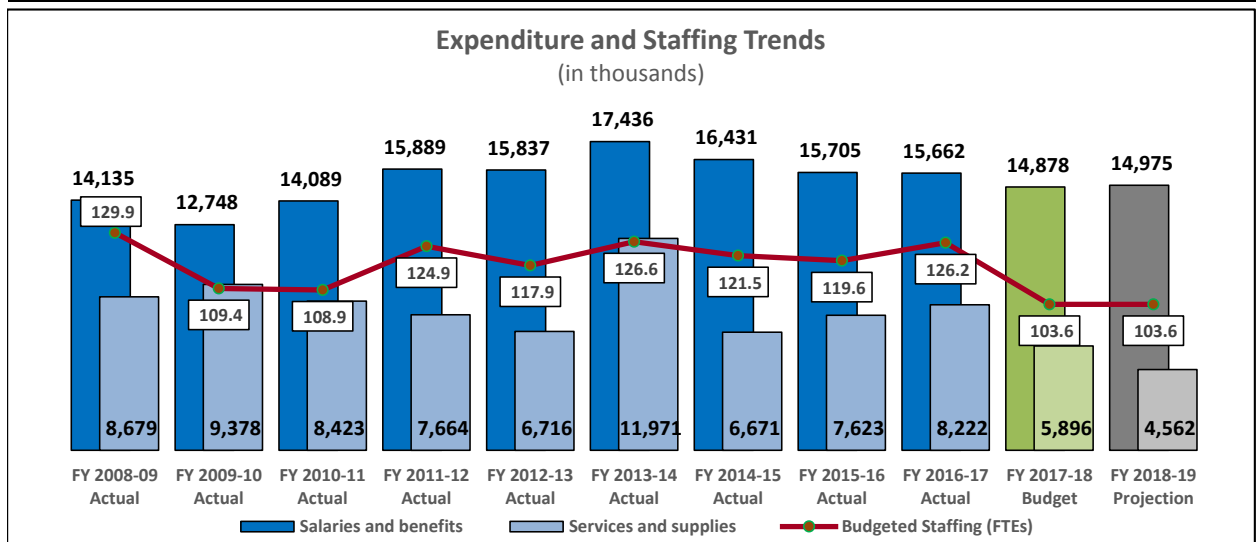
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# COURT TECHNOLOGY SERVICES DEPARTMENT



The mission of Court Technology Services is to deliver business value through the introduction of new technology-enabled solutions; effectively and efficiently manage existing technology services and solutions; and establish and implement against a technology plan that balances court needs, industry trends, and Judicial Council directions.



## CTS - Administration (303100)

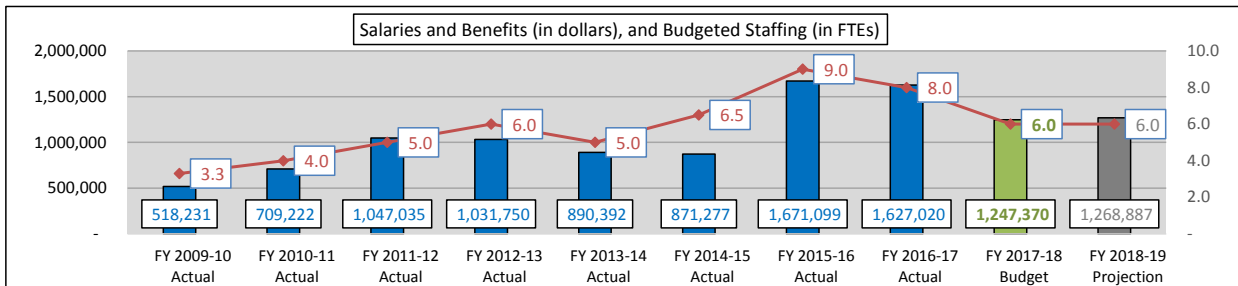
### Mission Statement

The mission of Court Technology Services (CTS) is to deliver business value through the introduction of new technology-enabled solutions, effectively and efficiently manage existing technology services and solutions, and establish and implement against a technology plan that balances Court needs, industry trends, and Judicial Council strategic directions.

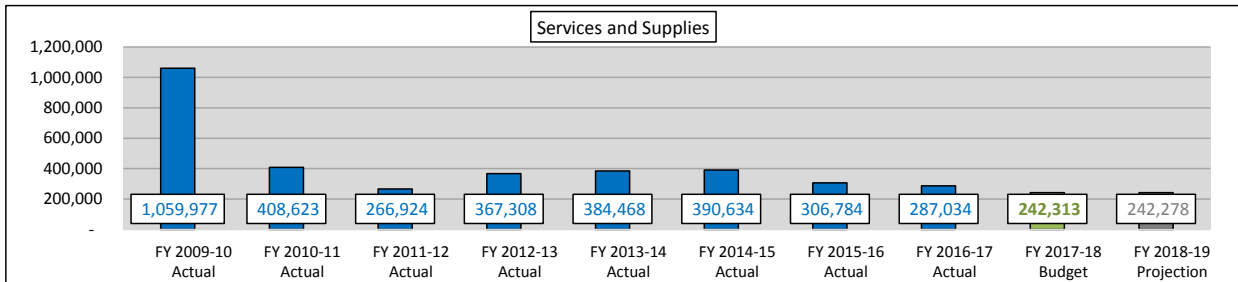
### FY 2017-18 Goals and Objectives

- » Effectively manage the delivery of courtwide technology services. Objectives: Deploy and ensure support of a common infrastructure that meets the Court's needs; forecast and budget to deliver appropriate services
- » Guide technology decision-making to ensure consistency with the Court's business direction. Objectives: Implement and maintain effective information technology (IT) governance; ensure IT investments are aligned with the Court's Strategic Plan, business priorities, and IT standards
- » Ensure a skilled, responsive, and innovative staff that keeps current with evolving business-critical technologies. Objectives: Promote staff training and development; hire and retain highly qualified staff
- » Provide high quality customer service. Objectives: Establish and meet user expectations in delivering courtwide technology services and assist them in identifying opportunities to introduce new technology; ensure that users have easy access to accurate and timely court information and services via the internet and intranet

### FY 2017-18 APPROVED BUDGET



Two Court Technology Director positions were deleted after the incumbents retired and one Administrative Analyst position was transferred to Financial Planning (304210). One Court Technology Manager was moved from the discontinued Banner, Smartforms, QA, and Process cost center (303430) to this cost center.



The reduction in services and supplies is due to the elimination of three courtwide memberships.

### FY 2016-17 ACCOMPLISHMENTS

- » The CTS Department implemented the following technology initiatives to improve the overall effectiveness and efficiency of Court operations:
  - » New Wireless Network
  - » Civil CMS Gap Analysis
  - » Voice Mail in eMail
  - » Family Court Services Portal
  - » Case Sealing
  - » Microsoft Advanced Threat Protection
  - » Probate Notes
  - » Criminal/Traffic Call Center
  - » Video Conferencing Equipment Upgrade
  - » Family Court Services Automated Check-In Functionality
  - » Personnel File Imaging
  - » Integrated IVR
  - » Titanium Replacement
  - » Family Law Legal Research SharePoint Site

Chief Information Officer  
**Brett Howard**  
 (657) 622-7617

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Servers, Storage, and DBA Services (303230)

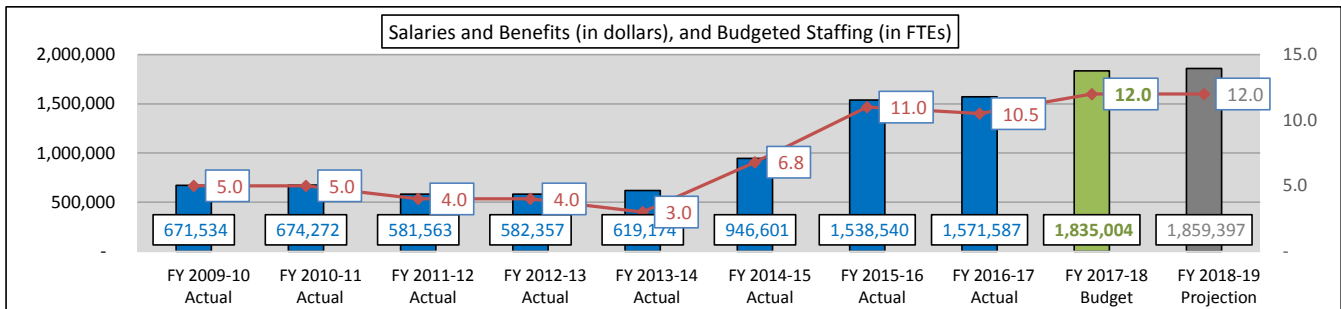
## Mission Statement

The Servers, Storage and Database Administration unit promotes the Court's Information Technology (IT) goals and objectives by maintaining, designing, and improving the Court's IT infrastructure. The unit provides optimal technical support to the Court's network, case management, application development, and end user support units that rely on servers, storage, and databases to serve the business, public, and justice partners. The unit also contributes to the success of new Court initiatives such as revamping the civil case management system, disaster recovery, business continuity, and strengthening information security by providing technical resources, application and database support.

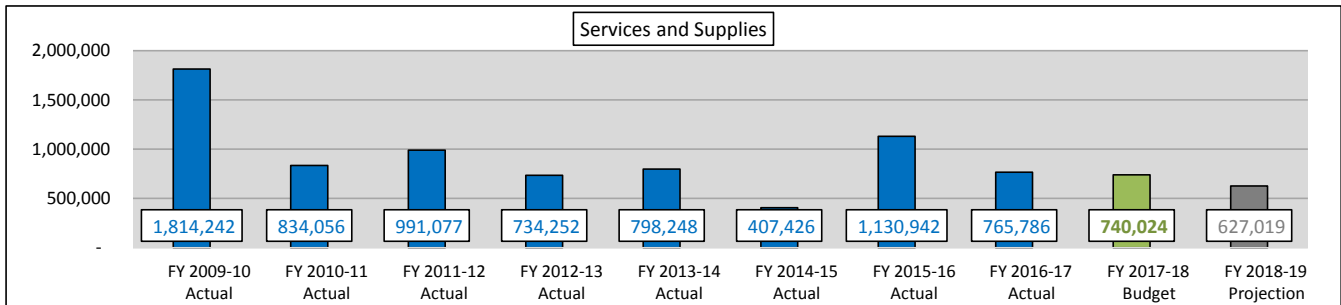
## FY 2017-18 Goals and Objectives

- » Scale the Court's application deployments in the Cloud and move towards a scalable hybrid infrastructure architecture
- » Support the Court's upcoming initiatives: Replace IBM FileNet's P8 and Image Services, upgrade the CCMS V3 (Civil) case management system, begin deploying Infrastructure as a Service (IaaS) in Microsoft's Azure environment, and implement new grant funded projects
- » Leverage the Cloud for strengthening the Court's Continuity of Operations Plan (COOP) and Disaster Recovery (DR) initiatives while targeting mission critical business applications to be DR ready
- » Revamp, strengthen and secure the Court's user remote Virtual Private Network (VPN) access and tighten with multi factor authentication
- » Improve and fine tune the Court's Security Information and Event Management (SIEM) solution

## FY 2017-18 APPROVED BUDGET



One vacant Network Administrator III position was deleted; one Database Administrator II was upgraded to a Technology Architect and transferred to Network and Telecommunications (303250); two Network Administrator III positions were transferred to this cost center from Application Maintenance (303550); and another Network Administrator III was transferred to this cost center from Vision and ILJ (303540). The remaining 0.5 FTE increase is due to time base adjustments.



While there are no substantial changes to report for FY 2017-18, there will be significant reductions expected in FY 2018-19 once the Court's legacy IBM equipment is fully phased out.

## FY 2016-17 ACCOMPLISHMENTS

- » Decommissioned the legacy Radware application load balancers and moved the Court's internal and external hosted applications behind secure F5 application load balancers, thereby increasing application availability, scalability and security
- » Completed the implementation of the NetApp storage based asynchronous replication from the primary site to an alternate site for strengthening Court's DR posture
- » Completed the implementation of the Veeam enterprise backup application to meet the Court's near and long term data backup requirements, leveraging a hybrid of on premise disk and Cloud based storage
- » Implemented Microsoft's Express route, extended the Court's on premise network to Azure and laid the platform of IaaS deployments in the Cloud
- » Implemented centralized IT Infrastructure monitoring for network, servers, application, databases and storage
- » Increased the effort to phase out the remaining legacy IBM servers and storage infrastructure and standardize the Court's infrastructure

Cost Center Manager  
**Pawan Sarna**  
 (657) 622-5111

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Network and Telecommunication Services (303250)

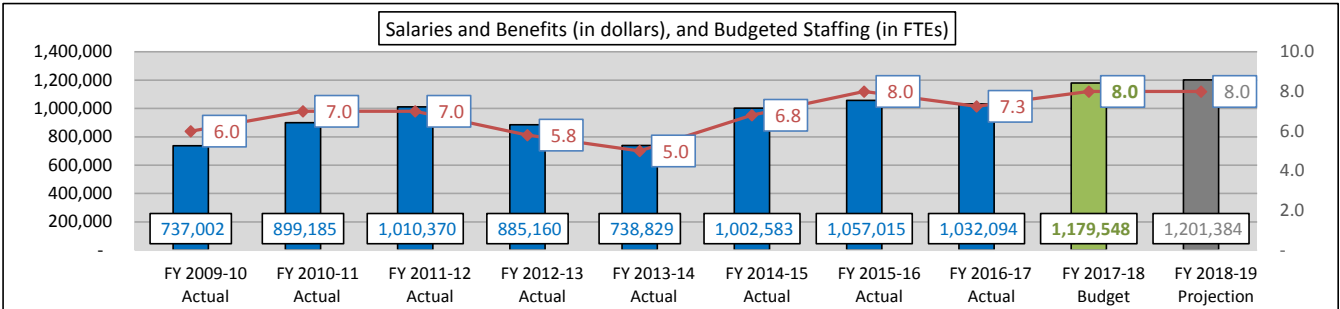
## Mission Statement

To ensure the Court's data network infrastructure is available for authorized access, provide data network infrastructure services that are transparent to users and devices while enhancing data network features, support ongoing daily operation, and perform necessary periodic and emergency maintenance activities to ensure effective data network security support for the Court's data and Voice over Internet Protocol (VoIP) physical network.

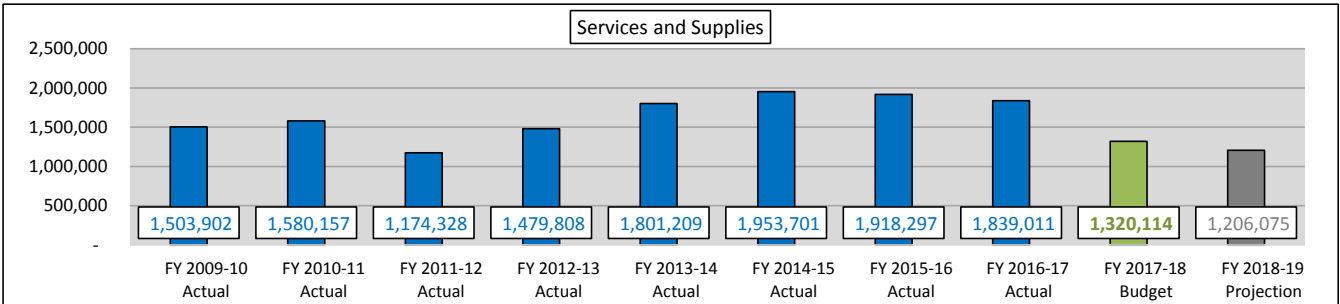
## FY 2017-18 Goals and Objectives

- » Upgrade court firewall systems to ensure protection against unauthorized access to the Court's data network
- » Continue to manage, support, maintain, and enhance all data network communication circuits and ensure optimal throughput of data transactions
- » Continue to manage, support, maintain, and enhance the data center facility and facility location data closets
- » Continue to provide telecommunication services to support physical relocation changes of judges, managers, and support staff
- » Continue to ensure optimal operability of the VoIP phone data network

## FY 2017-18 APPROVED BUDGET



One Database Administrator II position was upgraded to a Technology Architect and moved from Servers, Storage, and DBA Services (303230) to this cost center.



The reduction in services and supplies is due to maintenance cost reductions as a result of the Court's migration from P8 to COLLAGE and \$165,000 in FY 2015-16 reserves that were spent in FY 2016-17.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented new wireless network

Cost Center Manager  
**Bryan Hill**  
 (657) 622-7667

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

## CTS - Applications Development (303330)

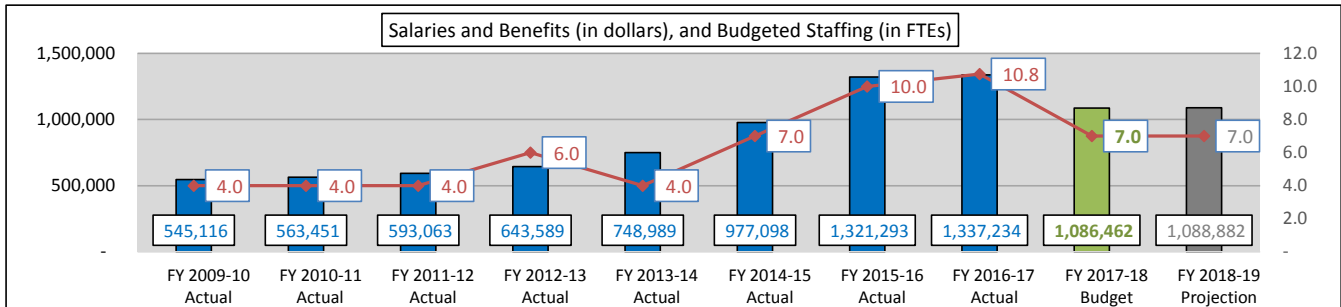
### Mission Statement

Develop, support, and maintain departmental and public-facing applications and interfaces to aid Court departments in performing in a more effective and efficient manner.

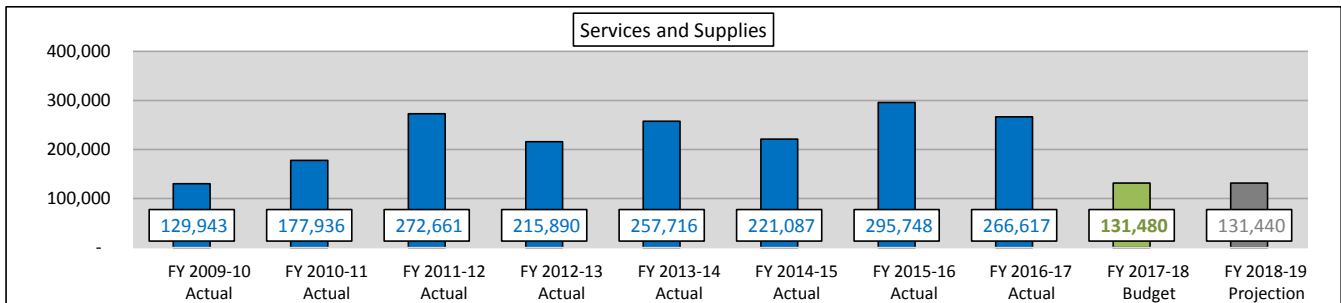
### FY 2017-18 Goals and Objectives

- » Continue to develop technical resources to support .NET systems
- » Continue to collaborate with Operations to streamline business processes by enhancing or developing new systems
- » To migrate legacy applications to .NET

### FY 2017-18 APPROVED BUDGET



The equivalent of 1.0 FTE has been temporarily assigned to the Court Innovations Grant - Data Repository. Five FTEs were transferred to Application Maintenance (303550), while one Sr. Business Systems Analyst and one Business Systems Analyst III were transferred to this cost center from Platform Solutions (303630) and CMS V3 Modernization, Maintenance, and Support (303560), respectively.



The reduction in services and supplies is due to a one-time .NET developer contract that was authorized in FY 2016-17 but not in FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Completed rewrite of Search Warrant Tracking System in .NET
- » Completed new DMV access rewrite
- » Completed Identity Manager's Single Sign-on process

Cost Center Manager  
**Ryan Nguyen**  
 (657) 622-7649

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739



# CTS - Vision and ILJ (303340)

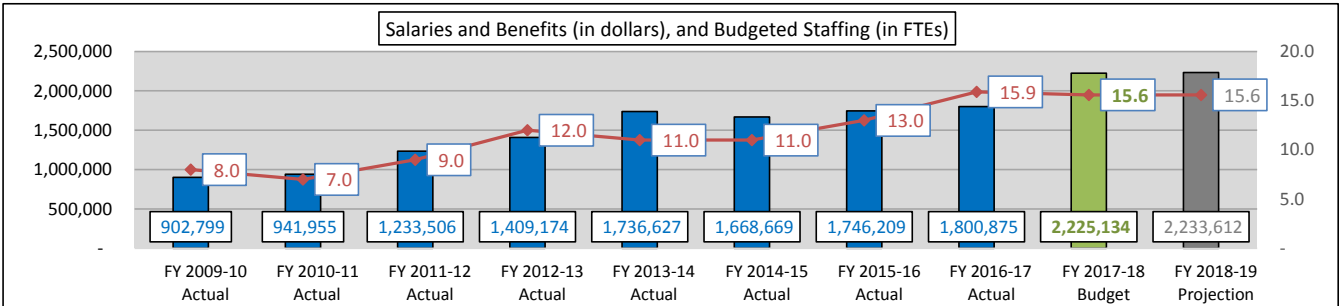
## Mission Statement

The Vision Technical Support team supports the activities of executive management, judicial officers, justice partners and internal users by ensuring that the Vision Case Management System (CMS) and its related interfaces satisfy their business needs. The unit's objectives include preserving the integrity of Criminal and Traffic databases, providing secure and authorized access to Vision data and documents, supporting external justice partners, proactively enhancing the Vision application, providing technical expertise for the development of MY Plan projects, and working with court users to improve the efficiency of common business processes.

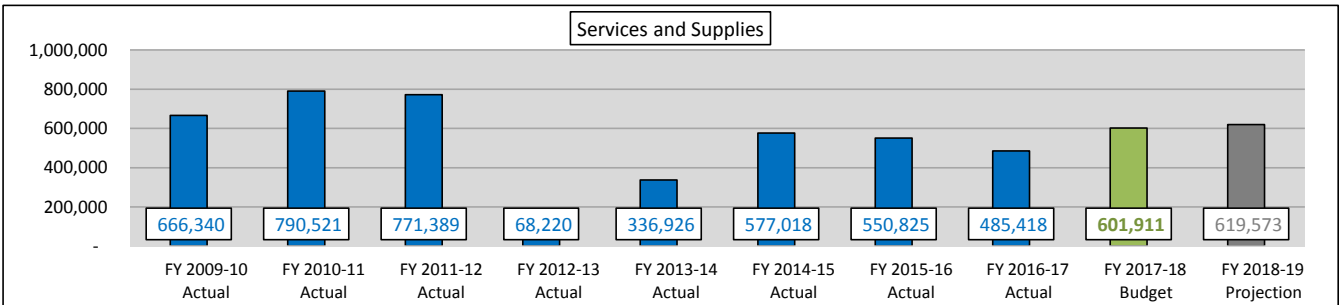
## FY 2017-18 Goals and Objectives

- » Ensure that the Vision application and interfaces operate effectively during court-defined support hours and that access satisfies the needs of internal and external user community
- » Continue to enhance and improve the Vision application to meet the changing requirements of internal users, public users and justice partners
- » Implement mandatory legislative changes within imposed deadlines and with minimal disruption to the Court's customers
- » Ensure the integrity and confidentiality of case and defendant information stored on Court-managed databases and file repositories

## FY 2017-18 APPROVED BUDGET



The variance in salaries and benefits is due to positions being vacant for the entire FY 2016-17. One Network Administrator III was moved from this cost center to Servers, Storage, and DBA Services (303230).



The variance in services and supplies is due to Vision contractor funding not being fully spent in FY 2016-17.

Cost Center Manager  
**Jeff Holzauer**  
 (657) 622-7654

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Service Center and User Support Services (303530)

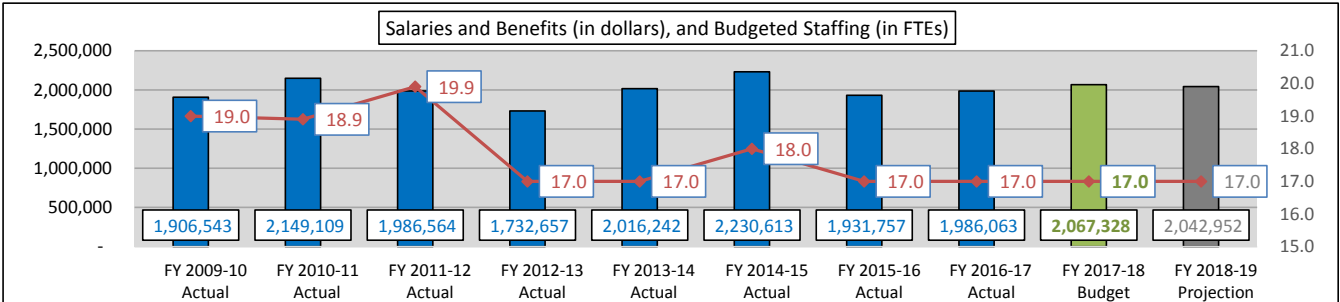
## Mission Statement

The Service Center and User Support Services Department provides technical support to all judges, commissioners, and non-judicial staff throughout the Court. The goal is to make the customers' job easier by giving them tools needed to do their tasks and delivering the highest standard of support when the department's assistance is needed.

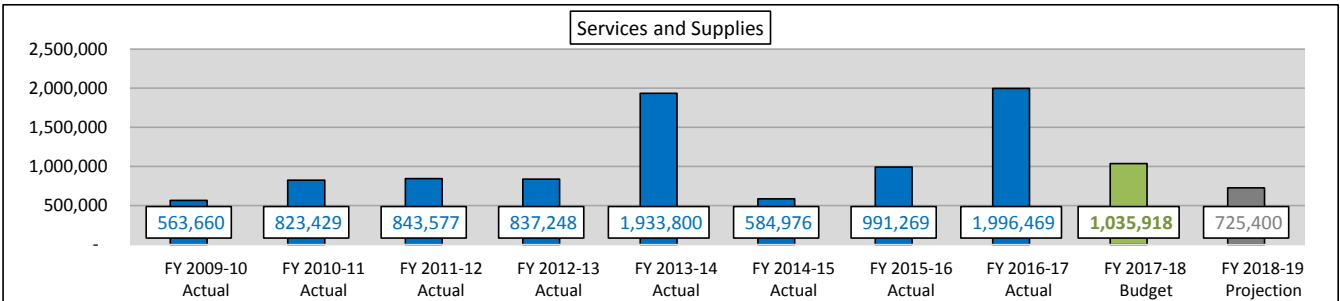
## FY 2017-18 Goals and Objectives

- » Upgrade 25% of the Court's personal computer equipment
- » Upgrade aging evidence presentation equipment in courtrooms at all sites
- » Upgrade all Court staff to Windows 10 operating system
- » Complete the upgrade of the electronic docket display hardware at remaining sites

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



The services and supplies variance is primarily due to computer replacement. In FY 2016-17, \$705,000 was spent while in FY 2017-18, \$100,000 has been budgeted. Other decreases are due to the reduction or elimination of maintenance contracts.

## FY 2016-17 ACCOMPLISHMENTS

- » Upgraded the Electronic Docket Display Monitors at 2 sites and the Software at all sites
- » Added informational monitors in the Collections lobby at NJC which provided a self triage method
- » Upgraded approximately 25% of staff PCs which eliminated many hardware related calls and offered maximum efficiency to customers

Cost Center Manager  
**Jennifer Medina**  
 (657) 622-7606

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Odyssey - Family Law/Juvenile (303540)

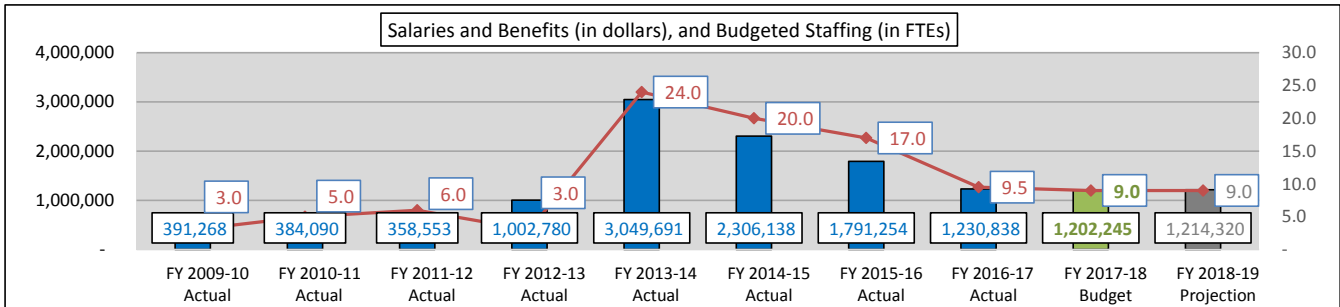
## Mission Statement

Implement a technically modern and reliable Case Management System (CMS) to reduce operating cost, increase efficiency, and enable effective data sharing between justice partners.

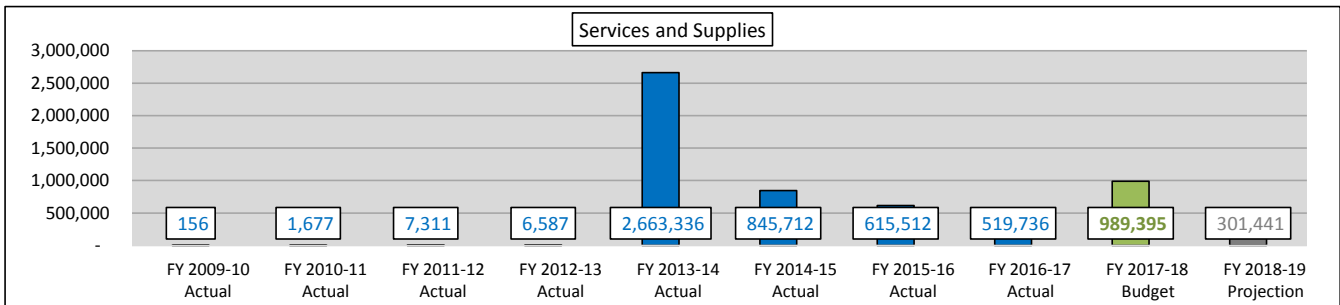
## FY 2017-18 Goals and Objectives

- » Support Court staff work and the work of the judges
- » Provide a more effective and efficient delivery of services with eFiling
- » Enhance greater access to case information for the Court, justice partners and the public
- » Support the integrated Finance Accounting Systems
- » Share technologies developed in-house with other courts
- » Look to leverage technologies developed by other courts for use in-house or partner with other courts as needed

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



FY 2017-18 budget includes reserves for Tyler customization carried over from FY 2013-14 and FY 2016-17.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented Family Court Services (FCS) – Check-in
- » Implemented the first wave of Alternate Defense Billing development
- » Performed upgrades to Case Manager and Clerk Edition

Cost Center Manager  
**John Leocadio**  
 (657) 622-7669

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Application Maintenance (303550)

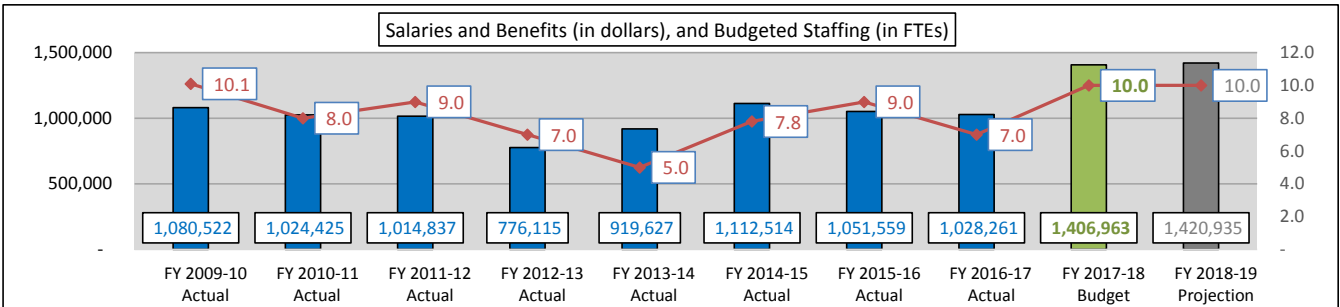
## Mission Statement

The mission of the Application Maintenance is to provide seamless and transparent support for P8/FileNet Imaging, Office 365 eMail, and Skype for Business. For imaging, work in partnership with other CTS teams, Court Operations, agency partners, and vendors to deliver Court digital property (content) to Court customers (e.g., Operations, Finance), judicial officers, justice partners (e.g., District Attorney, law enforcement agencies), and the public, including attorneys and prospective jurors, in the quickest possible time while maintaining authenticity.

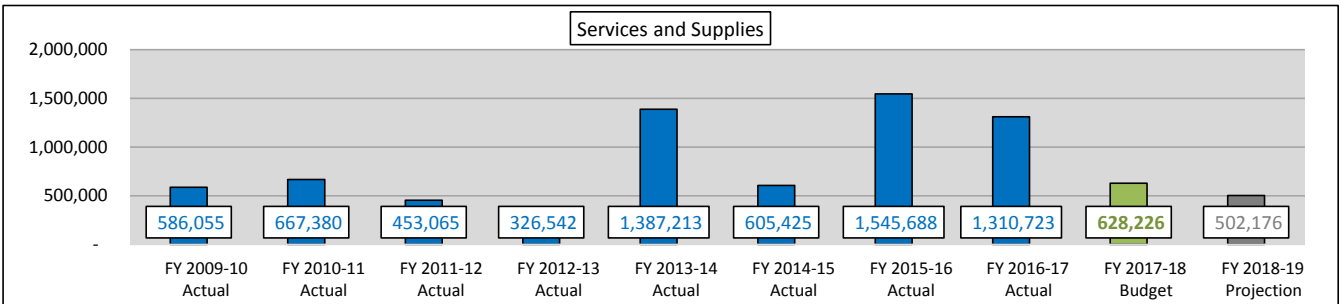
## FY 2017-18 Goals and Objectives

- » Migrate Court's public website to the Azure Cloud
- » Implement One Drive for Business to replace H drive
- » Fully implement COLLAGE to replace IBM P8/IS as the imaging repository
- » Migrate CAI/AMICRO application to the Azure Cloud
- » Upgrade Datacap scanning application to version 9

## FY 2017-18 APPROVED BUDGET



Five FTEs were transferred from Applications Development (303330) and three were transferred from Platform Solutions (303630) to this cost center while two positions were transferred from this cost center to Platform Solutions (303630) and another two to Servers, Storage, and DBS Services (303230).



The reduction in services and supplies is due to the elimination of P8-related licences as well as FY 2015-16 reserves for encumbrances that were spent in FY 2016-17.

## FY 2016-17 ACCOMPLISHMENTS

- » Working on replacement (COLLAGE) for existing P8/Imaging Services environment that will save money
- » Completed phase II of the integrated IVR solution for the Traffic/Criminal departments to include a call center
- » Implemented Active Directory Federation Services (ADFS) in the Azure Cloud; created redundancy for Office 365 email and Skype for Business authentication
- » Continue supporting the Outlook email system and Skype for Business environments in the Office 365 Microsoft Cloud
- » Implemented Unified Communications to management staff at the Court, this will allow voicemails to integrate with Office 365 eMail
- » Moved Team Federation Services to the Azure Cloud, this will allow for quicker and more reliable access to code for developers and stakeholders

Cost Center Manager  
**Luis Najera**  
 (657) 622-5950

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - CMS V3 Modernization, Maintenance, and Support (303560)

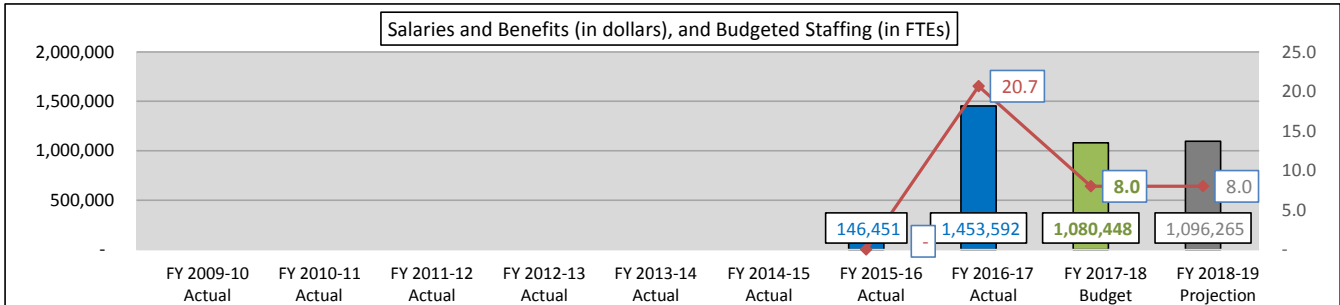
## Mission Statement

Implement a technically modern and reliable Case Management System (CMS) to reduce operating cost, increase efficiency, additional automation, and enable effective data sharing between justice partners.

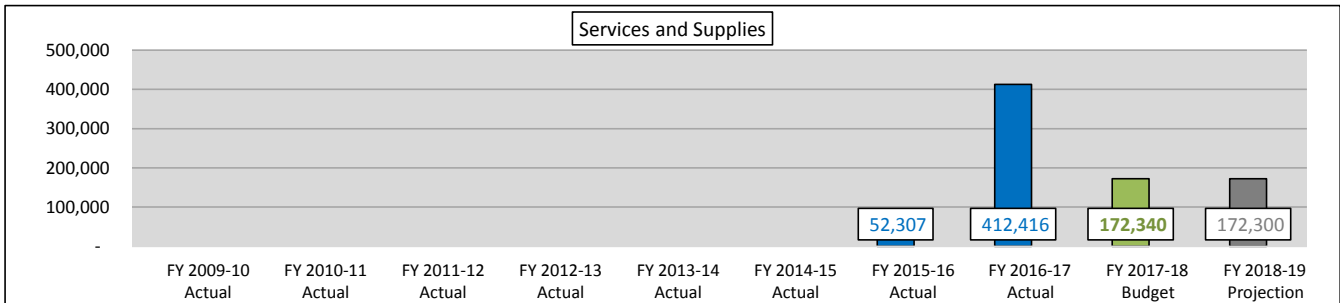
## FY 2017-18 Goals and Objectives

- » Better support Court staff work and the work of the judges
- » Continue with an effective and efficient delivery of services with e-Filing
- » Enhance greater access to case information for the Court, justice partners, and the public
- » Improve integration with Financial Accounting Systems
- » Allow more sophisticated management information reporting and analysis

## FY 2017-18 APPROVED BUDGET



Non-technology subject matter experts who were moved to this cost center in FY 2016-17 in order to work on a V3 replacement were moved back to their home departments in FY 2017-18. Process and QA Team, eFiling Form Development, and Maintenance (303430) and CCMS V3 and eFiling (303440) have been absorbed by this cost center.



In FY 2016-17, a Tyler Odyssey vs. V3 gap analysis was completed. This accounts for the difference between FY 2016-17 and FY 2017-18 services and supplies. FY 2017-18 services and supplies for this cost center now include contracts that were in cost centers 303430 and 303440.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed Tyler Odyssey vs. V3 gap analysis

Cost Center Manager  
**Edward Ojeda**  
 (657) 622-5106

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# CTS - Platform Solutions (303630)

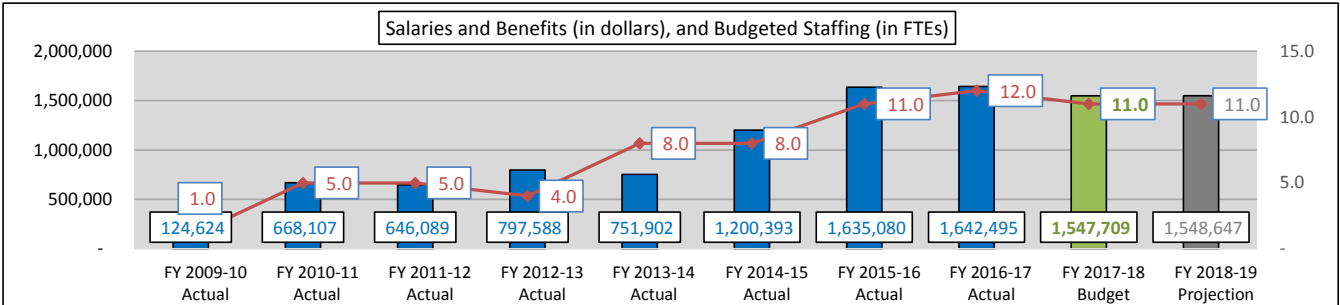
## Mission Statement

The Platform Solutions Team manages the Court's SharePoint and CRM installations and provides solutions to new technical challenges throughout the Court.

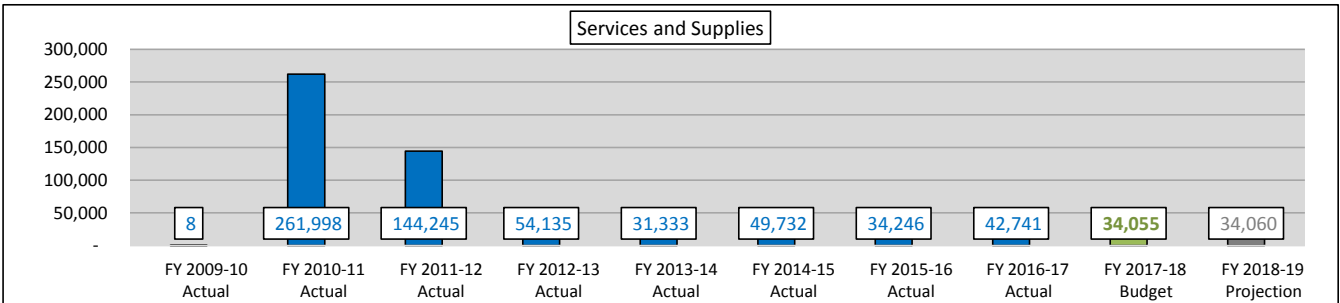
## FY 2017-18 Goals and Objectives

- » To educate SharePoint site owners on how to better support their sites, making them more self-reliant and less dependent on Court Technology staff for future enhancements
- » To further the use of CRM by integrating the Employee Master Index (EMI) with multiple systems
- » To create a "single sign on" that the public can use for all of the Court's Internet applications (My Court Portal)

## FY 2017-18 APPROVED BUDGET



Two Applications Developer IIs were transferred to this cost center from Application Maintenance (303550). One Sr. Business Systems Analyst was moved from this cost center to Applications Development (303330) and one Business Systems Analyst I and one Applications Developer III were moved from this cost center to Application Maintenance (303550).



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed upgrade to SharePoint 2013
- » Implemented Employee Personnel Information Center
- » Implemented Family Court Services Portal
- » Moved IBM/P8 services to K2 and SharePoint
- » Created standard portal for all public access

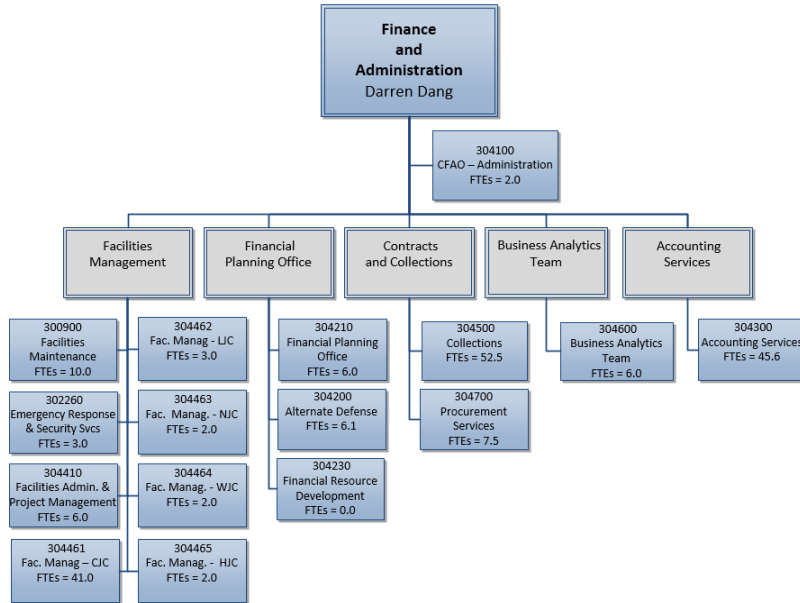
Cost Center Manager  
**Michael Taylor**  
 (657) 622-7683

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

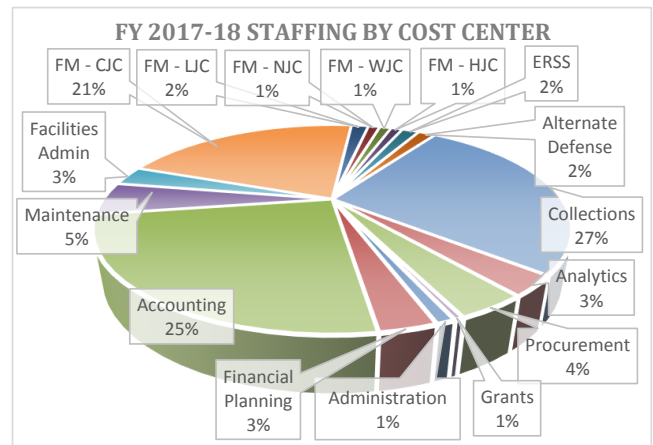
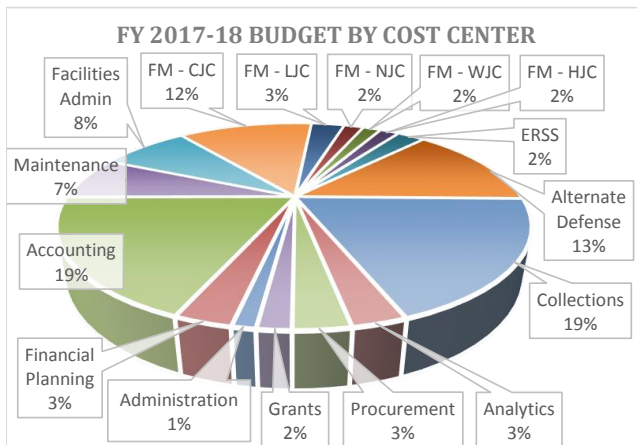
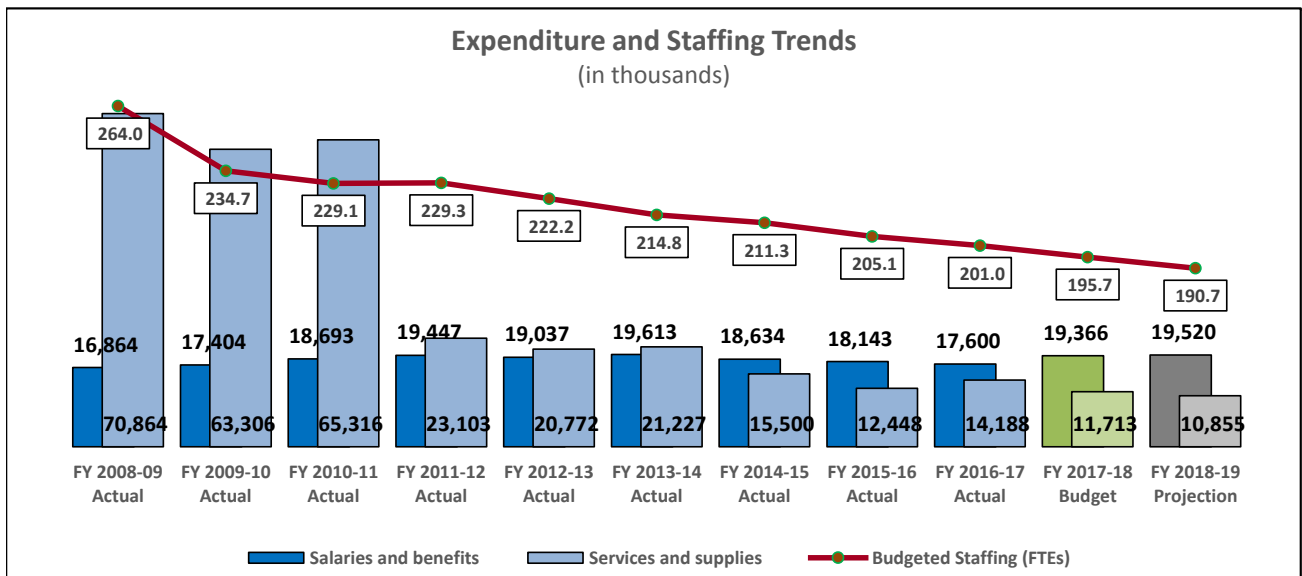




# FINANCE AND ADMINISTRATION DEPARTMENT



The Finance Office is to oversee all administrative and financial operations of the Court. The Finance Office is responsible for ensuring that public funds and resources are managed efficiently and responsibly, in accordance with all applicable laws, policies, and procedures.



# CFAO - Administration (304100)

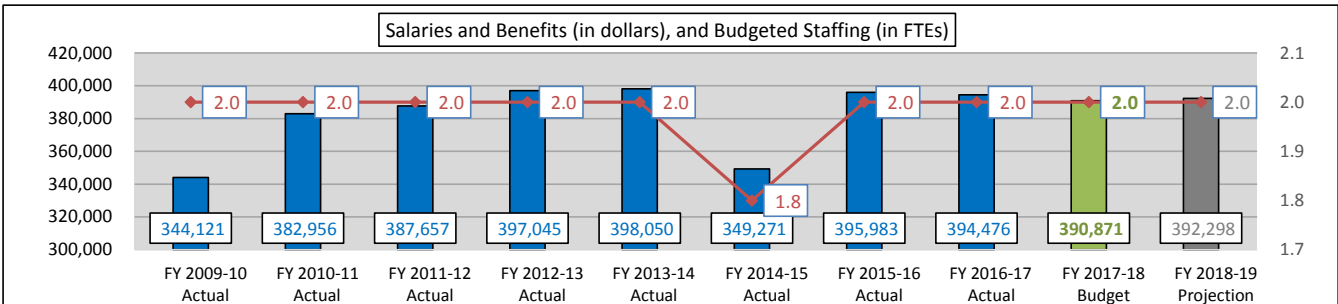
## Mission Statement

The mission of the Chief Financial and Administrative Officer (CFAO) is to oversee all administrative and financial operations of the Court. The CFAO is responsible for ensuring that public funds and resources are managed efficiently and responsibly, in accordance with all applicable laws, policies, and procedures.

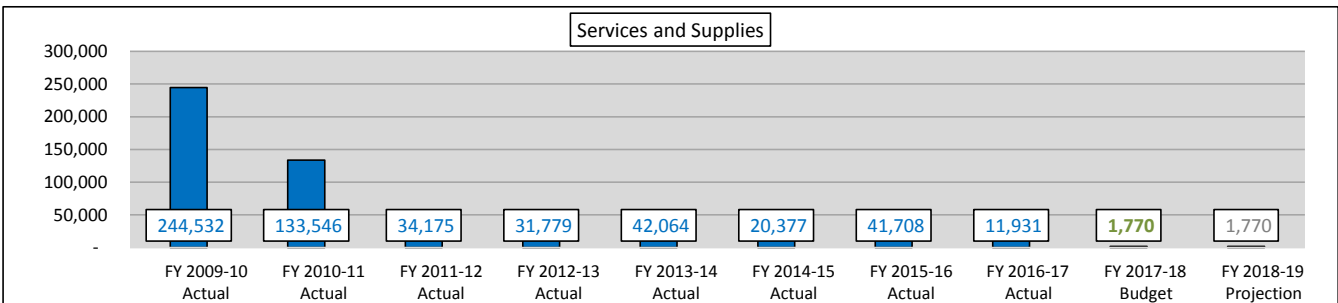
## FY 2017-18 Goals and Objectives

- » Promote transparency, educate stakeholders and the public on financial challenges facing the Court
- » Improve tools to help cost center managers better manage their budgets
- » Continue to identify and implement ideas and strategies to ensure financial stability for the Court
- » Promote, develop, and grow talent and future leaders within finance and throughout the Court

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



The change in the FY 2017-18 services and supplies budget is due to the decrease in travel and training.

## FY 2016-17 ACCOMPLISHMENTS

- » Worked with finance leadership team and staff to develop and enhance three core focus areas: Employee Development, Service Excellence, and Accountability
- » Worked with Finance Employee Satisfaction Survey (ESS) subcommittee to gather feedback and implement staff driven recommendations to improve employee morale and satisfaction
- » Received \$1M Court Innovations Grant Award to develop the infrastructure for using data and analytics to improve decision making
- » Completed collections positions classification study and restructured Collections Unit
- » Revamped CFAO SharePoint page and added a "Finance 101" section to promote transparency and educate stakeholders on financial challenges facing the Court

Chief Financial and Administrative Officer

**Darren Dang**  
(657) 622-7015

Financial Planning Analyst

**Carina Delgado**  
(657) 622-7738

# Facilities Maintenance (300900)

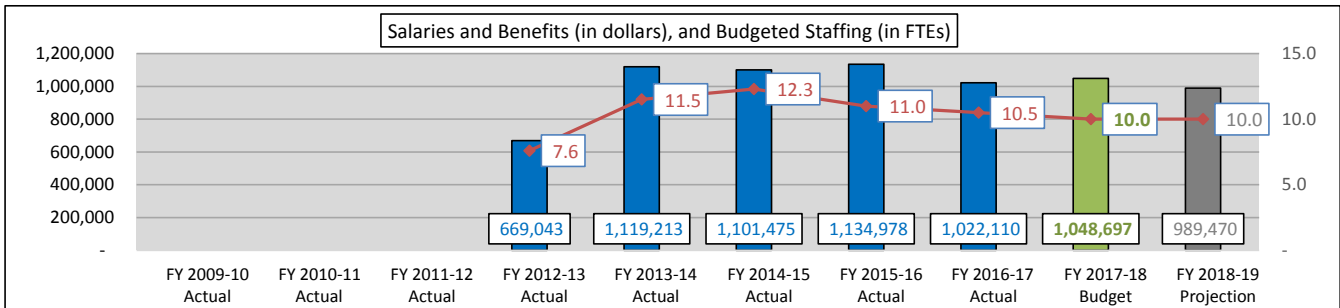
## Mission Statement

Provide quality facilities maintenance, operation, and modification services in an efficient and professional manner to ensure safe and fully operable facilities in compliance with all applicable laws, codes, and regulations. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices while also striving for the best value possible.

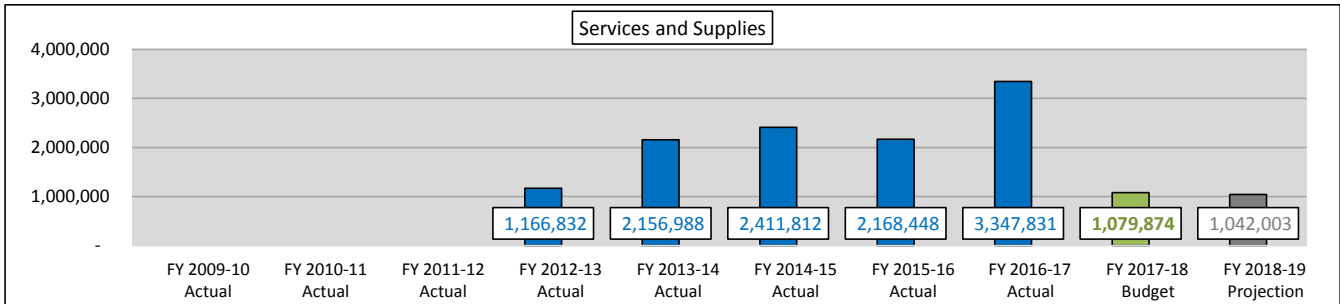
## FY 2017-18 Goals and Objectives

- » Perform timely and proactive facilities maintenance and operations services to ensure uninterrupted court operations
- » Operate within budget for cost savings in order to address old and failing equipment due to long term deferred maintenance and statewide budget deficit

## FY 2017-18 APPROVED BUDGET



In October 2012, the Facilities Maintenance Delegation program began as a three-year pilot. Since FY 2016-17, the Court has continued its relationship with the Judicial Council as a 'delegated court' for facilities matters. Costs for this program are fully reimbursed by the Judicial Council.



The services and supplies budget includes funding for building maintenance only. Actual expenditures fluctuate and are historically larger than the approved budget because modification projects are approved and completed intermittently.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed approximately \$166,000 in facility modifications with savings from the Facility Management Delegation program
- » Completed 3,811 service work orders including preventative maintenance, reactive maintenance, and facility modifications
- » Completed facility modifications to address emergencies and old and failing equipment utilizing approximately \$1,049,000 in additional funding from the Judicial Council
- » Completed multiple energy efficiency projects for long-term cost savings

Cost Center Manager  
**Anthony Palumbo**  
 (657) 622-7765

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Emergency Response and Security Services (302260)

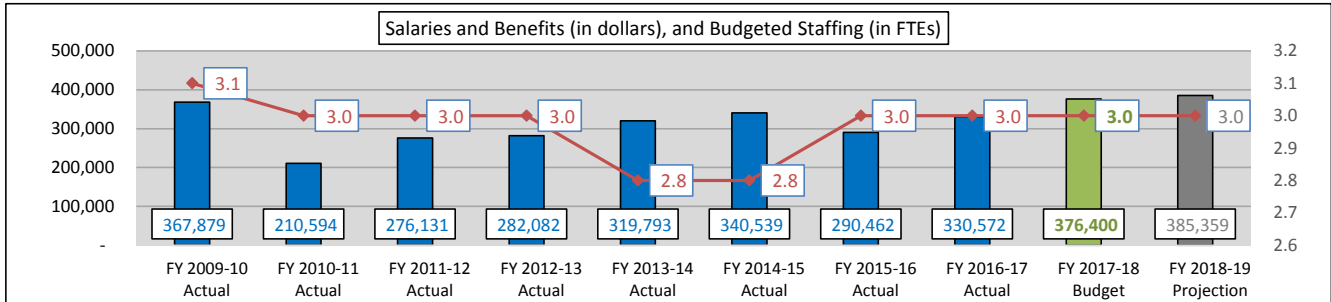
## Mission Statement

The Emergency Response and Security Services (ERSS) unit is dedicated to building a resilient Court community by providing a safe and secure environment through preparedness, planning, and training.

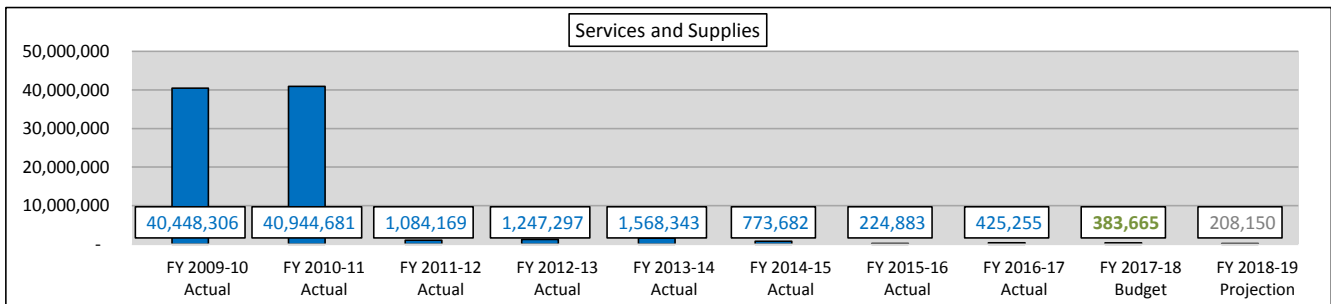
## FY 2017-18 Goals and Objectives

- » Develop a written ergonomics program guideline
- » Install ballistic protection at courthouse entrances
- » Continue development of a comprehensive Court Continuity of Operations Plan (COOP)
- » Continue Court preparedness through Community Emergency Response Team (CERT) training

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



Prior to FY 2011-12, security funding was allocated to the trial courts. Reimbursement for the actual cost of courtroom and perimeter security was then paid by the Court to the Orange County Sheriff Department (OCSD). From FY 2011-12 through November 2014, the Court reimbursed OCSD for command staff costs only--approximately \$1.1 million per year. The Court no longer reimburses OCSD for security costs.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed COOP workshop and exercise
- » Graduated 18 employees through the CERT preparedness training program

Cost Center Manager  
**Justin Mammen**  
 (657) 622-7899

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Financial Planning Office (304210)

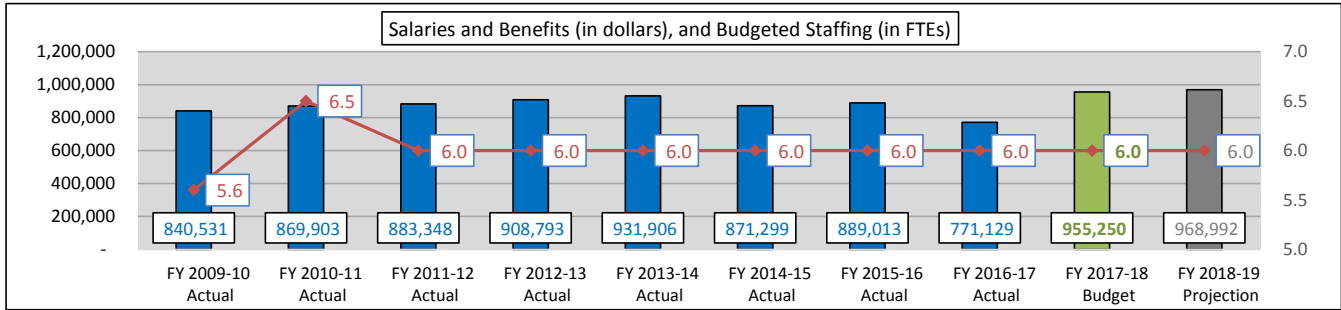
## Mission Statement

The Financial Planning Office ensures fiscal accountability through education, access to data, and the development and management of the Court's budget and strategic plan.

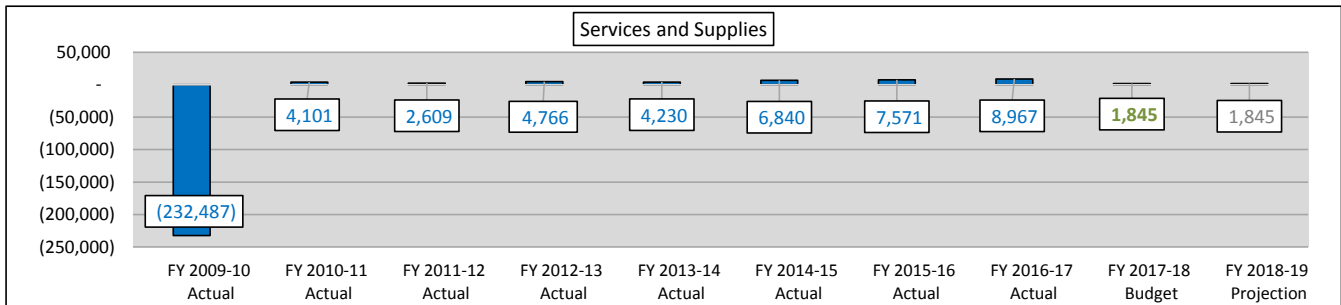
## FY 2017-18 Goals and Objectives

- » Provide excellent customer service
- » Improve access to financial information
- » Elevate financial understanding

## FY 2017-18 APPROVED BUDGET



In FY 2017-18, the deletion of 1.0 FTE Program Coordinator Specialist is offset by the transfer-in of 1.0 FTE Administrative Analyst II.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Extended current strategic plan one year and drafted new strategic goals
- » Automated the budget change request (BCR) process to eliminate the manual processing of budget modifications
- » Created a deficit mitigation tool
- » Finalized a dependency counsel funding scenario modeling tool
- » Created dashboards of Statewide Schedule 7A data as well as vacancy savings to facilitate data sharing and decision-making
- » Supported judicial and executive leadership to help close an \$8 million budget deficit in the FY 2017-18 budget

Cost Center Manager  
**Kristine Swensson**  
 (657) 622-7736

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Alternate Defense (304220)

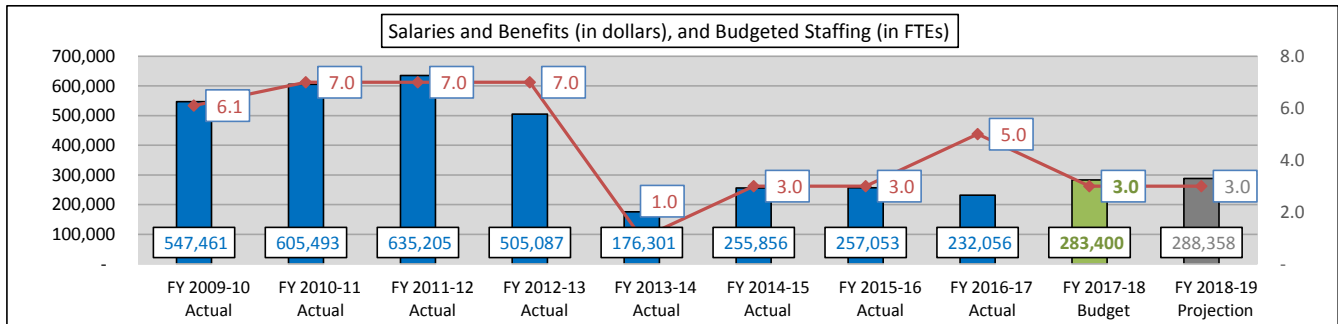
## Mission Statement

The Alternate Defense Services (ADS) program provides legal and ancillary services to qualifying minors, parents and indigent defendants in criminal, family law, probate, appellate, and juvenile proceedings, preserving judicial discretion and independent decision-making while maintaining the highest standard of accountability for the use of public resources.

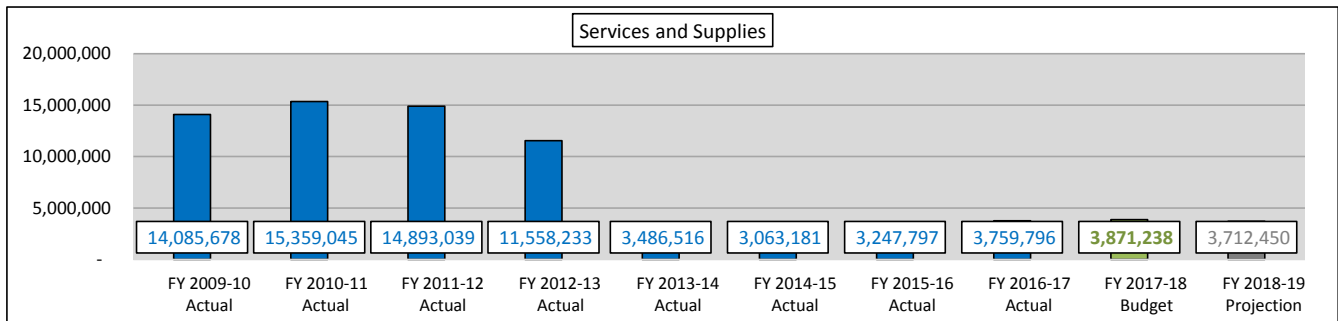
## FY 2017-18 Goals and Objectives

- » Continue to develop, evaluate, and improve vendor contracts across applicable areas of ADS
- » Begin a process reengineering effort for investigative services approved for indigent defendants in criminal proceedings inclusive of policies, procedures, quality controls, and efficient payment processing methods
- » Begin a process reengineering effort to automate and/or consolidate invoice processing with applicable vendors
- » Continue to explore technology options to streamline processes and improve practices within all areas of ADS

## FY 2017-18 APPROVED BUDGET



The budgeted staffing decrease is due to the transfer-out of Accounting Services staff to cost center 304300. This change aligns the salaries and benefits budget with the cost center in which the costs are recorded. Salaries and benefits costs for this program are fully reimbursed by the County of Orange.



Prior to FY 2013-14, this cost center also included ADS costs for juvenile dependency and delinquency. Those costs are now segregated in cost center 304221. Services and supplies costs for this program are mostly reimbursed by the County of Orange.

## FY 2016-17 ACCOMPLISHMENTS

- » Successfully transitioned the ADS SharePoint page from the Criminal and Traffic Operations site to the Finance site and began work on developing it into a “one-stop-shop” for all areas involving ADS (e.g. contracts, criminal, juvenile, family law, probate, appellate, etc.)
- » Convened the first courtwide ADS meeting with managers and stakeholders across applicable case types
- » Created a guide to capture ADS processes in revising and implementing contracts for court-appointed counsel for indigent defendants in criminal proceedings

Cost Center Manager  
**Lisa Ma**  
 (657) 622-7822

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

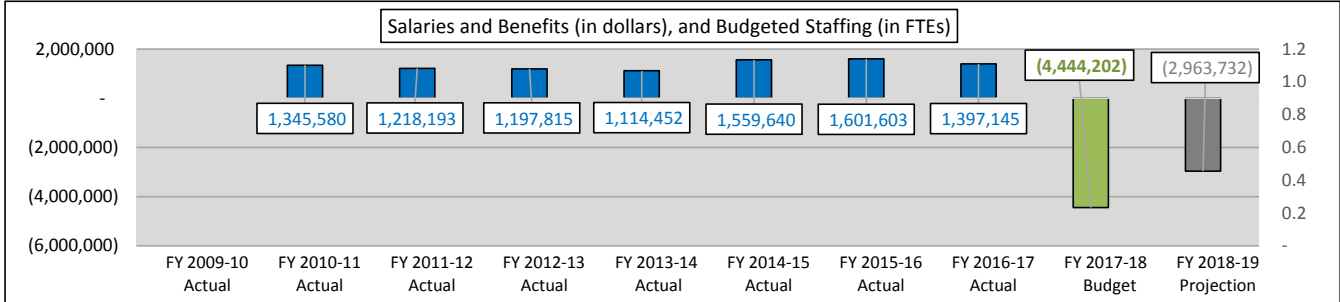


# Financial Resource Development (304230)

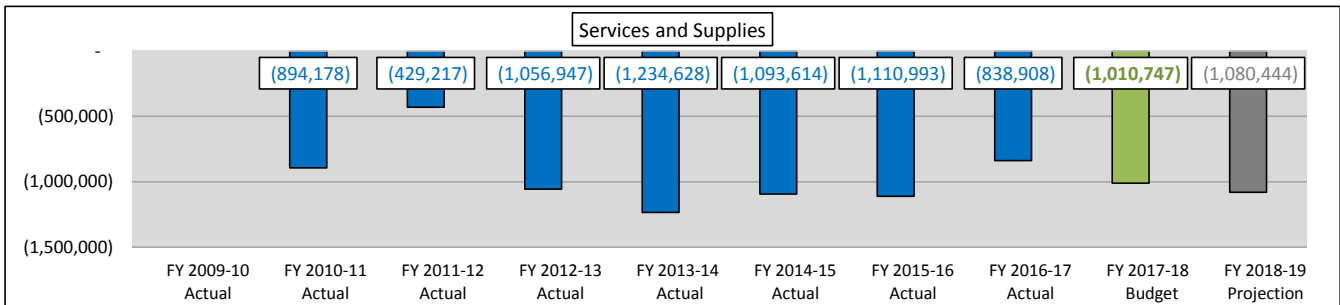
## Mission Statement

The Financial Resources and Development ("FReD") cost center is a warehouse for revenue and expense that are not applicable to any specific cost center.

## FY 2017-18 APPROVED BUDGET



There is no staffing associated with this cost center. Salary and benefit costs are mainly undistributed workers compensation, unallocated vacation cash outs, sick leave cash outs, and unallocated overtime. The FY 2017-18 budget is negative because the Court's undistributed budgeted salary savings is included in this cost center; however, actual savings will be reflected within the various cost centers.



Services and supplies are negative because the offsetting for indirect overhead is recorded in this cost center. Indirect overhead is recorded for the reimbursable portion of Collections and various grant programs.

Cost Center Manager  
**Kristine Swensson**  
 (657) 622-7736

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

# Accounting Services (304300)

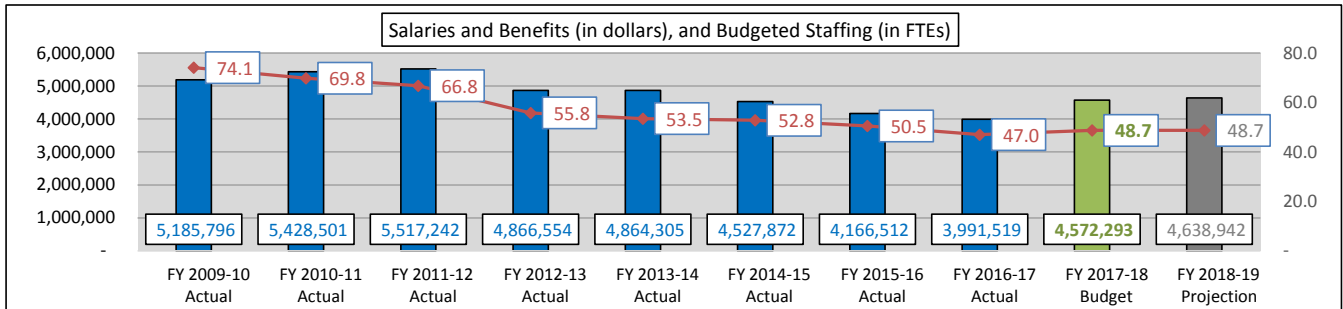
## Mission Statement

The mission of Accounting Services is to ensure the efficient stewardship of Court resources and funds held in trust, while complying with applicable regulations and policies. Accounting Services supports judicial officers and Court staff by applying comprehensive accounting practices to ensure accuracy and accountability, and strives to provide responsive service to external and internal Court customers. Accounting Services is committed to the development of staff and the constant improvement of effectiveness through collaboration, innovation, and implementation of best practices.

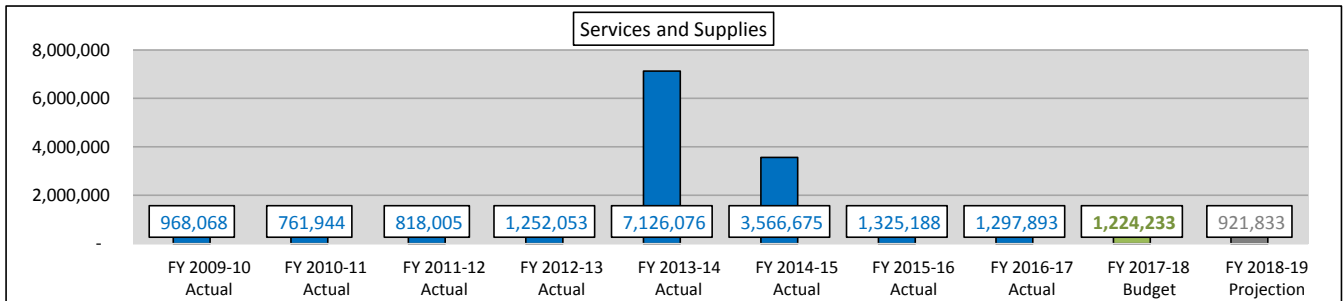
## FY 2017-18 Goals and Objectives

- » Implement travel and training workflow processes that will enhance documentation, tracking, ease of preparation, and reporting of staff reimbursement claims
- » Upgrade the payroll timekeeping system (VTI) to provide expanded reporting for supervisors
- » Enhance the Accounting Services SharePoint site expanding resources available for Court staff
- » Explore the automation of manual transaction entries for high volume, routine business processes

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is increased 1.7 FTEs due to the transfer-in of Senior Accounting Assistants from the Alternate Defense Services cost center (304220). This change aligns the salaries and benefits budget with the cost center in which the costs are recorded.



Services and supplies were significantly higher than normal in FY 2013-14 and FY 2014-15. In both years, the Court prepaid a portion of other post-employment benefits (OPEB) costs. In FY 2013-14, the Court also prepaid its entire \$2.2 million share of cost for the CAPS+ upgrade. CAPS+ is the County's financial and position management systems.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented an invoice approval workflow process to replace FileNet providing for efficient and fast invoice approvals
- » Implemented the Accounting Reorganization plan which realigned Accounts Receivable and Trust Accounting assignments
- » Reengineered the accrual process to improve the accuracy and timeliness of fiscal year-end processing

Cost Center Manager  
**Paul Gorman**  
 (657) 622-7789

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Facilities Administration and Project Management (304410)

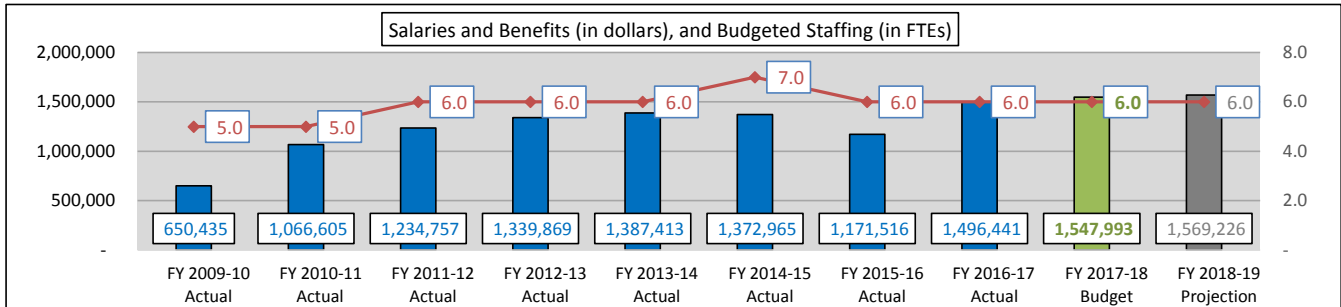
## Mission Statement

Facilities Administration and Project Management serves judicial officers, court employees, and court users by providing quality facilities management, emergency response, and security services in an efficient and professional manner to ensure safe, secure, and fully operable facilities in compliance with all applicable law, code, and regulation. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices, while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet the goal of serving the public by administering justice and resolving disputes under the law.

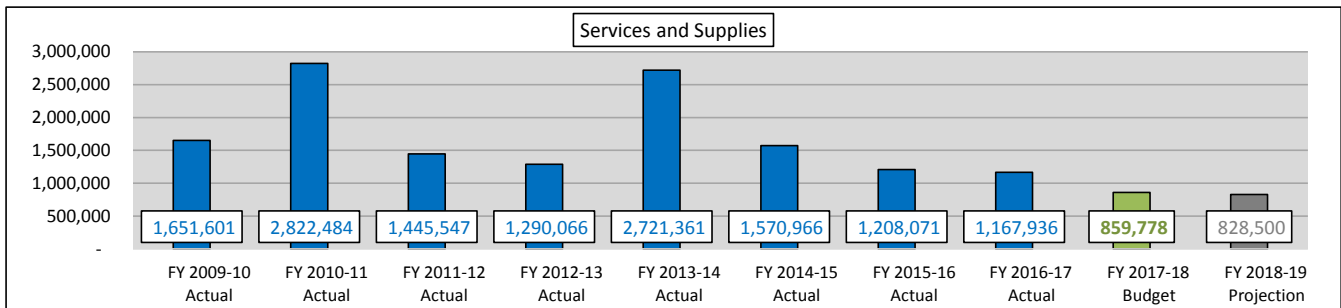
## FY 2017-18 Goals and Objectives

- » Perform timely and proactive facilities management services within budget
- » Identify and implement efficiencies in work practices in order to improve service to customers
- » Identify and implement cost saving measures to reduce ongoing costs
- » Utilize re-designed dashboard data to make business decisions for improved efficiency and customer service
- » Support other Facilities Management and Emergency Response and Security Services cost centers in order to meet their goals

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



Budget for discretionary items, such as office furniture, maintenance & supplies including carpet, was reduced in FY 2017-18. The Irvine Facility lease and the North Justice Center Self-Help county lease ended in FY 2016-17. Court-wide legal reference publications will now be centralized and recorded in this cost center in FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Worked with judicial officers and legal research attorneys to audit and reduce law books subscriptions by roughly 37% courtwide for subsequent fiscal years
- » Relocated and built out the Self-Help Center at NJC, which allowed the Court to terminate a lease with the County for a cost savings of nearly \$48,000 per year
- » Eliminated additional landlines and old data lines, resulting in immediate and ongoing cost savings
- » Built out and modified the workspace at multiple Justice Centers to improve operational efficiency and support new projects for improved service
- » Vacated the Irvine Facility and build out of the new records space and relocated multiple departments for ongoing costs savings

Cost Center Manager  
**Anthony Palumbo**  
 (657) 622-7765

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Facilities Management - CJC (304461)

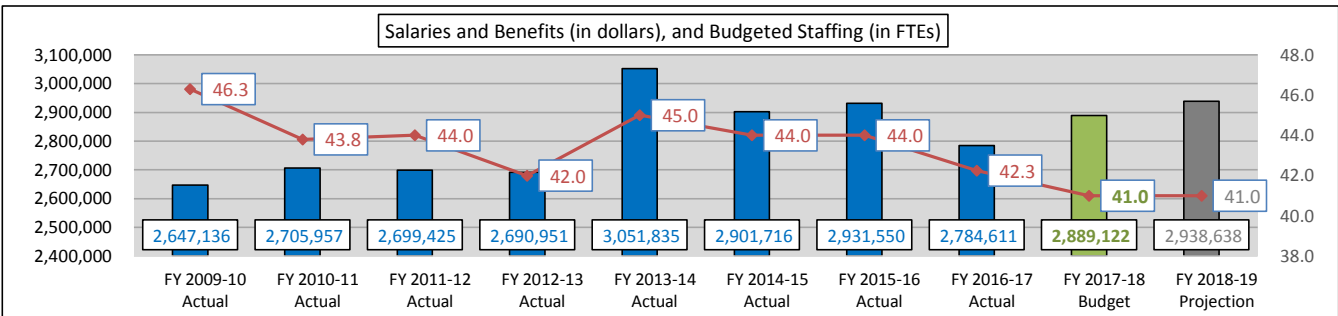
## Mission Statement

Facilities Management serves judicial officers, court employees, and court users by providing quality facilities management, emergency response, and security services in an efficient and professional manner to ensure safe, secure, and fully operable facilities in compliance with all applicable law, code, and regulation. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet the goal of serving the public by administering justice and resolving disputes under the law.

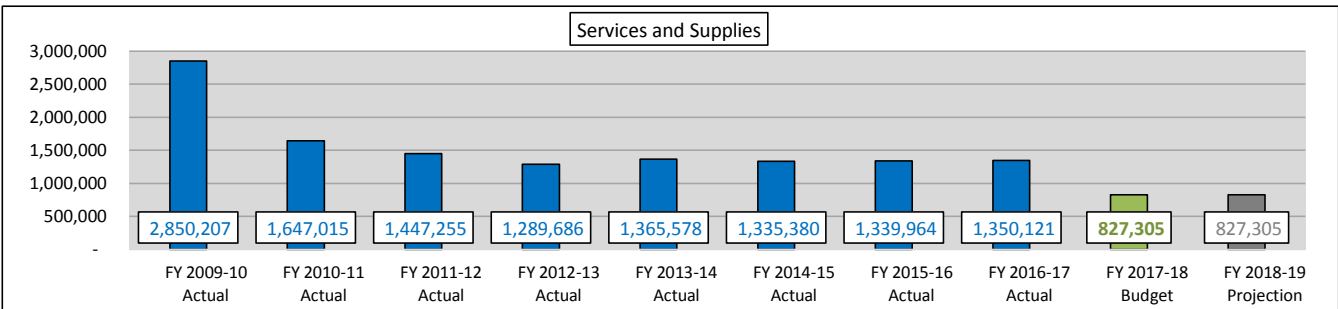
## FY 2017-18 Goals and Objectives

- » Development and coordination of facility modification projects at CJC which will improve operations, mitigate potential safety hazards, and increase energy efficiency
- » Proactively address safety, ergonomic and ADA functions of the justice center to improve access to justice and working conditions
- » Proactive maintenance of buildings and equipment including electrical, plumbing, air conditioning, mechanical systems and fire/life safety in order to meet the goal of the department's mission statement
- » Identify and implement efficiencies in work practices in order to improve service to customers

## FY 2017-18 APPROVED BUDGET



Budget staffing decreased a total of 1.3 FTEs due to vacancies within various classifications. Otherwise, there are no significant changes to report for FY 2017-18.



Approximately \$500,000 in publication expenses will be centralized and budgeted to Facilities Administration and Project Management cost center (304410) for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Worked with judicial officers and legal research attorneys to audit and reduce law books subscriptions by roughly 37% courtwide for subsequent fiscal years
- » Built out and modified multiple work areas at CJC to improve operational efficiencies and support new projects for improved service
- » Completed a multitude of facility modification projects with the focus of improving operations, decreasing safety hazards, increasing energy efficiencies, and creating cost savings
- » Installed security fencing along the east and south sides of CJC, resulting in decreased vandalism and mitigating health and safety issues due to a growing homeless population in the Santa Ana Civic Center area

Cost Center Manager  
**Vicente Lopez**  
 (657) 622-7766

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

## Facilities Management - LJC (304462)

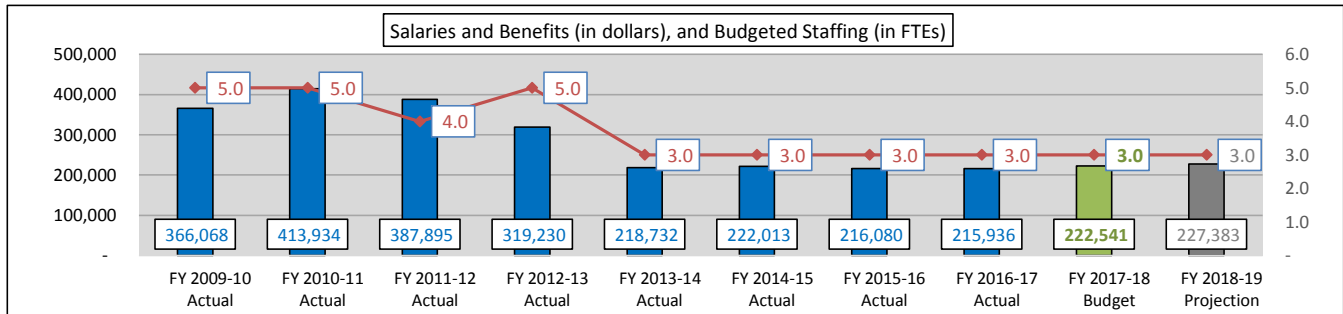
### Mission Statement

Facilities Management serves judicial officers, court employees, and court users by providing quality facilities management, emergency response, and security services in an efficient and professional manner to ensure safe, secure, and fully operable facilities in compliance with all applicable law, code, and regulation. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet the goal of serving the public by administering justice and resolving disputes under the law.

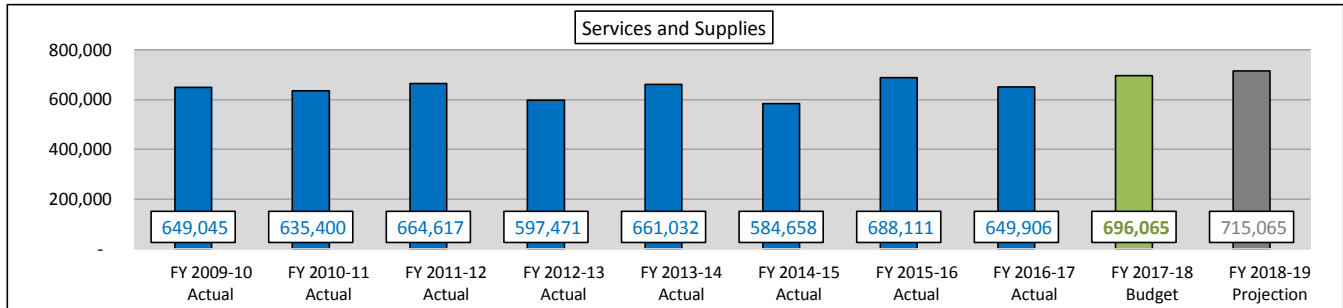
### FY 2017-18 Goals and Objectives

- » Development and coordination of facility modification projects at LJC which will improve operations, mitigate potential safety hazards, and increase energy efficiency
- » Proactively address safety, ergonomic and ADA functions of the justice center to improve access to justice and working conditions
- » Proactive maintenance of buildings and equipment including electrical, plumbing, air conditioning, mechanical systems and fire/life safety in order to meet the goal of the department's mission statement
- » Identify and implement efficiencies in work practices in order to improve service to customers

### FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Worked with judicial officers and legal research attorneys to audit and reduce law books subscriptions by roughly 37% courtwide for subsequent fiscal years
- » Completed a multitude of facility modification projects with the focus of improving operations, decreasing safety hazards, increasing energy efficiencies, and creating cost savings

Cost Center Manager  
**Todd Sundvold**  
 (657) 622-5050

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Facilities Management - NJC (304463)

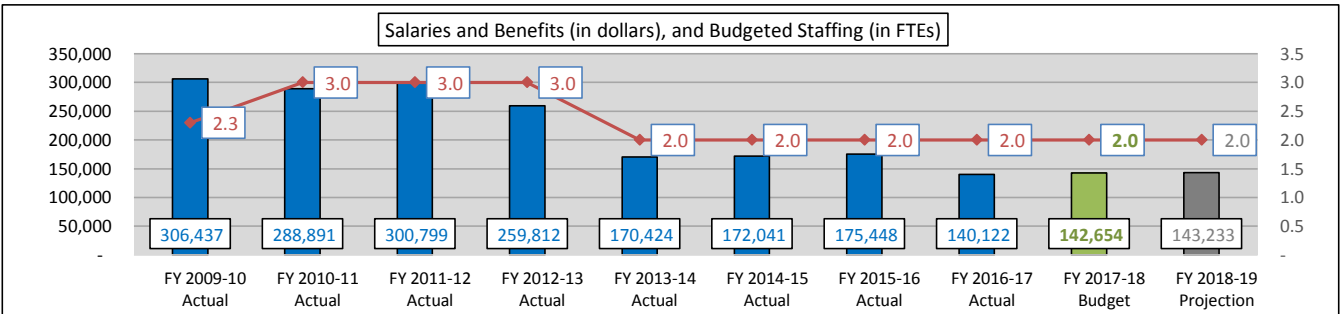
## Mission Statement

We serve Judicial Officers, court employees and court users by providing quality facilities management services in an efficient and professional manner to ensure safe, secure and fully operable facilities in compliance with all applicable law, code, and regulation. We meet this goal while driving the Court's resource model through responsible budget stewardship and efficient business practices while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet our goal of serving the public by administering justice and resolving disputes under the law.

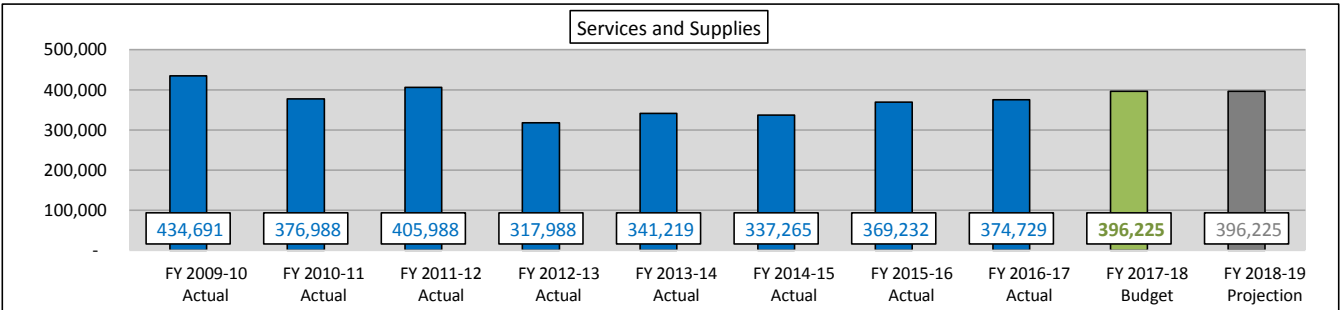
## FY 2017-18 Goals and Objectives

- » Development and coordination of facility modification projects at NJC which will improve operations, mitigate potential safety hazards, and increase energy efficiency
- » Proactively address safety, ergonomic and ADA functions of the justice center to improve access to justice and working conditions
- » Proactive maintenance of buildings and equipment including electrical, plumbing, air conditioning, mechanical systems and fire/life safety in order to meet the goal of the department's mission statement
- » Identify and implement efficiencies in work practices in order to improve service to our customers

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Relocated and built out the Self Help Center at NJC which allowed the court to terminate a lease with the county for a cost savings of nearly \$48,000 per year
- » Purchased and installed new furniture in all three breakrooms, employee lockers and patio umbrellas in response to the Employee Satisfaction Survey (ESS) in an effort to improve employee morale
- » Installed new carpet in the Civil area

Cost Center Manager  
**Alfonso Rivas**  
 (657) 622-5646

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Facilities Management - WJC (304464)

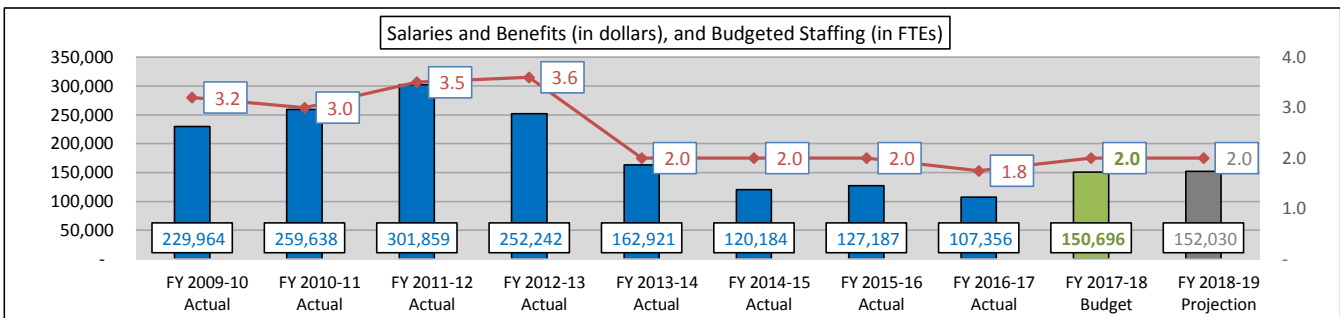
## Mission Statement

Facilities Management serves judicial officers, court employees, and court users by providing quality facilities management, emergency response, and security services in an efficient and professional manner to ensure safe, secure, and fully operable facilities in compliance with all applicable law, code, and regulation. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet the goal of serving the public by administering justice and resolving disputes under the law.

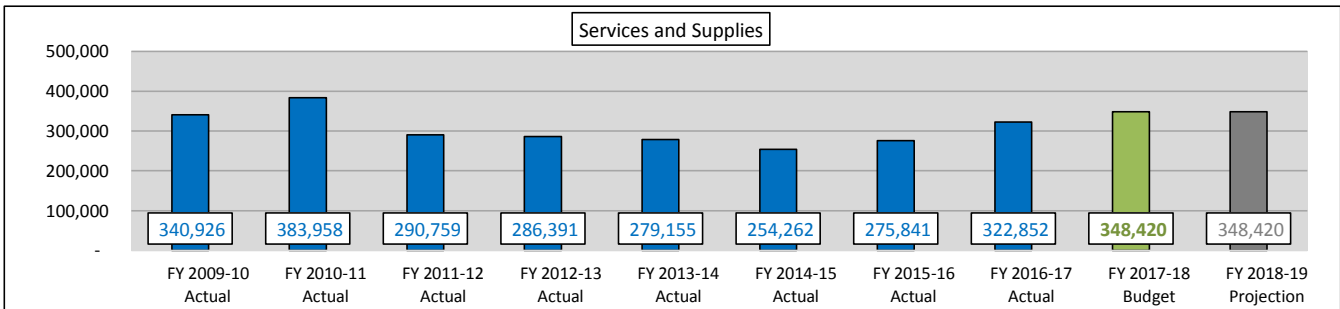
## FY 2017-18 Goals and Objectives

- » Development and coordination of facility modification projects at WJC which will improve operations, mitigate potential safety hazards, and increase energy efficiency
- » Proactively address safety, ergonomic and ADA functions of the justice center to improve access to justice and working conditions
- » Proactive maintenance of buildings and equipment including electrical, plumbing, air conditioning, mechanical systems and fire/life safety in order to meet the goal of the department's mission statement
- » Identify and implement efficiencies in work practices in order to improve service to customers

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Created a new working area in the basement file area for the imaging contractor to scan court files for the Court Destruction Project
- » Installed new carpet in the Criminal/Traffic, Call Center, and Records & Exhibit Management (REM) areas
- » Replaced all courtroom signage to allow customers to easily locate their destination
- » Completed phase 4 of 7 of a facility-wide asbestos abatement project

Cost Center Manager  
**Alfonso Rivas**  
 (657) 622-5646

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655



# Facilities Management - HJC (304465)

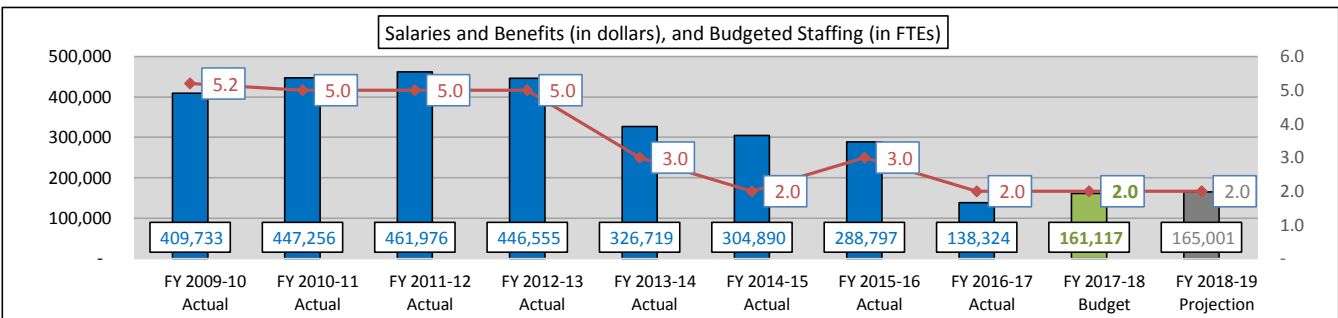
## Mission Statement

Facilities Management serves judicial officers, court employees, and court users by providing quality facilities management, emergency response, and security services in an efficient and professional manner to ensure safe, secure, and fully operable facilities in compliance with all applicable law, code, and regulation. This goal is met by driving the Court's resource model through responsible budget stewardship and efficient business practices while striving for the best value possible. This ensures that court operations are able to continue uninterrupted and help Orange County Superior Court meet the goal of serving the public by administering justice and resolving disputes under the law.

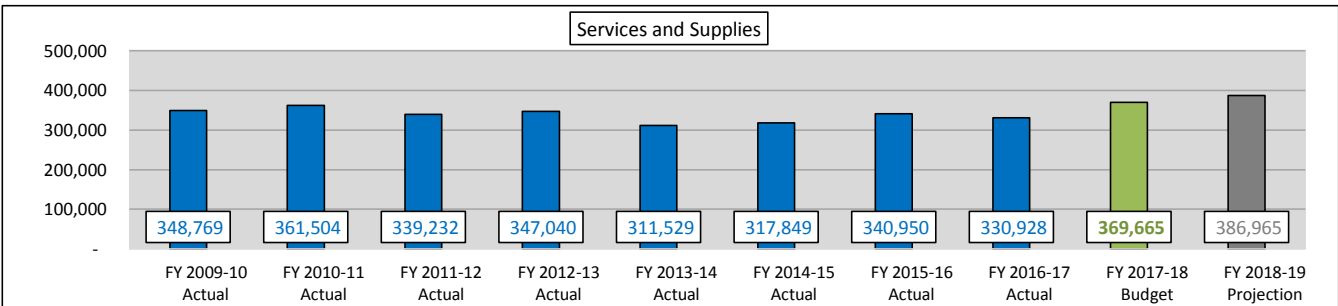
## FY 2017-18 Goals and Objectives

- » Development and coordination of facility modification projects at HJC which will improve operations, mitigate potential safety hazards, and increase energy efficiency
- » Proactively address safety, ergonomic and ADA functions of the justice center to improve access to justice and working conditions
- » Proactive maintenance of buildings and equipment including electrical, plumbing, air conditioning, mechanical systems and fire/life safety in order to meet the goal of the department's mission statement
- » Identify and implement efficiencies in work practices in order to improve service to customers

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



A new janitorial services contract with higher pricing will be in place for FY 2017-18. Otherwise, there are no significant changes to report.

## FY 2016-17 ACCOMPLISHMENTS

- » Worked with judicial officers and legal research attorneys to audit and reduce law books subscriptions by roughly 37% courtwide for subsequent fiscal years
- » Completed a multitude of facility modification projects with the focus of improving operations, decreasing safety hazards, increasing energy efficiencies and creating cost savings
- » Facilitated the closure of the Irvine Records Center to achieve long-term cost savings

Cost Center Manager  
**Lori Millard**  
 (657) 622-5485

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655

# Collections (304500)

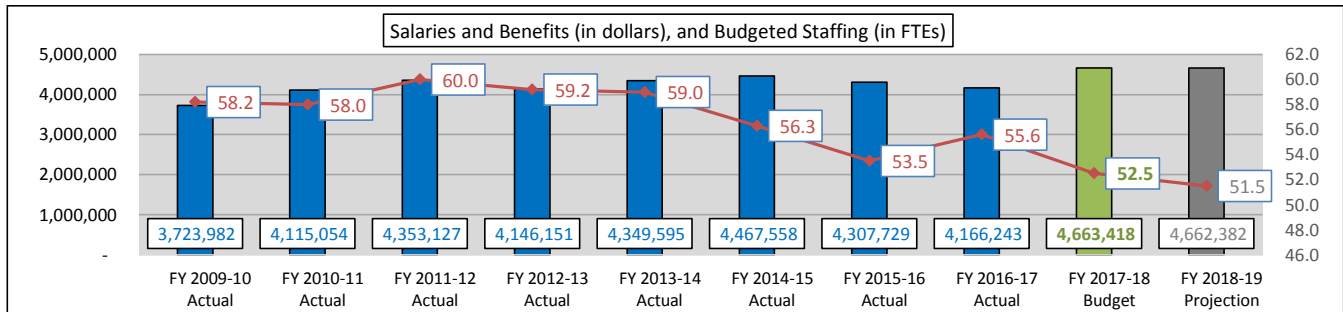
## Mission Statement

The Orange County Superior Court Collections Unit assists its customers in resolving delinquent and non-delinquent financial obligations in a courteous, respectful, and efficient manner. It seeks to improve public trust and confidence in the justice system by holding offenders accountable through the uniform and consistent enforcement of court orders and sanctions, while fostering an enjoyable working environment based on open communication and mutual respect. Initiative, innovation, teamwork, and loyalty are strongly encouraged as is working in a cohesive manner with both internal and external court users.

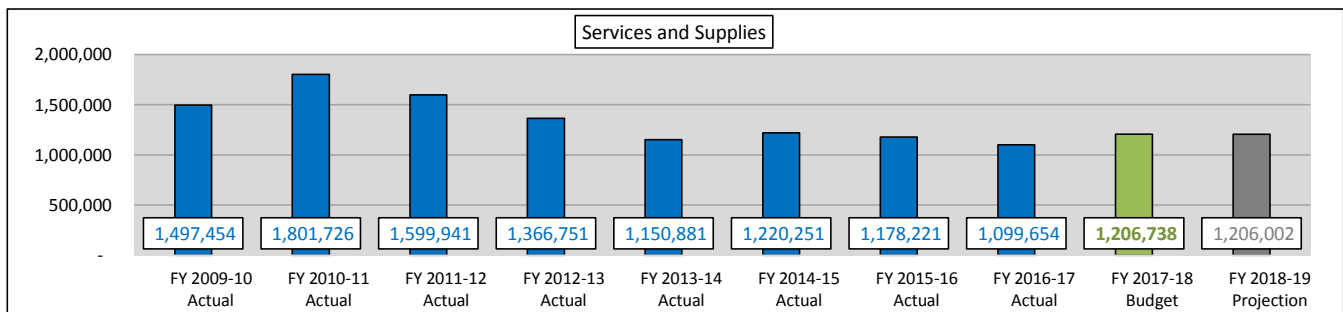
## FY 2017-18 Goals and Objectives

- » Complete automation of Franchise Tax Board Tax Intercept process
- » Complete automation of the 'Failure to Pay' process
- » Develop process for discharge of uncollectible debt
- » Implement a web-based payment plan solution
- » Develop method to systematically improve collections on misdemeanor cases

## FY 2017-18 APPROVED BUDGET



The budgeted staffing change in FY 2017-18 is due to the deletion of 5 FTEs of Court Collection Assistants, the transfer-in of one Training and Procedure Specialist from Accounting Services cost center (304300), and the transfer-in of one Office Specialist from Organizational Development cost center (305200). The Office Specialist position has been reclassified as a Court Collection Officer I.



The increase in the FY 2017-18 services and supplies budget over the FY 2016-17 actual expenditure is due to an increase in third party vendor costs, departmental indirect allocations, and postage usage.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented the Vision Collections module as the sole revenue management component for Collections, eliminating the need for dual entries in Titanium, and which allowed for termination of that contract and its associated costs
- » Implemented a new powerdialer system along with six new outbound call campaigns
- » Partial automation of the Tax Intercept process including the pre-intercept notice, the annual file upload, and the modification files sent weekly
- » Brought on a new Outside Vendor (Ventura Superior Court) to refer delinquent cases for collection
- » Automated the Failure to Pay noticing process, freeing up many hours of staff time previously performing this function manually

Cost Center Manager  
**Dawn Morton**  
 (657) 622-7747

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

## Business Analytics Team (304600)

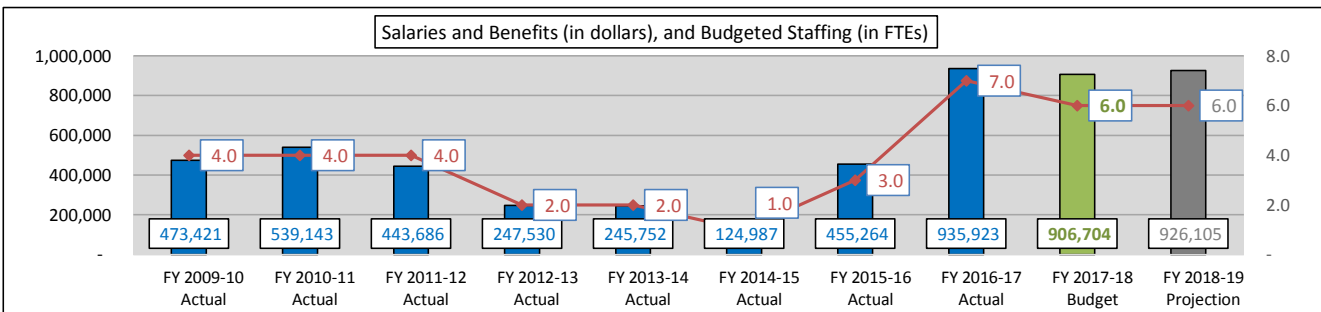
### Mission Statement

The Business Analytics Team (BAT) serves as a resource to refine, define, quantify, and optimize business and operational objectives. Specifically, BAT aims to deliver innovative and user friendly data-driven analysis, business process evaluations, enhanced data reporting methods, financial and strategic planning dashboards to support Courtwide initiatives and policy decision-making.

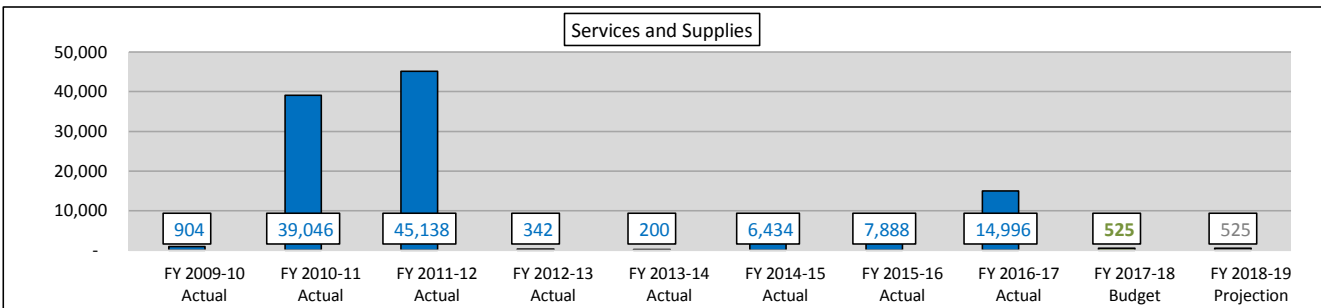
### FY 2017-18 Goals and Objectives

- » Court Innovations Grant – In partnership with Court Technology Services Unit and Operations, develop user requirements for the specific grant deliverables for the development of a court wide centralized data solution platform
- » In support of Operations, assume all analytics support for Criminal Operations
- » In support of Facilities Management, enhance existing Facilities Delegation and Operations dashboards
- » In support of Records & Exhibit Management, transition existing workload database into a new a CTS supported platform and develop basic monthly workload dashboard
- » In support of Jury Services, develop and implement monthly workload dashboard

### FY 2017-18 APPROVED BUDGET



The budgeted staffing change in FY 2017-18 is due to the deletion of one Principal Administrative Analyst and one Senior Administrative Analyst, and one transfer-in of Administrative Analyst II from Analyst Unit - Criminal and Traffic Operations cost center (306435). BAT cost center was created in FY 2016-17, the FTEs increased in FY 2016-17 was due to the consolidation of BAT and Planning and Research.



The decrease in the FY 2017-18 services and supplies budgeted from the FY 2016-17 actual expenditure is due to the elimination of travel funds. BAT cost center was created in FY 2016-17, the prior years expenditure was included in the Planning and Research cost center.

### FY 2016-17 ACCOMPLISHMENTS

- » Developed and implemented annual business plan for BAT, supporting department and Court's objectives
- » Developed and implemented a satisfaction survey for requesters of BAT services
- » In support of Accounting Services, provided project management oversight and delivered AP Approval project
- » In support of Collections Unit, developed and implemented a monthly Collections dashboard
- » In support of Financial Planning Office, developed and implemented an automated Budget Change Request process
- » In support of Financial Planning Office and Human Resources, developed and implemented a Vacancy dashboard
- » In support of Operations, assumed all analytics support for Family Law and Juvenile operations
- » In support of Operations, developed and implemented a Family Law Judicial Inventory dashboard
- » In support of the Office of General Counsel, developed and implemented Appellate Division Legal Research dashboard
- » In partnership with Court Technology Services Unit, successfully obtained a Court Innovations Grant to fund the development of a court wide centralized data solution platform

Cost Center Manager  
**Nicole Le**  
 (657) 622-7744

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

## Procurement Services (304700)

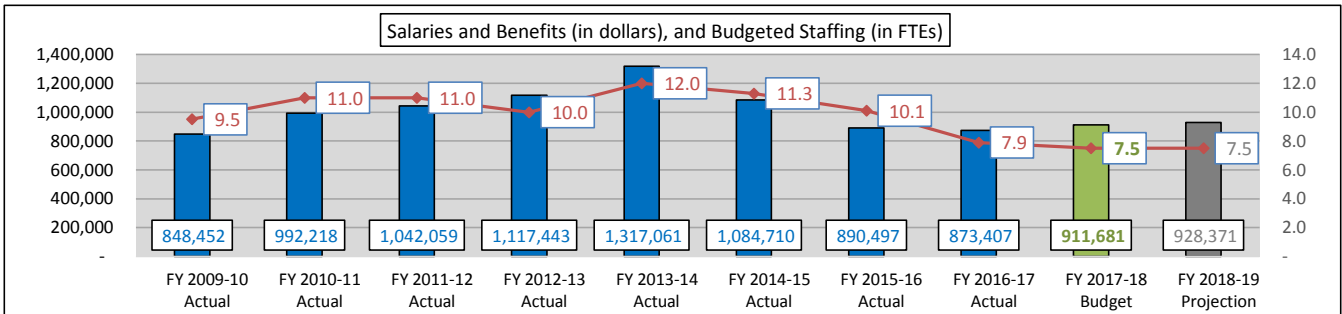
### Mission Statement

The mission of the Procurement Services Unit is to ensure efficient and responsive contracting and procurement services; to maximize the value of public funds when spent in procurement; to provide safeguards for maintaining high quality and integrity in the unit's work; and to provide the highest level of customer service to the unit's customers.

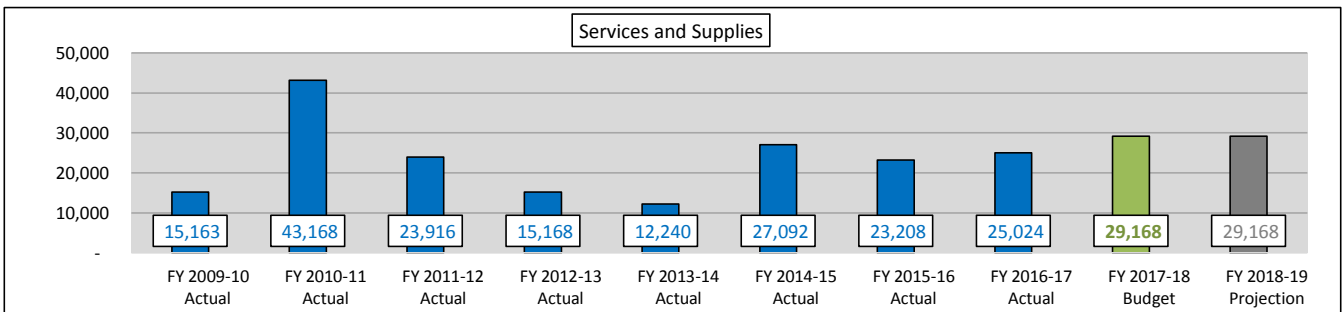
### FY 2017-18 Goals and Objectives

- » Complete the Local Contract Manual
- » Enhance the Contracts Management Database within SharePoint
- » Enhance customer education on procurement processes

### FY 2017-18 APPROVED BUDGET



In FY 2017-18, budget staffing is decreased a total of 0.4 FTEs due to the deletion of 0.8 FTE Senior Administrative Analyst, which is partially offset by the increase of 0.4 FTE Contracts and Procurement Analyst.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Enabled cost avoidance totaling \$933,000 last fiscal year primarily attributable to negotiated agreements for janitorial services (\$420,000), performance review software (\$77,000), and online privacy monitoring for judicial officers (\$260,000)
- » Executed an agreement with three other courts (Butte, Los Angeles, and San Bernardino) to streamline Juvenile Dependency and Delinquency multi-case processing in the Odyssey case management system

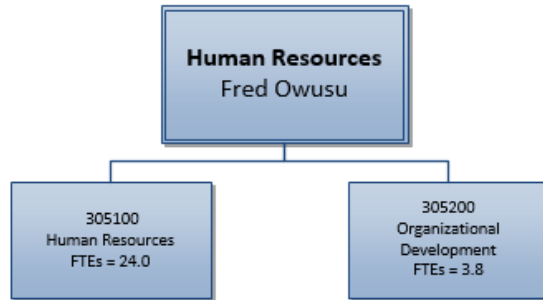
Cost Center Manager  
**Shunna Austin**  
 (657) 622-6881

Financial Planning Analyst  
**Irene Mendez**  
 (657) 622-7655



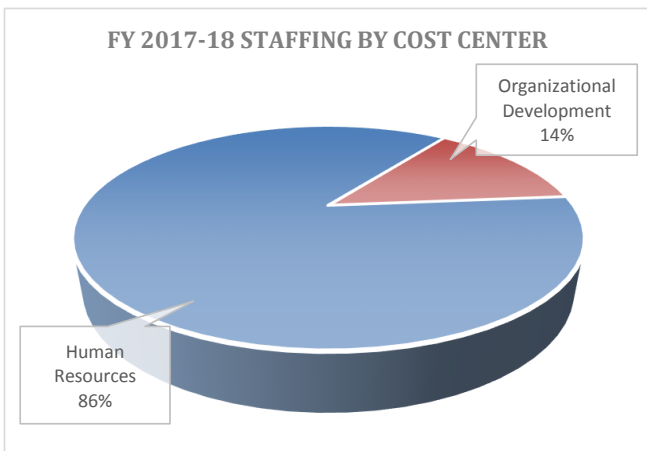
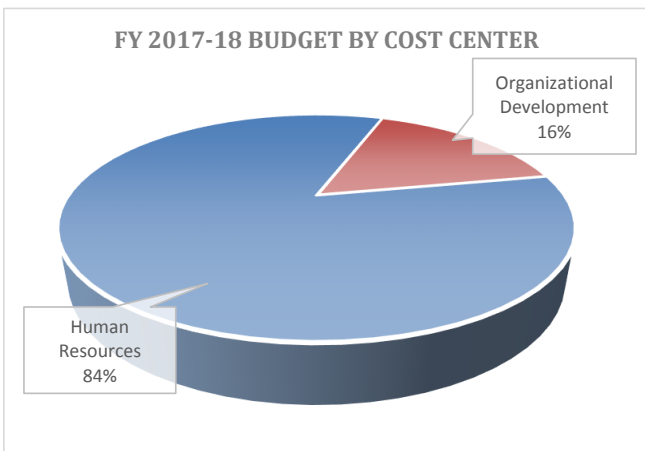
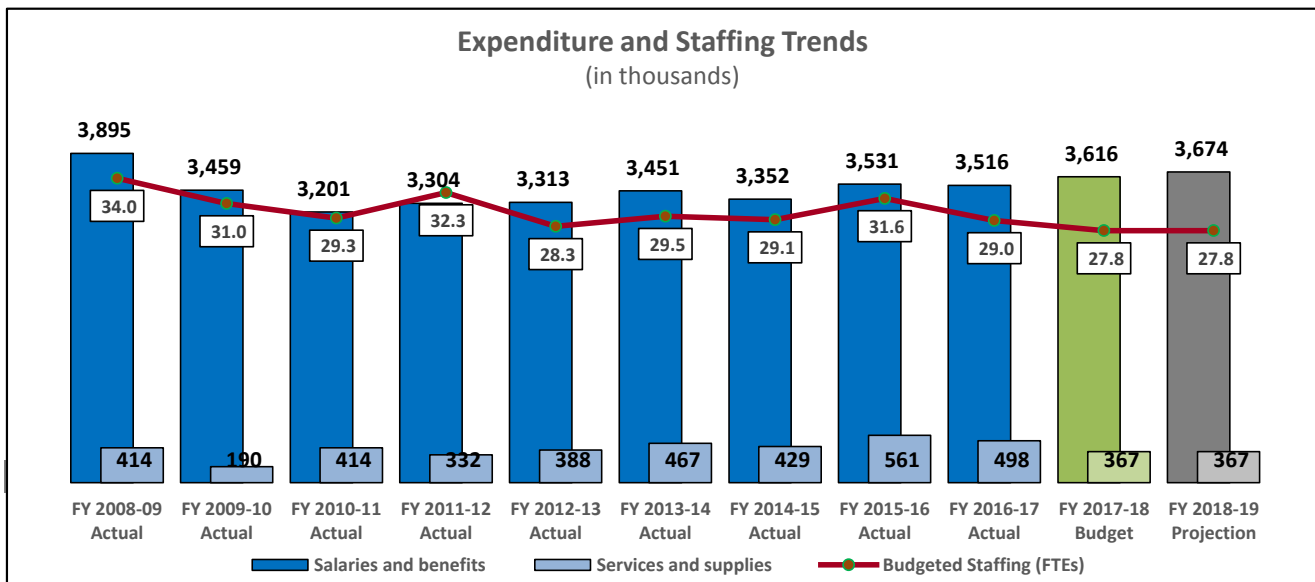
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# HUMAN RESOURCES DEPARTMENT



The Human Resources Department aims to help the Court attract and retain the best people by:

- administering equitable pay and benefits;
- helping place the right people in the right jobs;
- providing ongoing meaningful development opportunities;
- upholding high standards in the workplace;
- promoting the Court's organizational goals;
- staying current in relevant business, economic, social, and legal aspects;
- and partnering with managers and staff to ensure compliance with employment laws.



# Human Resources (305100)

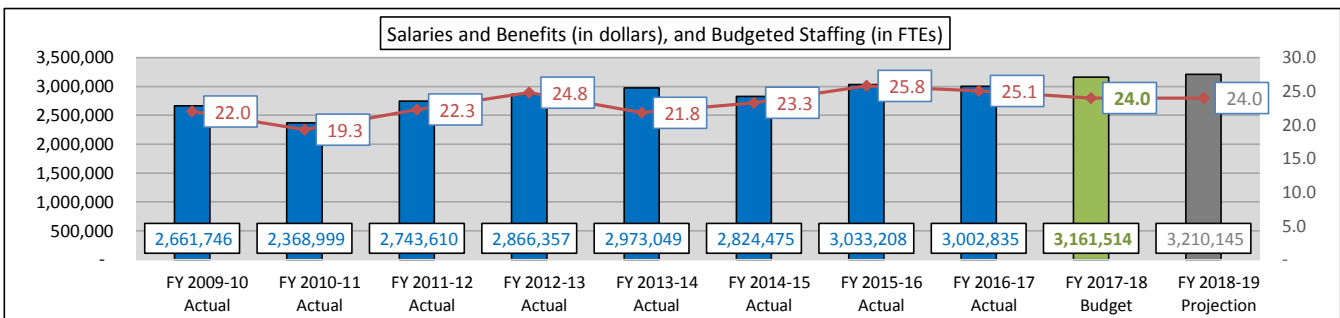
## Mission Statement

The purpose of Human Resources (HR) is to attract and retain the best employees. HR does this by ensuring equal opportunity in all actions and processes; using selection processes that produce a well-qualified and talented workforce; collaborating with supervisors and managers in personnel related decisions; ensuring employees are afforded all rights to leaves and accommodations pursuant to law and policy; administering benefits; entering personnel transactions in a timely and accurate manner; and securely maintaining personnel records.

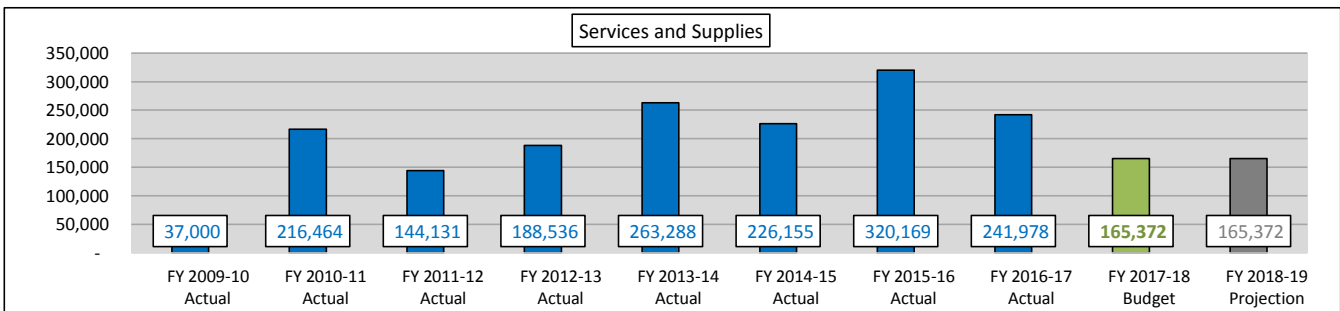
## FY 2017-18 Goals and Objectives

- » Update the Court's onboarding program to provide extended services to new employees, such as creating a new employment website
- » Provide clear Human Resources related statistics through dashboards to Court Managers for better planning of resources
- » Update the bilingual testing process
- » Establish a new recruitment policy
- » Review FLSA components of job descriptions
- » Participate and successfully complete negotiations for three bargaining units with the Orange County Employees Association (OCEA)
- » Continue providing effective consulting services in employee and labor relations as well as benefits and disability programs
- » Update process of OCERS membership status for excluded workers

## FY 2017-18 APPROVED BUDGET



The budgeted staffing decrease is due to the deletion of 1.0 FTE of Human Resources Analyst. One Senior Human Resources Specialist position will be deleted when the incumbent retire during FY 2017-18.



The decrease in services and supplies budget is due to the reduction of professional services, legal services, and license fees.

## FY 2016-17 ACCOMPLISHMENTS

- » Launched EPIC (electronic personnel file project)
- » Implemented the Cornerstone Performance Management System
- » Livescan background checks administered through the Court Human Resources
- » "Difficult to fill" employee referral program established
- » Specialty recruitments completed through HR staff instead of vendors
- » Annual open enrollment for Judges, Court Interpreters and CMP MEs Vision
- » Assisted employees with open enrollment due to transition to new County of Orange benefits center vendor/website
- » Implemented OCERS automatic reciprocity procedures for incoming reciprocal employees
- » Coordinated with the County to ensure biometric screenings were scheduled and available onsite at each justice center in support of the annual OC Healthy Step Wellness Program

Cost Center Manager  
**Bryan Drinkward**  
 (657) 622-7159

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738



# Organizational Development (305200)

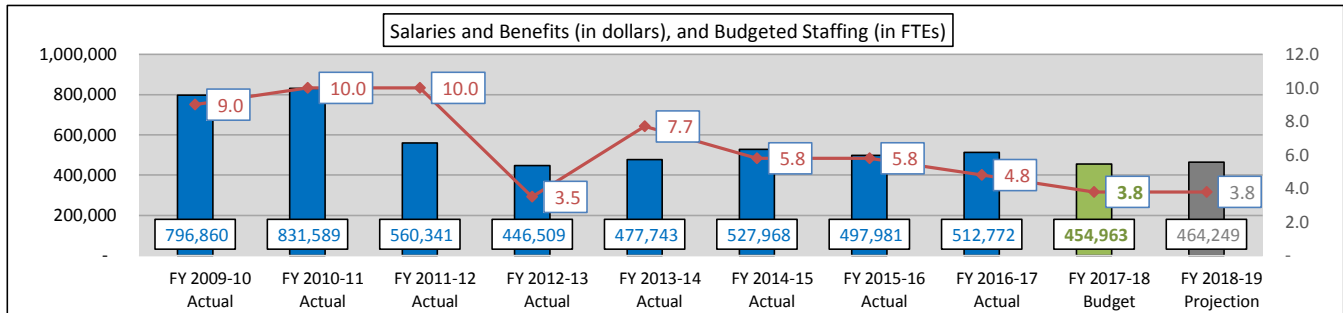
## Mission Statement

By creating a career path lined with training, education and growth opportunities, Organizational Development encourages an educated, skilled, collaborative and contented Court workforce.

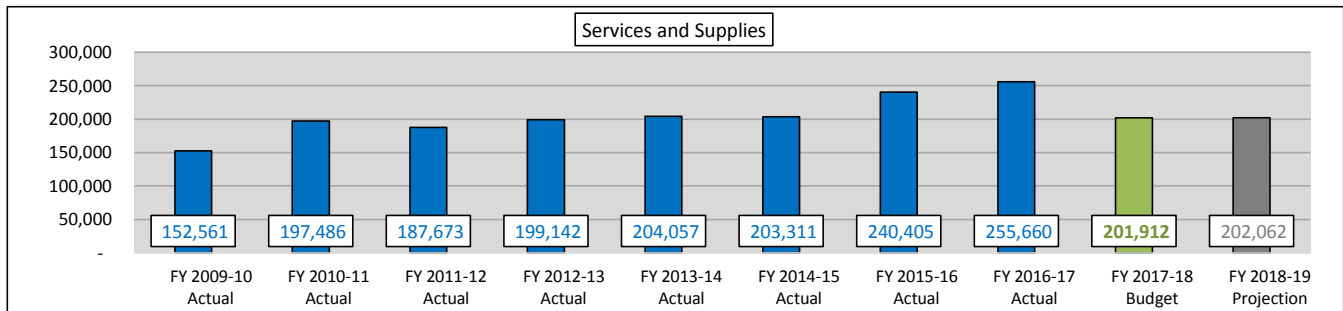
## FY 2017-18 Goals and Objectives

- » To modify educational and growth opportunities to address the ever-changing needs of the Court's workforce
- » To support the Court's succession planning efforts
- » To increase assistance, training and professional growth opportunities, in order to assist employees in achieving their career and educational goals

## FY 2017-18 APPROVED BUDGET



The budgeted staffing decrease is due to the transfer of one Office Specialist position to Collections cost center (304500).



The decrease of services and supplies budget is due to the reduction of educational reimbursement, training, and publication.

## FY 2016-17 ACCOMPLISHMENTS

- » In 2017, implemented a new Employee Satisfaction Survey
- » In 2016, implemented a new in-house Code of Ethics for all Court employees
- » In 2016, implemented several programs based on suggestions that came out of the Employee Satisfaction Survey teams, including: Job Shadowing, Ted Talks, Thank you e-cards
- » In 2016, completed the pilot program for Learning to Lead, with 105 students completing that initial program

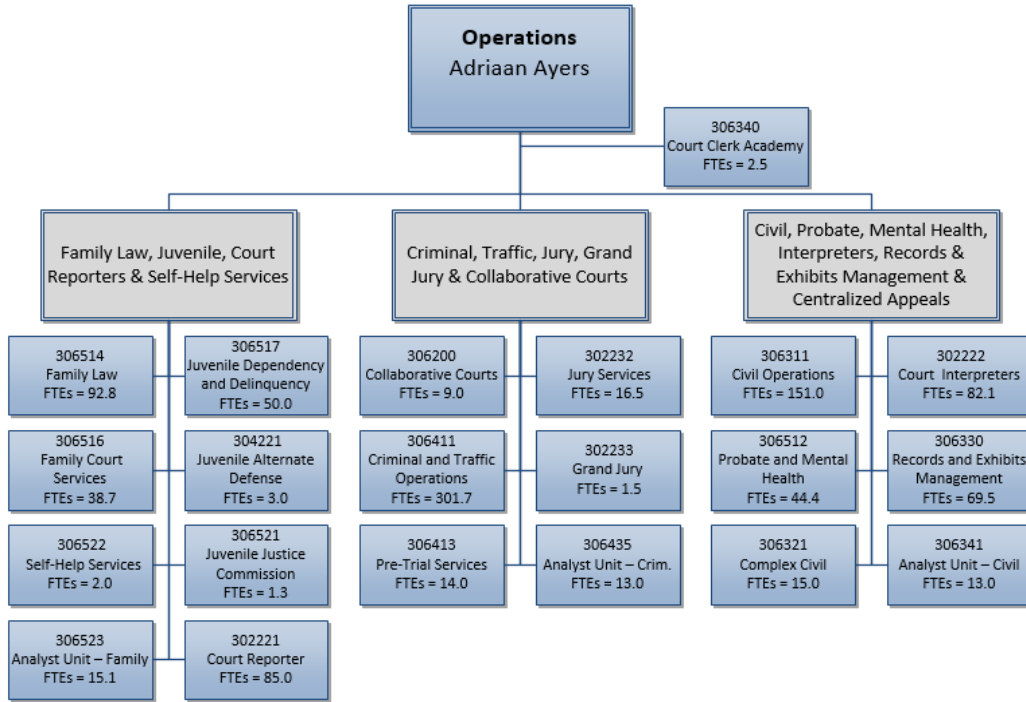
Cost Center Manager  
**Bud Whalen**  
 (657) 622-7701

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

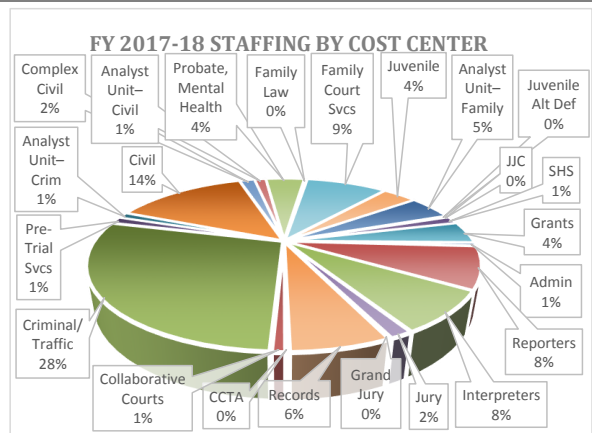
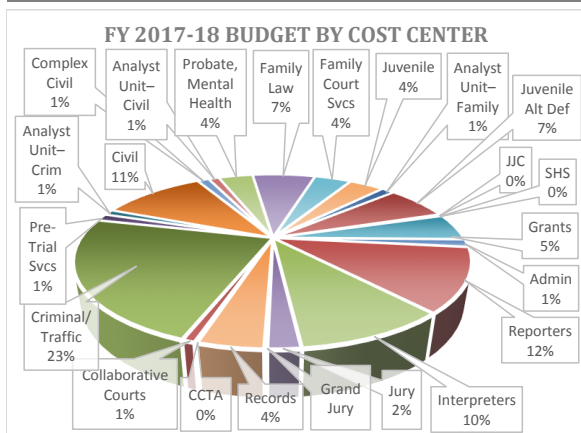
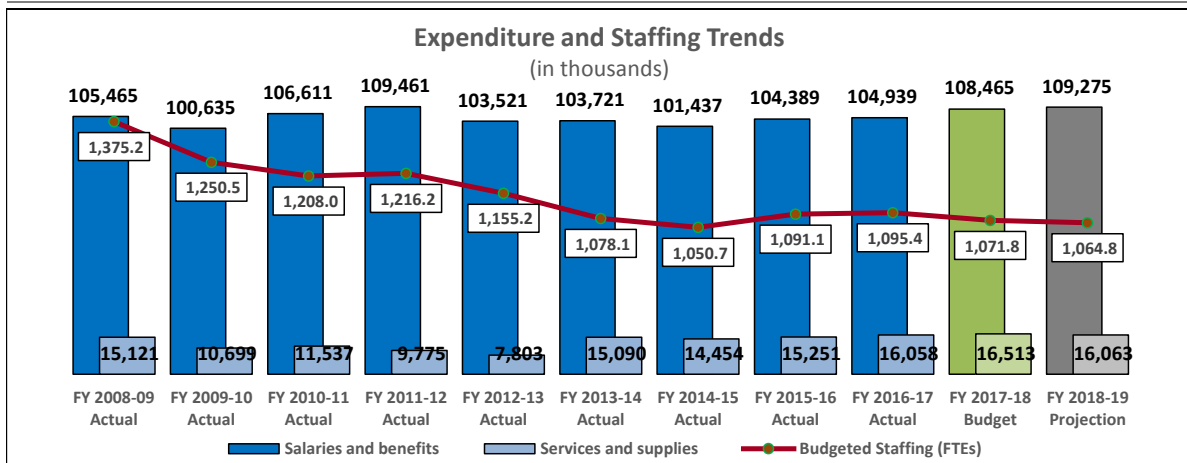


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# OPERATIONS DEPARTMENT



Embracing innovative ideas and modern management practices for effective and efficient delivery of services to internal and external court users.



## COO - Administration (306100)

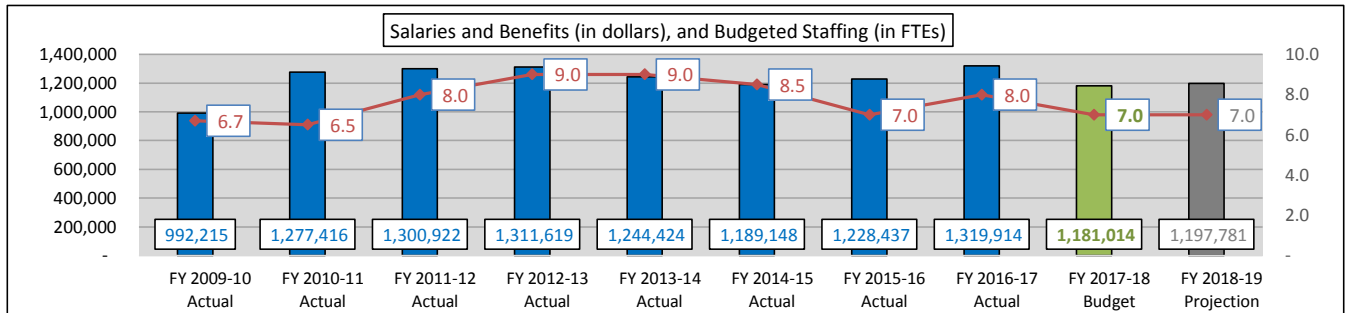
### Mission Statement

Aligned with the Court's strategic goals and objectives, the Operations Administration cost center is responsible to provide overall guidance, support and direction to ensure smooth operations courtwide on a day-to-day basis while delivering innovative and efficient programs and services to meet the judicial needs of providing fair and equal justice and to better serve the public and Court users.

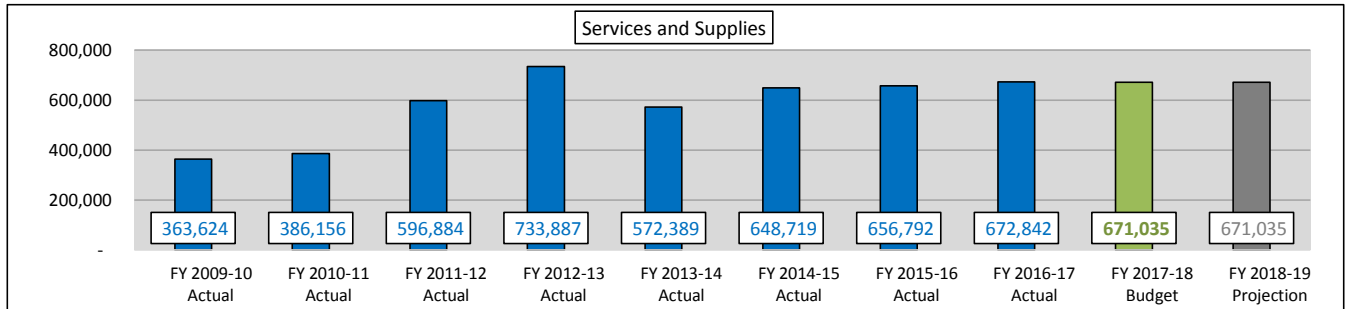
### FY 2017-18 Goals and Objectives

- » Oversee staff to maximize operational effectiveness and manage workload backlogs
- » Review, streamline and modernize court programs, policies and procedures, and implement strategies to enhance operations and advance the administration of justice
- » Continue succession planning for key management positions

### FY 2017-18 APPROVED BUDGET



Budgeted staffing is decreased by 1.0 FTE Operations Director. The incumbent vacated that position in June 2017.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Improved access and assistance to litigants, prospective jurors and the public
- » Implemented new legislation and other mandated ballot initiatives impacting Court operations
- » Conducted Tracks 11 and 12 of the Court Clerk Training Academy (CCTA) to backfill existing and anticipated Court Clerk vacancies
- » Finalized the Operations resource reallocation plan designed to better serve the organization

Chief Operations Officer  
**Adriaan Ayers**  
 (657) 622-7012

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Court Reporters (30221)

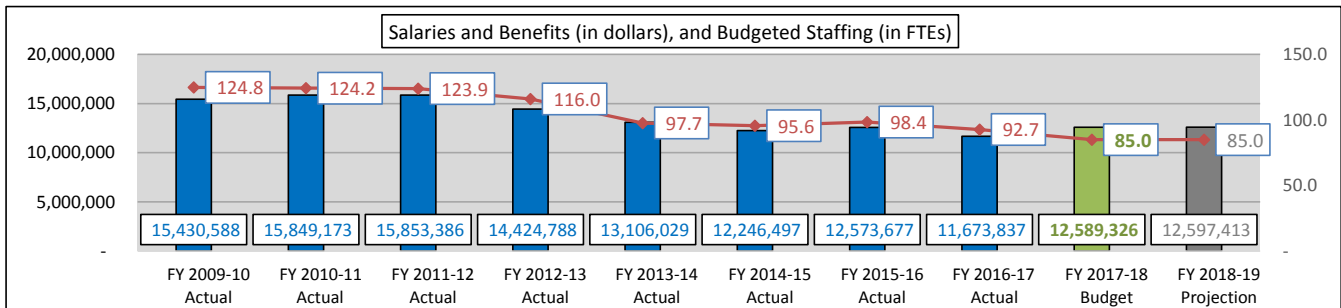
## Mission Statement

The mission of Court Reporter Services is to provide the verbatim shorthand reporting and electronic monitoring services in a professional and timely manner. The unit promotes service excellence through employee satisfaction initiatives, profession relevant training, mentoring and use of state-of-the art technology.

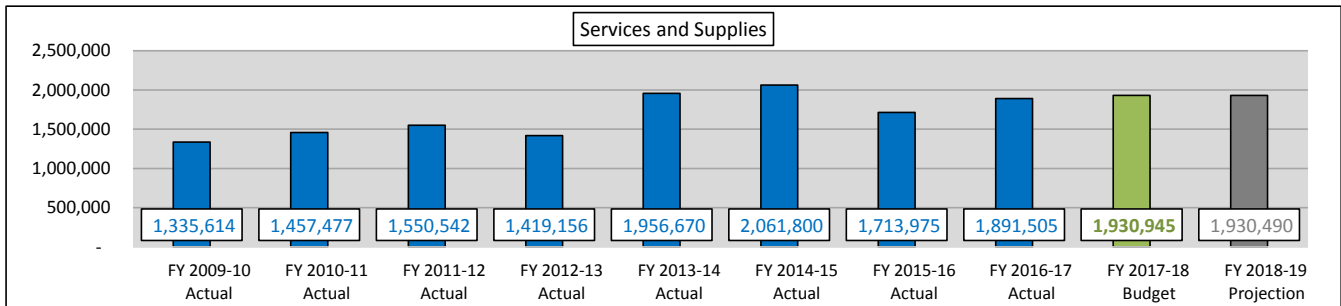
## FY 2017-18 Goals and Objectives

- » Continue to effectively manage availability and deployment of court reporters through reliance on data dashboards, court wide caseloads and leadership
- » Create and preserve the official record on all cases in which a reporter has been assigned
- » Increase employee satisfaction and retention; fill vacancies
- » Provide relevant training, focused on enhancing skills and increasing reporting services to the Court and the public
- » Pilot the electronic delivery of Civil and Probate court reporter transcripts to the appellate court

## FY 2017-18 APPROVED BUDGET



The reduction in FTEs is primarily due to the clean-up of interpreter and reporter supervisor and coordinator positions. The rest is due to adjustments based on known retirements that will occur in FY 2017-18.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Appointed a court reporter manager
- » Collaborated with Human Resources on court reporter recruitment and testing requirements
- » Hired 10 certified court reporters to fill vacancies

Operations Director  
**Robyn Samuelson**  
 (657) 622-7176

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# Court Interpreters (302222)

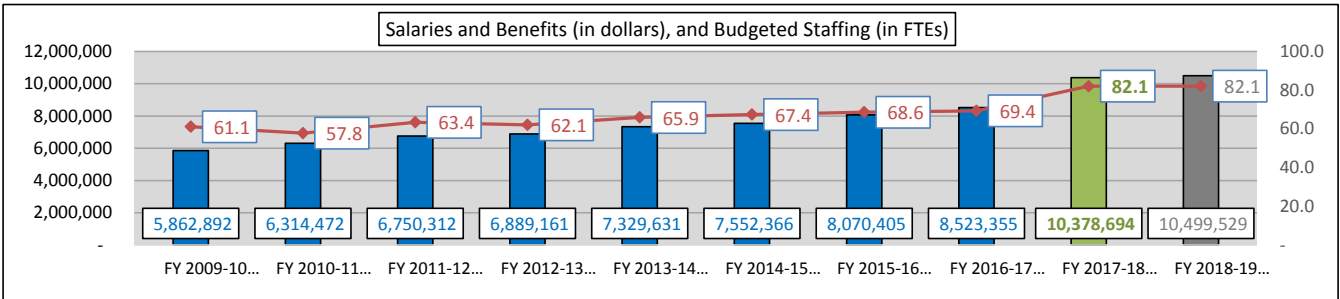
## Mission Statement

The mission of Court Interpreter Services is to provide language access to the courts for persons with limited English proficiency and those who are deaf or hard-of-hearing, by providing high quality interpreting and translation services in a timely, professional, and efficient manner.

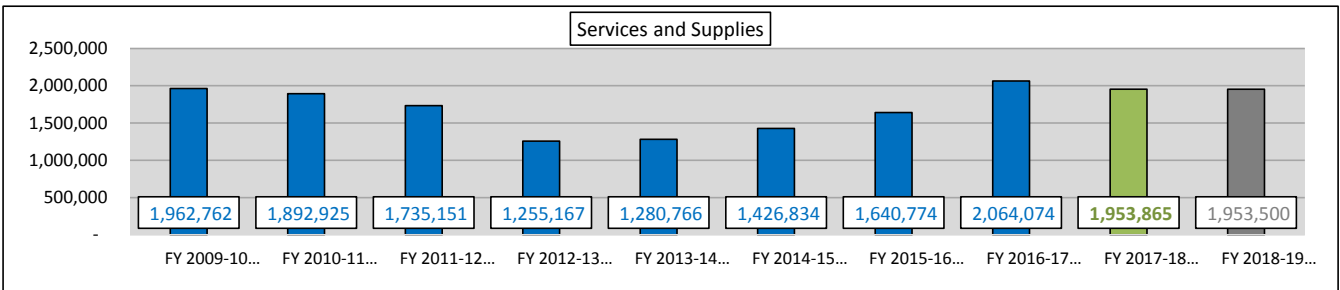
## FY 2017-18 Goals and Objectives

- » Continue expanding language access by implementing Judicial Council's Language Access Plan (LAP) recommendations
- » Improve the Court's multilingual capability
- » Secure sufficient number of certified and registered interpreters
- » Enhance the efficient use of language resources
- » Provide subject matter support to the bench, court staff, and public

## FY 2017-18 APPROVED BUDGET



The increase in FTEs is due to a clean-up of interpreter and reporter supervisory and coordinator positions, the creation of 4 new Interpreter positions to replace contract interpreters who have elected to separate from the Court rather than become full time employees, as well as to provide a more reliable pool of available interpreters.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Formed the OCSC LAP Working Group to help review LAP recommendations and expand language access to all case types
- » Continued to provide interpreters to all mandated matters. When resources permitted, provided interpreters to non-mandated matters
- » Provided interpreters in 65 languages to all mandated case types, and many non-mandated case matters
- » Continued to increase the pool of certified and registered interpreters
- » Provided education and expertise to the bench and court staff by sharing information and providing new bench guides

Cost Center Manager  
**Ana Parrack**  
 (657) 622-7277

Financial Planning Analyst  
**Katrina Coreces**  
 (657) 622-7739

# Jury Services (302232)

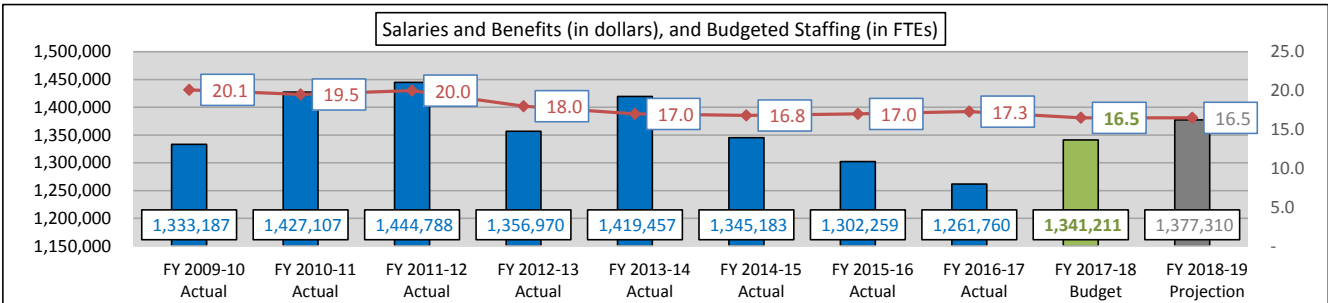
## Mission Statement

Jury Services administers the trial jury program at all justice centers and educates prospective jurors on the Court's mission, goals, and accomplishments.

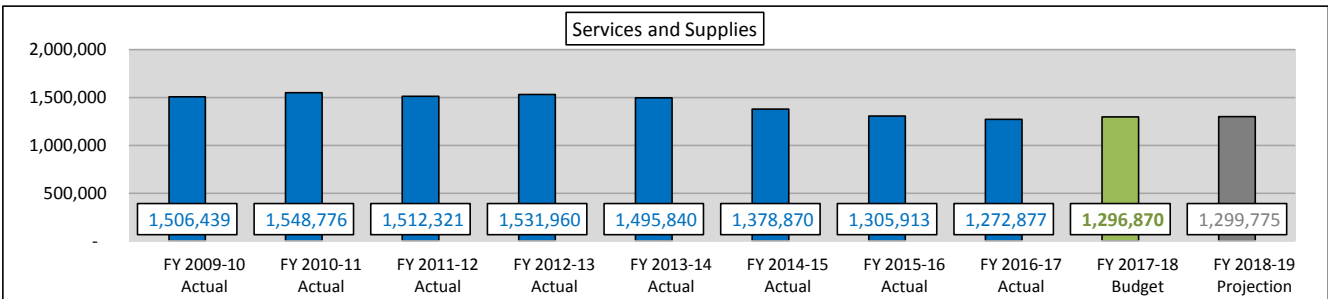
## FY 2017-18 Goals and Objectives

- » Provide excellent customer service to potential, prospective, and sworn jurors
- » Provide excellent customer service to internal customers, delivering prospective jurors to courtrooms to support courtroom operations
- » Review processes and make adjustments to promote efficiencies and a culture of business process reengineering

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is reduced due to the deletion of one Legal Processing Specialist II position.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Expanded access to the Court by implementing a jury web chat feature to the public-facing jury web page.

Cost Center Manager  
**Pete Hernandez**  
 (657) 622-7176

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737



# Grand Jury (302233)

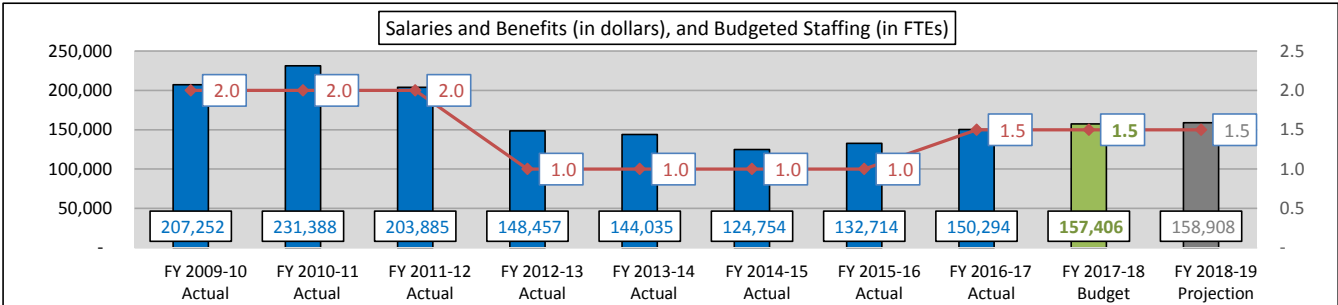
## Mission Statement

The Grand Jury is a body of 19 citizens who are charged and sworn to investigate county, city, and joint power agencies in a watch dog capacity. The Grand Jury also inquires into public offenses committed or triable within the County. Grand Jury duties, powers, responsibilities, qualifications, and selection processes are outlined in the California Penal Code.

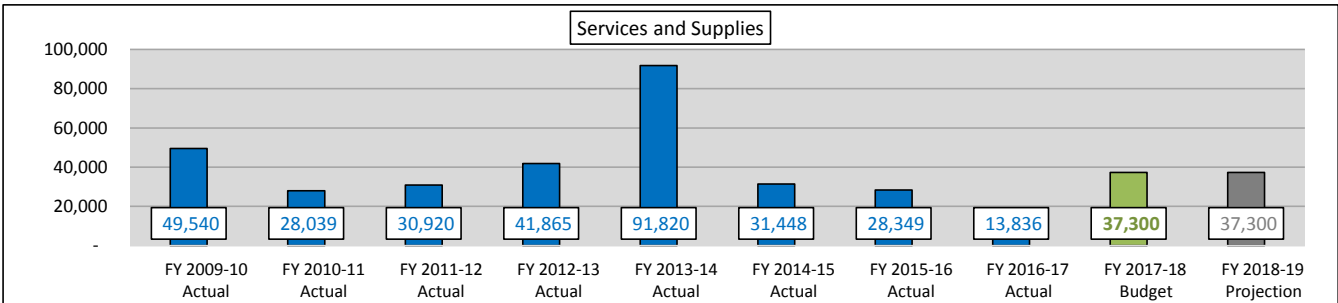
## FY 2017-18 Goals and Objectives

- » Investigate and report on the operations, accounts and records of County Officers, departments and functions
- » Inquire into the willful or corrupt misconduct in office of public officials
- » Inquire into the conditions and management of public prisons within Orange County
- » At the request of the District Attorney or Attorney General, conduct hearings to determine whether there is sufficient evidence to bring an indictment charging a person with a public offense

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18. Costs for this program are fully reimbursed by the County of Orange.



The actual expenditure in FY 2016-17 for court transcript was significantly lower than the past years' average amount. Costs for this program are fully reimbursed by the County of Orange.

## FY 2016-17 ACCOMPLISHMENTS

- » Issued 10 reports as a result of their civil investigations
- » Conducted one press conference to release a highly anticipated report
- » Responded to 38 public concerns
- » Participated in 6 indictment hearings totaling 9 ½ days

Cost Center Manager  
**Pete Hernandez**  
 (657) 622-7176

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

# Collaborative Courts (306200)

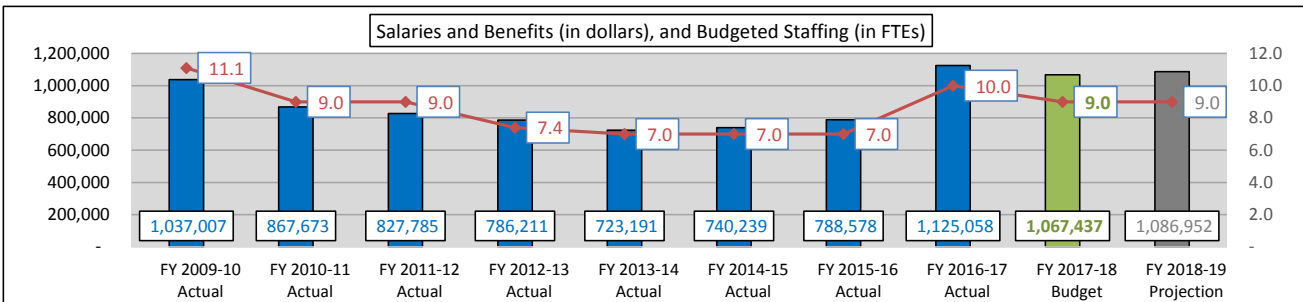
## Mission Statement

The mission of the Collaborative Courts is to enhance the quality of justice and service to the public by providing alternatives to traditional court processes and sentencing options so as to increase public safety, reduce recidivism, and promote cost savings.

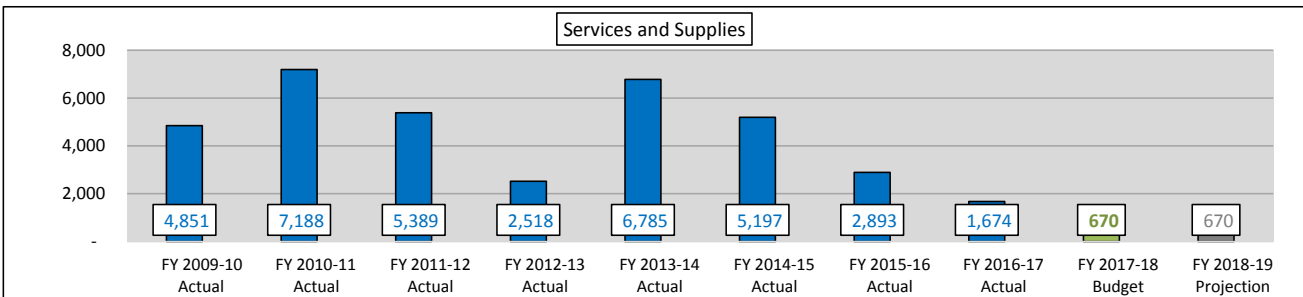
## FY 2017-18 Goals and Objectives

- » Increase public safety by reforming drug-addicted and mentally ill criminal offenders into sober, stable, employed, law-abiding members of the community
- » Reduce recidivism of repeat offenders by addressing the underlying reasons for their involvement with the criminal justice system-- including substance abuse, mental illness and homelessness
- » Promote cost savings for the Court and its justice partners through reductions in 911 calls, arrests and other law enforcement contacts; pretrial procedures and trials; and incarcerations and jail bed days
- » Promote cost savings for the County healthcare system through reductions in hospitalizations and involuntary commitments; and through the birth of drug-free babies
- » Promote continuous quality and process improvement by reviewing program standards manuals and procedures, incorporating electronic submittals and electronic data collection, where possible, and cross-training of staff

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is decreased by 1.0 FTE Collaborative Courts Coordinator. The incumbent retired in March 2017.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » The adult programs graduated 212 participants, saving 71,519 custody bed days, worth more than \$10.4 million. Graduates from all of the Collaborative Court programs continued to have significantly reduced rates of recidivism
- » Onsite trainings were provided at the CCB Veterans Mentor Court and at the HJC/NB DUI Academy Court for visiting jurists and teams from 13 separate jurisdictions in ten states. The Community Court hosted site visits from legislators, justice professionals and many other interested people, including a delegation from the Republic of Vietnam
- » Judge Matthew S. Anderson received the DWI Court Leadership Award at the annual conference of the National Association of Drug Court Professionals (NADCP); and the Truancy Court team received the Orange County Probation Chief's Award
- » Judge Joe T. Perez and staff presented in thirteen separate panel discussions and workshops at the annual NADCP and Vet Con conferences; Judge Perez and staff presented in a panel discussion and a workshop at the Community Justice International Summit in Chicago; and staff participated in three Judicial Council webinars regarding Collaborative Courts grant funding

Cost Center Manager  
**Kristal Valencia**  
 (657) 622-5819

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# Civil Operations (306311)

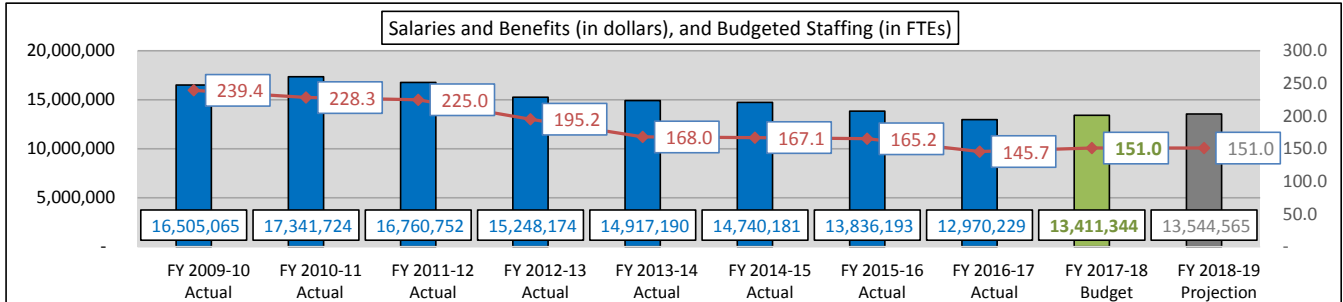
## Mission Statement

The Civil and Small Claims Division is a large, diverse unit of the Orange County Superior Court supporting 34 judicial officers and responsible for the annual filing of close to 65,000 new cases each fiscal year. The mission of the Civil and Small Claims Division is to ensure the efficient management of Court resources and provide the judicial officers and members of the public timely and accurate court services.

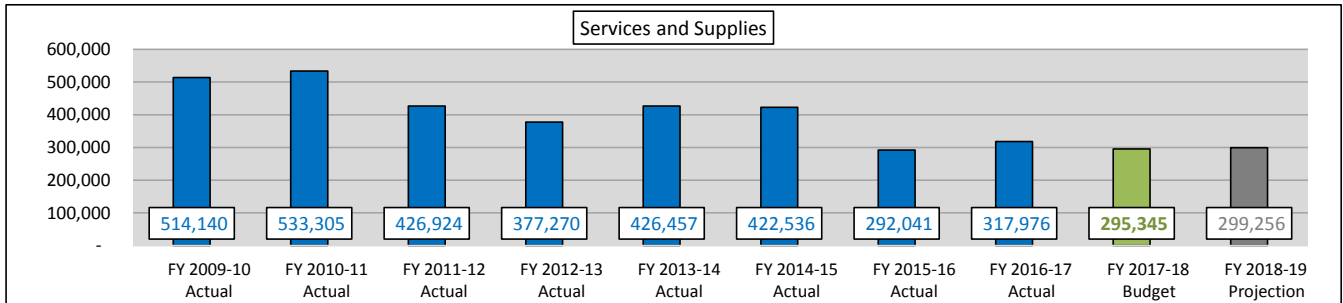
## FY 2017-18 Goals and Objectives

- » Encourage and support the professional development of Court staff to enhance the service to the Bench and the public
- » Further reduce the rejection rate by developing a variety of informational materials to educate court users on filing requirements
- » Further reduce the waiting time at the public counters
- » Expansion of Language Access into Civil Courtrooms

## FY 2017-18 APPROVED BUDGET



The budgeted staffing increase is due to the move of 1.0 FTE Legal Processing Supervisor from Criminal and Traffic Operations cost center (306411), the return of 1.0 FTE Administrative Analyst and 1.0 FTE Courtroom Operations Supervisor from CMS V3 Modernization, Maintenance, and Support cost center (303560), and adjustment to reflect the filling of previously vacant positions.



This section will be completed in August 2017 after the FY 2016-17 books have closed.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented Nemo-Q queuing system to track waiting time and usage at public counters
- » Engaged in community outreach and coordinating with Self-Help Unit to educate court users on how to reduce rejection rate

Cost Center Manager  
**Dennis Ma**  
 (657) 622-7555

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# Complex Civil (306321)

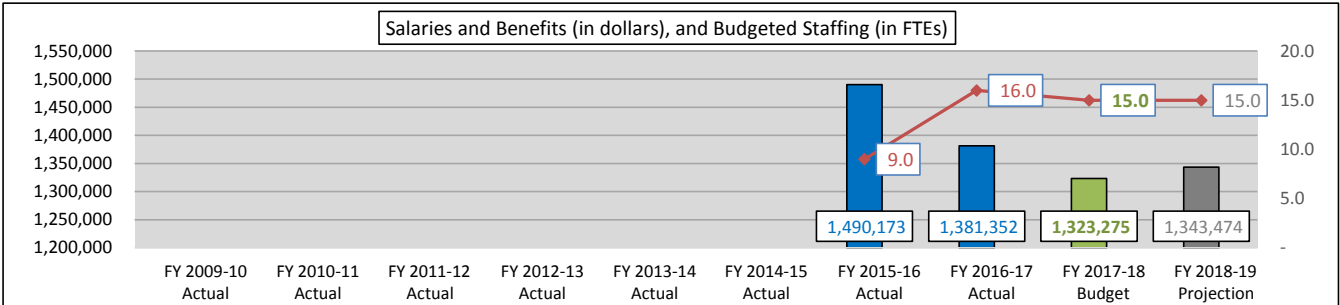
## Mission Statement

The Civil Complex Litigation division consists of 14 full time equivalent positions in support of four judicial officers, courtroom operations and case processing/efiling. Based upon the nature of complex matters, which includes intricate issues with numerous parties and claims, the mission is to expedite complex litigation cases and provide accurate and efficient court services.

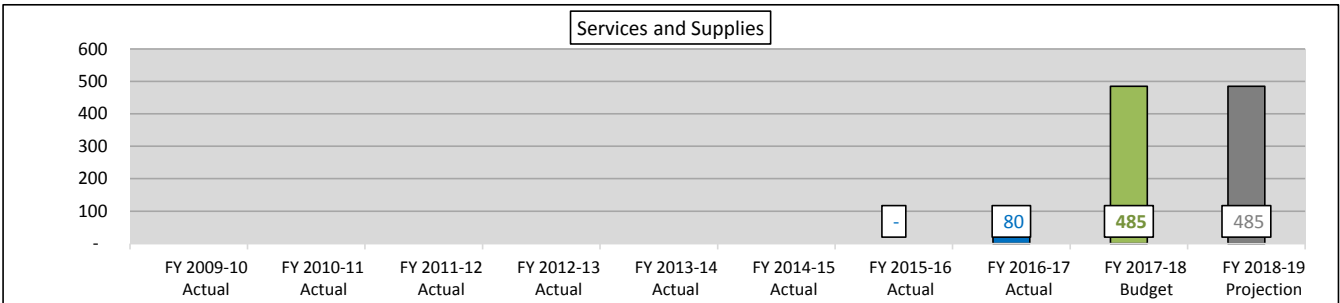
## FY 2017-18 Goals and Objectives

- » Support the professional development of Court staff to enhance service to the Bench and the public
- » Assure consistent and efficient daily operations, including separate calendaring of complex cases and the assignment of judges with expertise in such cases
- » Improve efilng efficiencies with a processing goal of 72 hours

## FY 2017-18 APPROVED BUDGET



Prior to FY 2015-16, Complex Civil was a grant-funded program. Budgeted staffing for FY 2017-18 is decreased by the 1.0 FTE Court Clerk that moved back to Civil Operations (306311).



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Upgraded courtroom evidence presentation system to facilitate improved ease of use and increased efficiencies
- » Collaboration with Data Cleansing Unit to identify, correct and update the case management system to ensure high quality data, efficiency and reliability
- » Contribution and participation in legal community outreach sessions on updated/new processes and laws
- » Judicial participation in the Electronic Legal File enhancement focus group and pilot project
- » Participation in the Civil SoCal Regional Court Meetings

Cost Center Manager  
**Debbie Kruse**  
 (657) 622-7858

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

## Records and Exhibits Management (306330)

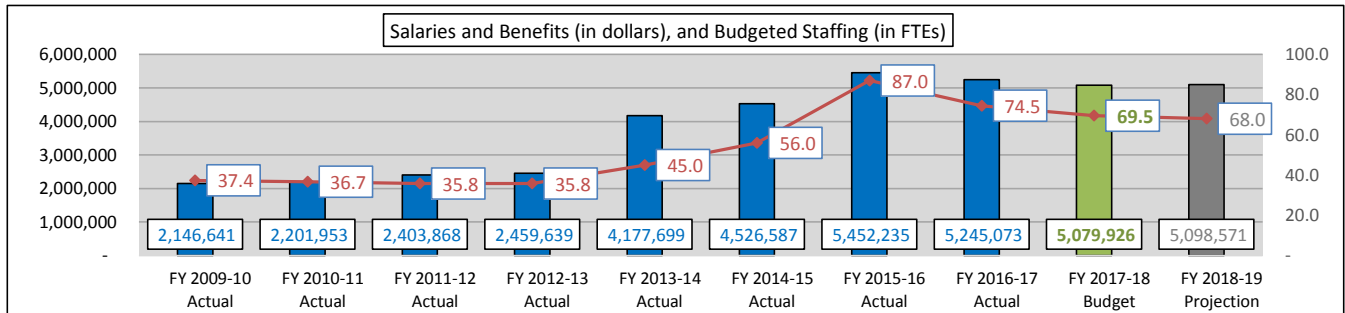
### Mission Statement

It is the mission of the Records and Exhibits Management Unit to provide easy access to reliable and accurate information, while protecting the property entrusted to the Court.

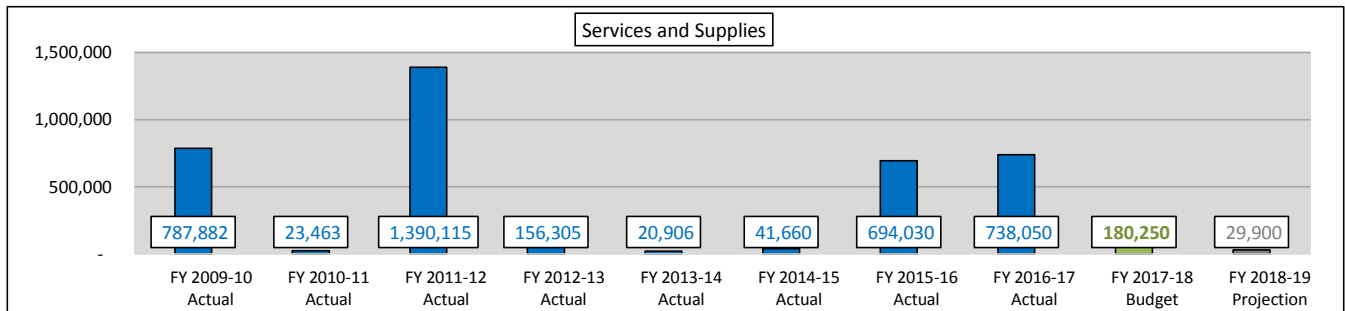
### FY 2017-18 Goals and Objectives

- » Continue disposal of eligible exhibits
- » Complete quality control of imaged misdemeanor and juvenile records
- » Reduce family law quality assurance backlog

### FY 2017-18 APPROVED BUDGET



Budgeted staffing is reduced because the Records Scanning project is scheduled to end December 31, 2017.



Services and supplies are reduced because the Records Scanning project is now scheduled to end December 31, 2017. The project end date was extended six months because the Court intends to fully utilize funds that were encumbered in FY 2016-17.

### FY 2016-17 ACCOMPLISHMENTS

- » Completed the imaging and quality assurance checks of records formerly stored at the Irvine Facility
- » Vacated the Irvine Facility in September 2016

Cost Center Manager  
**Karen Lee**  
 (657) 622-7801

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Court Clerk Academy (306340)

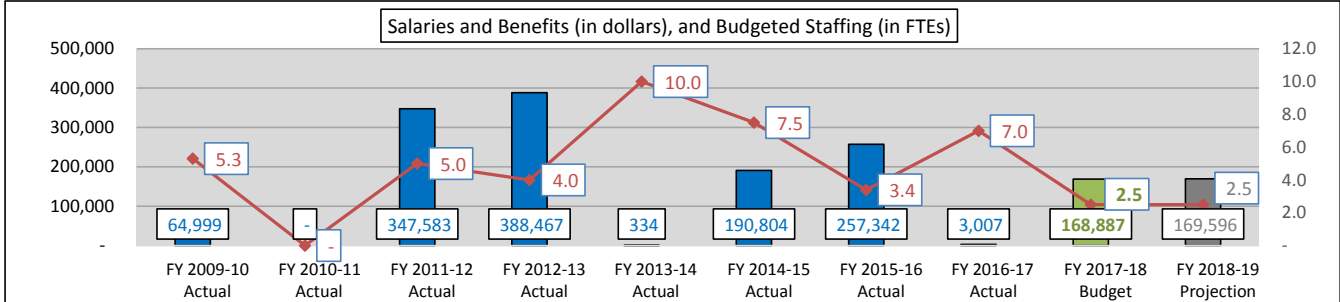
## Mission Statement

The Court Clerk Training Academy supports the mission of the Court by providing training necessary for court clerks to effectively provide support to judicial officers, prepare the official record of proceedings using automated case management systems, and represent the Court professionally within the courtroom to promote the public's trust and confidence in the Court.

## FY 2017-18 Goals and Objectives

- » Recruit and train sufficient Court Clerks to efficiently fill Court Clerk vacancies as they occur
- » Conduct CCTA Track 13

## FY 2017-18 APPROVED BUDGET



Budgeted staffing fluctuates from fiscal year to fiscal year based on the number of academies planned for that respective year. In FY 2017-18, budgeted staffing is reduced because it is expected that only one academy will be conducted this year.

There are no services and supplies associated with this cost center.

## FY 2016-17 ACCOMPLISHMENTS

- » Conducted CCTA Tracks 11 and 12

Chief Operations Officer  
**Adriaan Ayers**  
 (657) 622-7012

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

## Analyst Unit – Civil, Probate and Mental Health (306341)

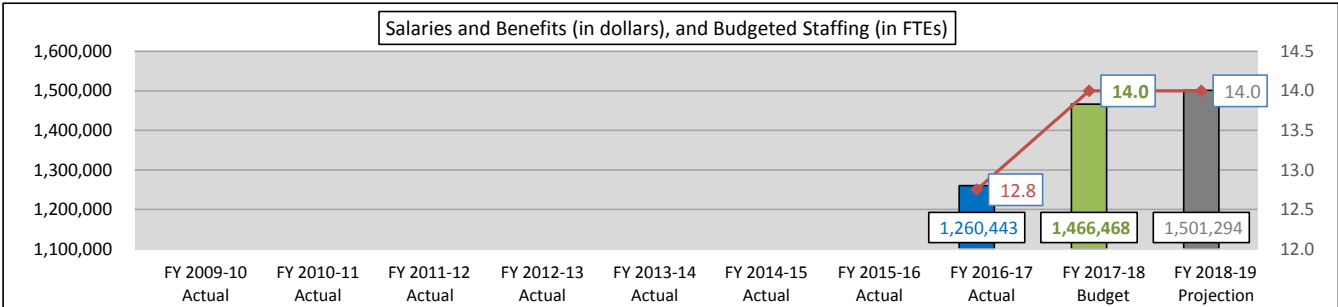
### Mission Statement

The Analyst Unit's purpose is to provide training, research and analysis to ensure that the division has the best resources to serve the public.

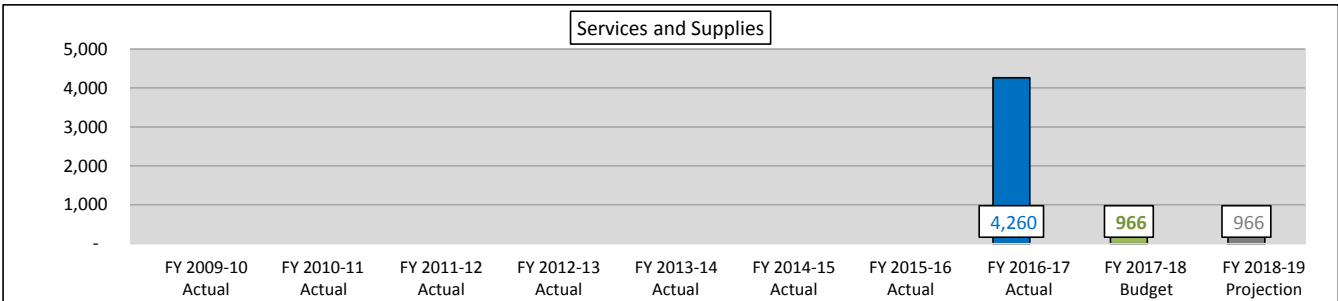
### FY 2017-18 Goals and Objectives

- » Provide project support for the implementation of Language Access Expansion
- » Continue to add training options for employees to develop a growing curriculum
- » Continue automation of reports that require significant manual processes
- » Provide project support for innovation grants for both Probate and Civil
- » Continue to develop appropriate staffing models for areas that are under significant backlog

### FY 2017-18 APPROVED BUDGET



Budgeted staffing in FY 2016-17 was adjusted for vacancies. The budget for FY 2017-18 reflects a fully staffed cost center.



Services and supplies budget is reduced due to the purchase of lifetime Videoscribe license in FY 2016-17 and the elimination of travel funds in FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Started quarterly newsletter that is distributed to all staff. It lists all procedural updates, highlights unit changes, and provides various noteworthy items
- » Developed annual highlight video of Civil and Probate accomplishments for CY 2016
- » Revisited and reworked training overviews for LPS and courtroom staff. Included training techniques proven to reduce staff separations
- » Implemented training surveys for the purposes of measuring performance and iterative improvements of courses
- » Developed successful Civil OTP program

Cost Center Manager  
**Bryan Chae**  
 (657) 622-7445

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875



# Criminal and Traffic Operations (306411)

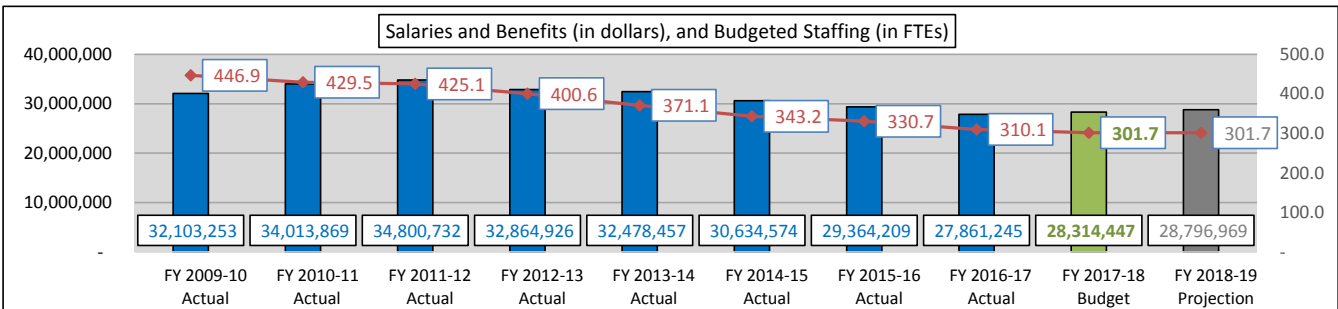
## Mission Statement

The mission of Criminal and Traffic Operations is to strive towards excellence in the areas of internal and external customer service by managing the integrity of the Court's criminal and traffic case files and by using efficient and effective business practices in compliance with laws, rules, policies and procedures.

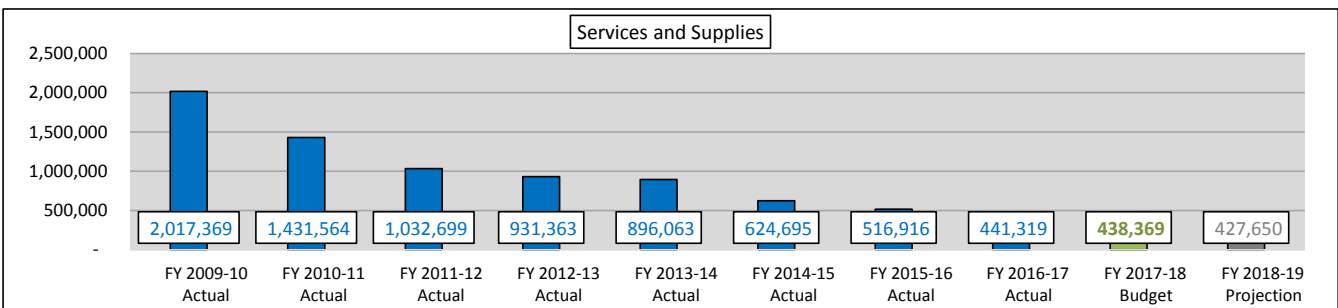
## FY 2017-18 Goals and Objectives

- » Launch project to improve collection of Victim Restitution
- » Begin development of enhanced Public Portal via a Court Innovations Grant
- » Install new equipment such as Evidence Presentation equipment (Phase 1) and electronic recording equipment
- » Implement procedure(s) updates to ensure integrity of court record
- » Continue staff focused Goals/Priorities encompassing backlog reduction, quality assurance, appreciation programs, development and cross training, succession planning, mentoring and process review and improvements

## FY 2017-18 APPROVED BUDGET



The budgeted staffing decrease is due to the move of 1.0 FTE Legal Processing Supervisor to Civil cost center (306311), the deletion of 6.0 FTE Legal Processing Specialist, and adjustment to reflect the filing of previously vacant positions.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Awarded Recidivism Reduction Fund Court Grant to implement a Pretrial Assessment Release and Supervision Program (PARS) tailored for Orange County that incorporates a risk assessment instrument and provides supervision options through Probation
- » Implemented new Integrated Voice Response (IVR) automated phone system to enhance flexibility of case information and service options
- » Improved access to the public by reinstating a traffic calendar model that provides arraignment and court trial options each day of the week at all justice center locations
- » Implemented a Civic Center Citation Pilot that refers defendants to the Public Defender for evaluation for an appropriate Collaborative Court program or referral to other service providers
- » Enhanced the Court's public website by creating an OC Pay Number "widget" and training video that assists the public in finding their OC Pay number and to conduct remote service transactions
- » Expanded Criminal/Traffic and Collections public service window hours at Superior Court Service Center (SCSC) in Mission Viejo to five days per week
- » Re-implemented a Call Center

Operations Director  
**Nora Sanchez**  
 (657) 622-7399

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# Pre-Trial Services (306413)

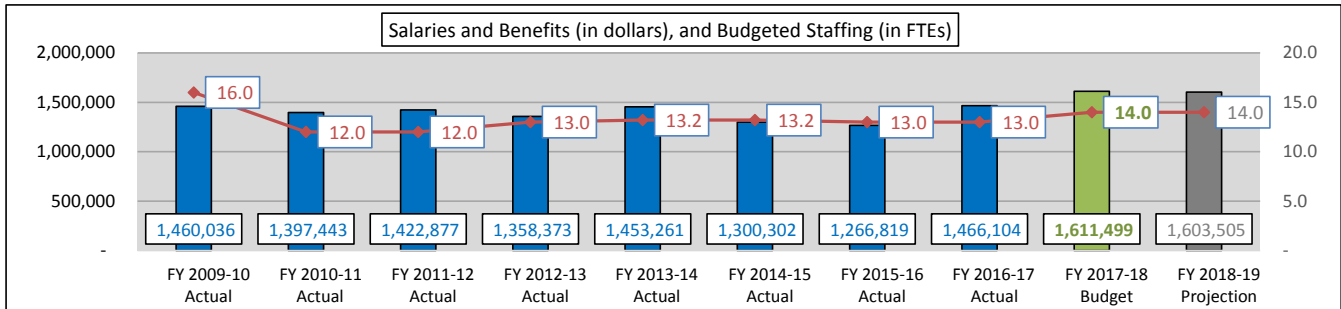
## Mission Statement

The purpose of the Pre-Trial Services Program is to assist judicial officers in making informed pre-trial release decisions by providing relevant information and validated assessments, and to provide the option to issue pretrial release orders for felony defendants with a community supervision component or to be held on bail prior to their court arraignment.

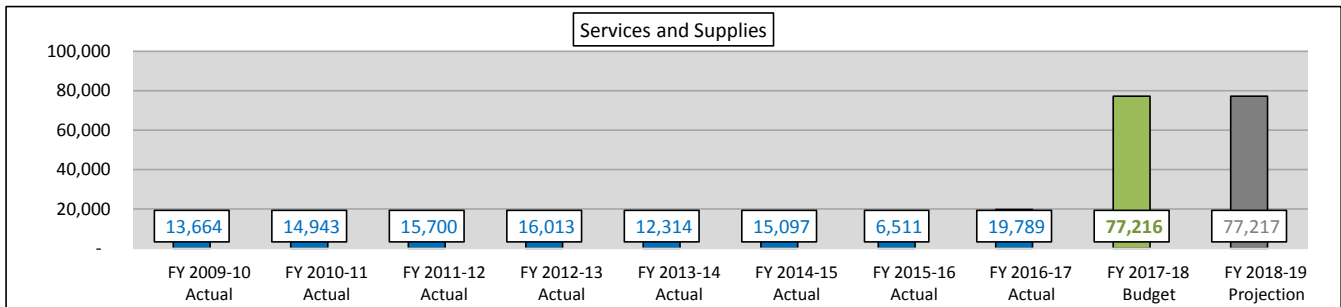
## FY 2017-18 Goals and Objectives

- » Continue participation in the Pretrial Assessment Release and Supervision (PARS) Program to reduce recidivism of adult defendants
- » Complete analysis of PARS data to develop a validated risk assessment tool for the PARS program
- » Complete recruitment for a Pre-Trial Service Officer to restore appropriate staffing levels
- » Update procedure manuals and relevant reference materials
- » Complete the PARS on-line database deployment and implementation to improve efficiency and timeliness in providing PARS reports to Probation Department, arraignment court and statistical reports

## FY 2017-18 APPROVED BUDGET



The budgeted staffing increase is due to the increase of 1.0 FTE Pre-Trial Services Assistant Manager. Salaries and benefits costs for this program are fully reimbursed by the County of Orange.



The change in the services and supplies budget in FY 2017-18 is due to an increase of funding allocation. Services and supplies costs for this program are fully reimbursed by the County of Orange.

## FY 2016-17 ACCOMPLISHMENTS

- » Shift rotation schedule was restricted to improve coverage and provide staff additional training opportunities at the Central Justice Center
- » Appropriate staffing level has been restored through workforce recruitments
- » Staff participated in several training opportunities, by attending CAPS, NAPSA conferences and by completing certificate programs, to further their professional development to enhance pre-trial services provided to judicial officers, defendants and community
- » Completed management structure evaluation, recruitment and appointment of an Assistant Manager to improve service and unit efficiencies for current practices

Cost Center Manager  
**Baltazar De La Riva**  
 (657) 622-7815

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738

## Analyst Unit – Criminal and Traffic (306435)

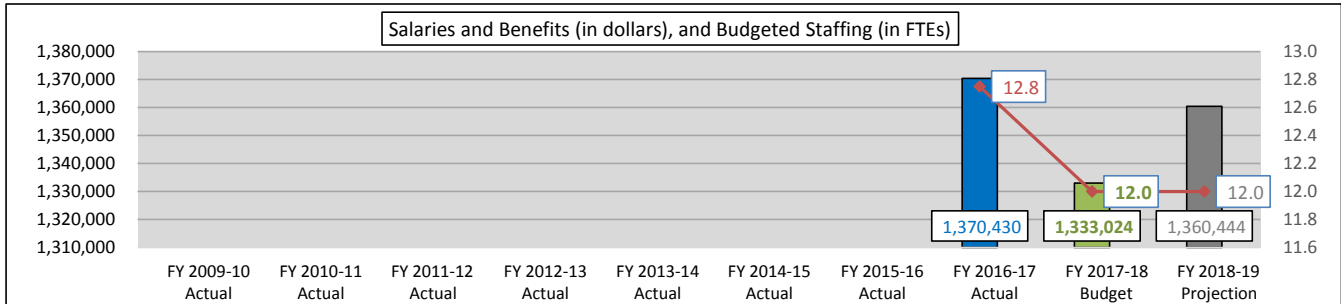
### Mission Statement

The mission of the IMPACT Criminal Analyst Team is to support Operations by providing Project Management, legislation review and implementation, case management system support (access audits, defect correction and enhancements, DMV, DOJ, and JBSIS) and provide training and procedure development / modification including the Court Clerk Training Academy.

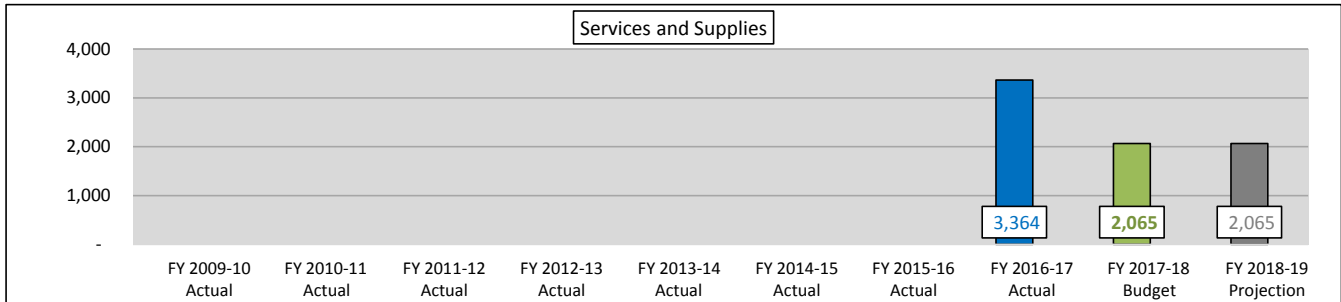
### FY 2017-18 Goals and Objectives

- » Expand the use of technology to develop e-learning training opportunities for staff and the public
- » Develop processes that enhance the effectiveness, efficiency and integrity of court procedures
- » Test and implement case management system upgrades and defect fixes while supporting interfaces to ensure compliance
- » Oversee the analysis of new legislation and successful implementation
- » Support the professional development of the IMPACT team in alignment with the Court's goals and priorities

### FY 2017-18 APPROVED BUDGET



Budgeted staffing is changed by the move of 1.0 FTE Administrative Analyst II to Business Analytics Team cost center (304600), and an addition of 1.0 FTE Program Coordinator/Specialist (newly created). The budget for FY 2017-18 reflects a fully staffed cost center.



Services and supplies budget is reduced due to the elimination of membership and travel funds in FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Implemented the new IVR / Call Center (testing, training, procedure development)
- » Implementation of the Pretrial Assessment SharePoint Database (testing, training, procedure development)
- » Transitioned to new citation outsourcing vendor (SecureOne) (testing, training, procedure development)
- » DMV Project Completion (defect resolution and development of 2 new DMV Vision screens)
- » Sealed Records Project (testing and procedure development for 3 levels of sealing)
- » Implementation of the Vision Purge Process (Marijuana Purge and new 25 year retention)
- » Analysis and implementation of Criminal / Traffic related bills and propositions

Cost Center Manager  
**Albert De La Isla**  
 (657) 622-5919

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# Probate and Mental Health (306512)

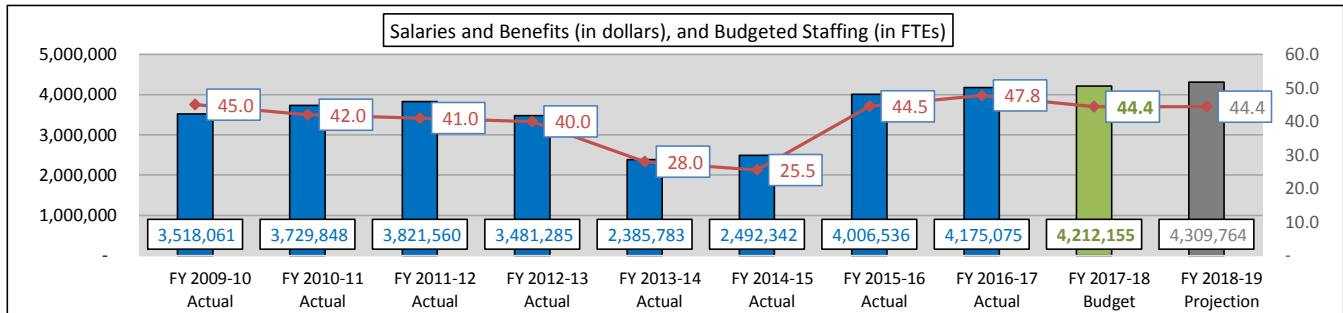
## Mission Statement

The mission of the Probate and Mental Health Unit is to serve the public and the Court in the administration of justice, protecting the vulnerable population, and resolving probate and mental health matters under the law, while furthering the goals of the Court including: independence and accountability; access, fairness and diversity; quality of justice and service to the public; and education for branch-wide professional excellence.

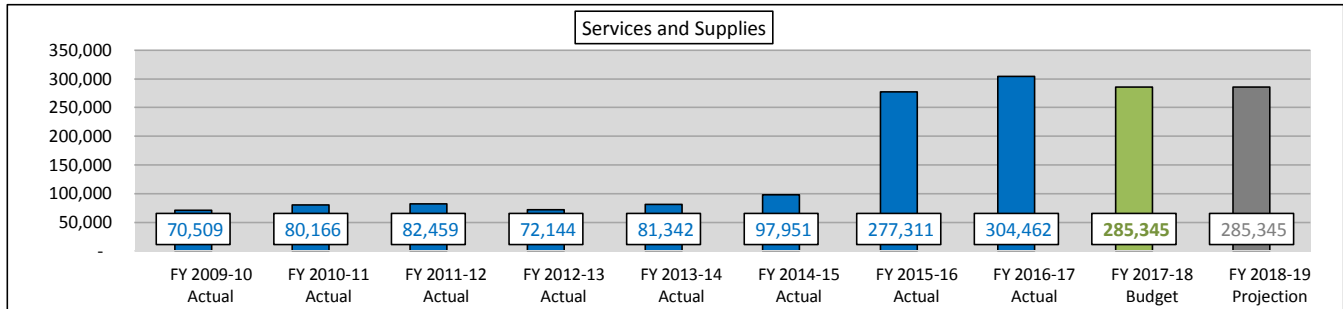
## FY 2017-18 Goals and Objectives

- » Implement online Conservatorship Orientation
- » Implement electronic court reporter transcripts to District Court of Appeal
- » Revise all chapters of Probate Local Rules
- » Streamline the investigator appointment process

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is decreased due to the elimination of last fiscal year's limited term and extra help positions (1.0 FTE Court Clerk, 1.0 FTE Court Investigator), and 1.0 FTE Legal Processing Specialist II. The hours for a Probate Examiner is also reduced in FY 2017-18.



FY 2016-17 Court Transcripts expense was higher than expected, and the total expenditure also included an encumbrance from FY 2015-16 for printing.

## FY 2016-17 ACCOMPLISHMENTS

- » Implemented Probate Examiner Note (PEN) enhancements
- » Implemented electronic clerk transcripts to District Court of Appeal
- » Improved the language of examiner notes to plain text
- » Held examiner conference for over 100 attendees from Northern and Southern region probate courts
- » Implemented a pilot mediation program for probate cases

Cost Center Manager  
**Michelle Norhausen**  
 (657) 622-7535

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# Family Law (306514)

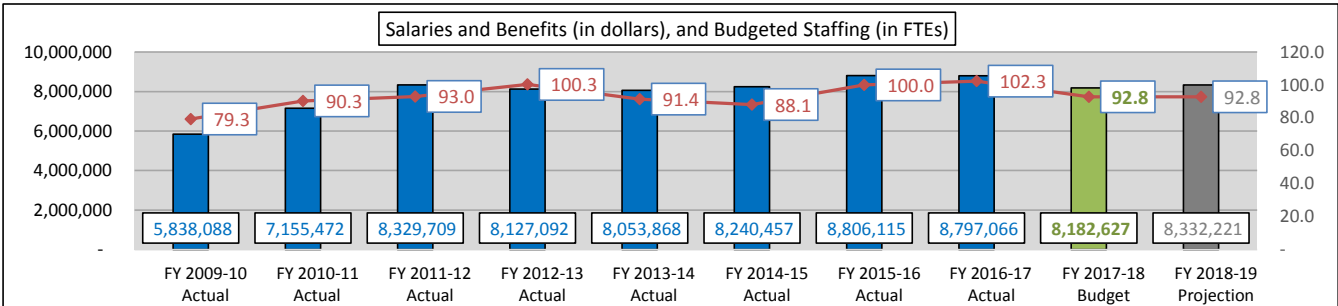
## Mission Statement

The Family Law Unit is committed to providing the public with the materials, information, services and access needed to resolve the very personal issues that they bring before this Court in an efficient and effective manner that ensures a high standard of procedural fairness and professional excellence. The Family Law Unit continuously strives to improve public access through internal adjustments and public outreach.

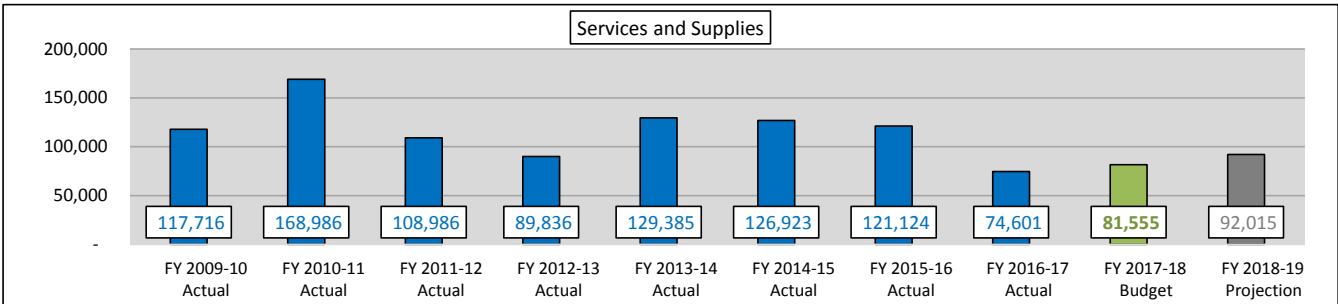
## FY 2017-18 Goals and Objectives

- » Improve efficiencies and quality of work
- » Decrease backlog and implement new strategies to streamline workflows to maintain workload
- » Stabilize the Odyssey case management system
- » Develop Family Law subject matter knowledge for all levels of staff
- » Develop a strong workforce through good communication and a positive work environment

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is reduced a total of 9.5 FTEs, which includes 6.1 FTE Legal Processing Specialist, 2.0 FTE Office Assistant, 0.8 FTE Superior Court Clerk, and 0.8 FTE Training and Procedure Specialist. Staffing reductions will be achieved through the streamlining of business processes and the implementation of automated services.



There are no significant changes to report for FY 2017-18.

## FY 2016-17 ACCOMPLISHMENTS

- » Installed Court Call in five courtrooms
- » Family Law Case Management Redesign
- » Implemented a temporary judge program for specialty calendars
- » Created a Judgment Unit which reduced backlog
- » Implemented the Integrated Voice Response (IVR) system for Family Law including ability to make payments

Cost Center Manager  
**Teri Thomas**  
 (657) 622-6126

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Family Court Services (306516)

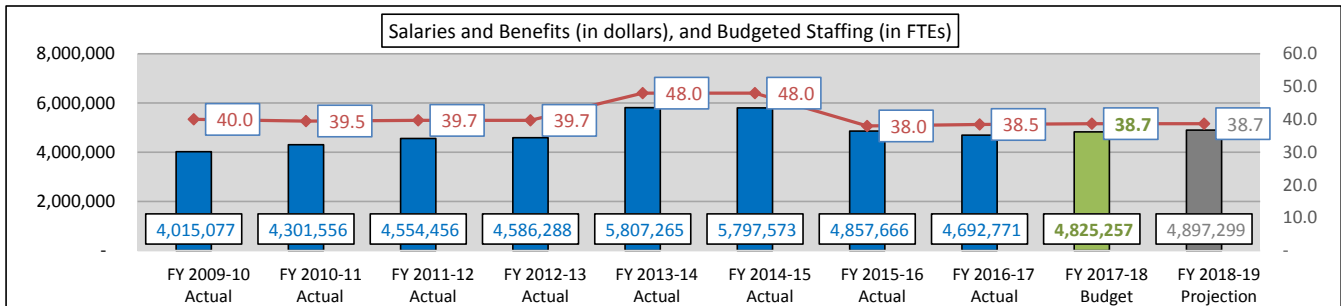
## Mission Statement

Family Court Services (FCS) is responsible for assessing child, individual, and family needs, providing immediate intervention to families in crisis and presenting information to the Court. This is done by conducting child custody mediation for parents in custody disputes, child custody investigations, domestic violence investigations, emergency investigations, minor interview investigations, second parent adoption investigations, termination of parental rights investigations, and minor marriage investigations.

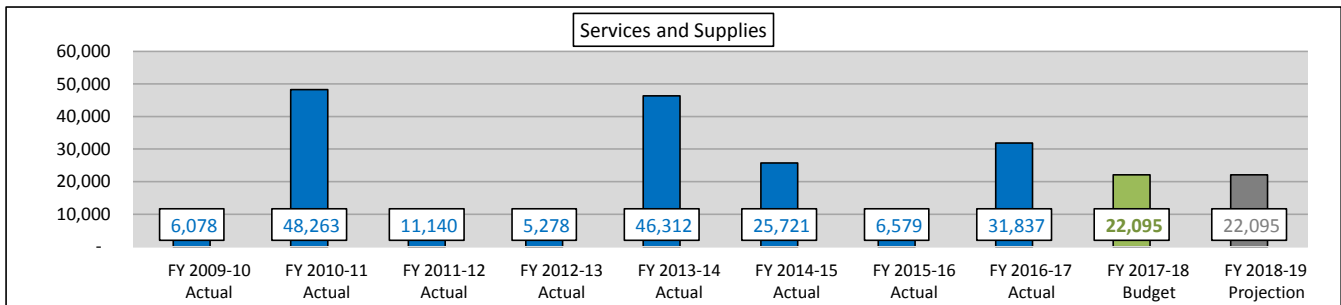
## FY 2017-18 Goals and Objectives

- » Enhance support for the Family Law Bench and the public while complying with statutory rules, administrative requirements and mandates
- » Complete the FCS Automation Initiatives project, which will automate online orientation and mediation appointment setting
- » Implement the option of electronic delivery of child custody investigation reports
- » Maximize professional excellence while minimizing secondary trauma to FCS staff by using a comprehensive training program

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is increased 0.2 FTE Supervising Court Mediator. The FY 2016-17 budget assumed one of these positions would be vacant for a portion of the fiscal year. In FY 2017-18, these positions are expected to be filled the entire year.



Services and supplies are decreased in FY 2017-18 because the FCS Automation Initiatives project will be completed in July 2017. One-time project expenditures in FY 2016-17 totaled just over \$19,000.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed 5,500 mediations and over 1,500 investigations via the seven different kinds of investigations listed above
- » Implemented the Family Law ELF check-in system in August 2016
- » Began utilizing tablets in December 2016 to complete intake information for mediation and investigation check-in
- » Provided experiential training “Healing the Healer” for mediators utilizing visualization, painting, and journaling

Cost Center Manager  
**Jan Mueller**  
 (657) 622-6147

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Juvenile Dependency and Delinquency (306517)

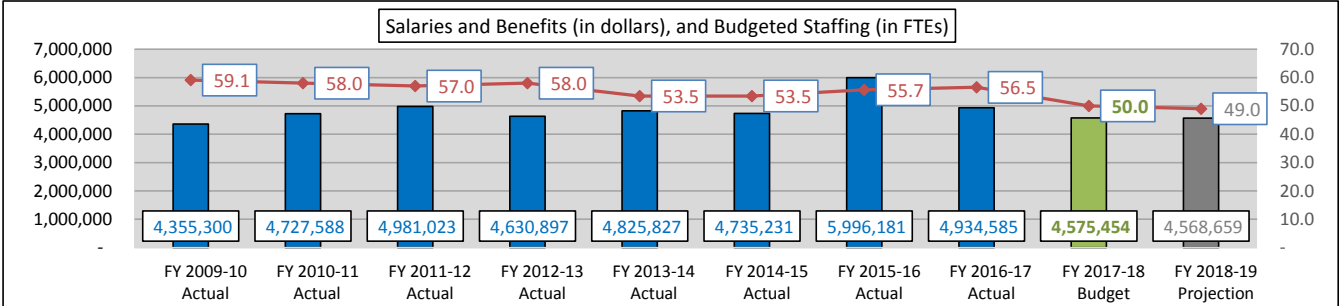
## Mission Statement

Juvenile Court provides for the protection and safety of the public and each minor under the jurisdiction of the Court. Juvenile Court strives to preserve and strengthen the minor's family ties whenever possible.

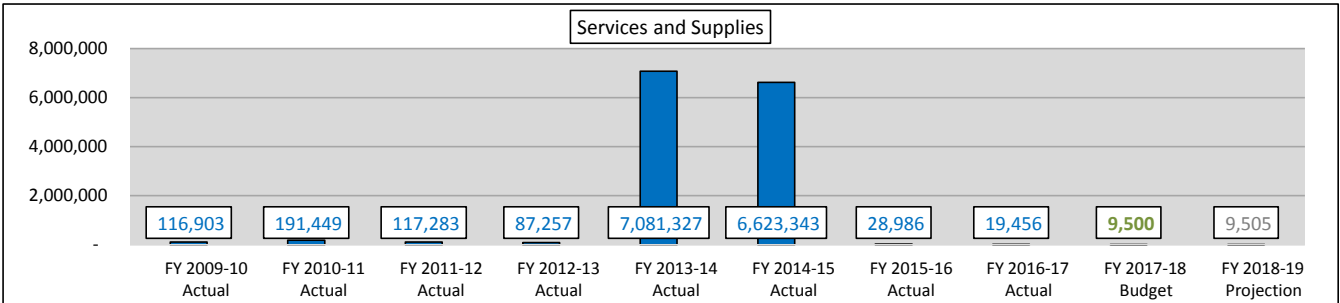
## FY 2017-18 Goals and Objectives

- » Implement new technology that increases efficiency and quality in managing the Court record
- » Increase juvenile justice subject matter expertise of Court personnel through education and training

## FY 2017-18 APPROVED BUDGET



Budgeted staffing is reduced 6.5 FTE Legal Processing Specialist. These were approved as limited term in mid-year in FY 2014-15 to assist with implementation of the Odyssey case management system. The positions expired June 30, 2017.



Services and supplies in FY 2013-14 and FY 2014-15 far exceed other fiscal years because alternate defense expenses for juvenile dependency and delinquency cases were paid from this cost center. Juvenile Alternate Defense is now a unique cost center (304221).

## FY 2016-17 ACCOMPLISHMENTS

- » Improved stabilization of new technology through system enhancements
- » Strengthened juvenile justice subject matter expertise through training initiatives
- » Improved timeliness of minute order completion through system enhancements and training

Cost Center Manager  
**Kelli Beltran**  
 (657) 622-5520

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# Juvenile Justice Commission (306521)

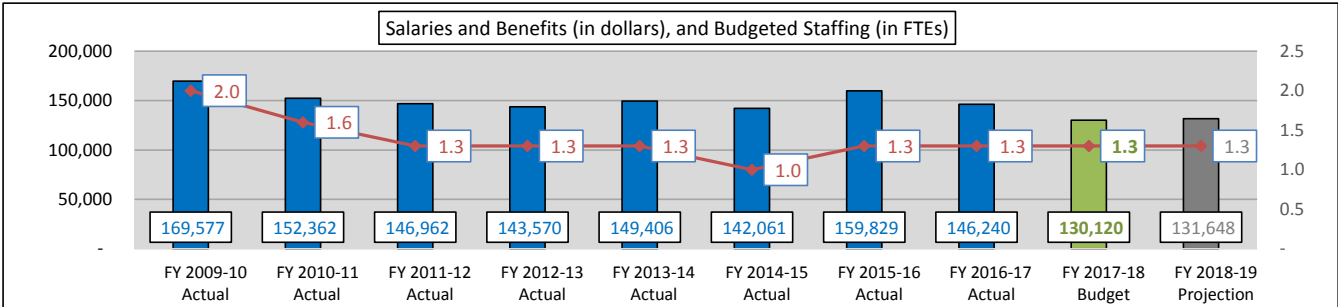
## Mission Statement

The mission of the Orange County Juvenile Justice Commission is to inquire into the administration of juvenile court law in this county and to ensure that the highest standards of care and services are maintained for the youth within the juvenile justice system.

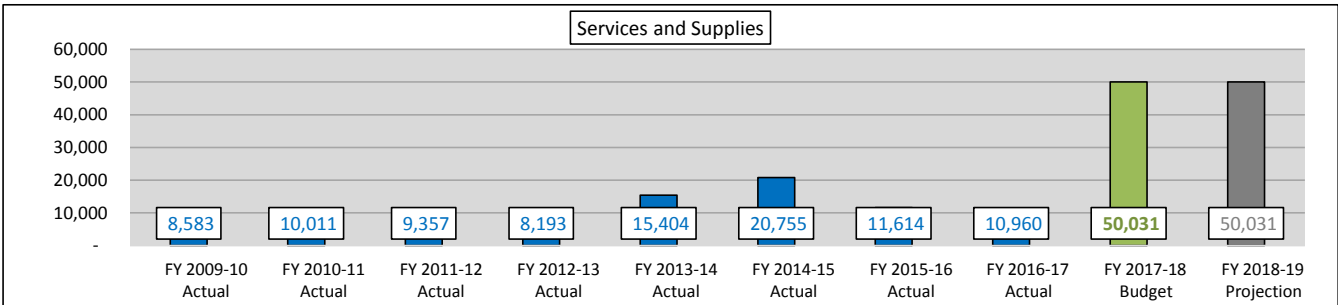
## FY 2017-18 Goals and Objectives

- » Complete the annual inspections of County-administered institutions, group homes and law enforcement facilities
- » Conduct investigations and make recommendations to the Presiding Judge of the Juvenile Court
- » Prepare the 2017 Annual Report

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18. Salaries and benefits costs for this program are fully reimbursed by the County of Orange.



The change in the services and supplies budget in FY 2017-18 is due to an increase in funding allocation. Services and supplies costs for this program are fully reimbursed by the County of Orange.

## FY 2016-17 ACCOMPLISHMENTS

- » Completed annual inspections of Orange County law enforcement agency facilities with respect to their handling and detention of youth
- » Published the 2016 Annual Report
- » Performed unannounced inspections of several group homes and issued Corrective Action Notification letters

Cost Center Manager  
**Kelli Beltran**  
 (657) 622-5520

Financial Planning Analyst  
**Carina Delgado**  
 (657) 622-7738



# Self-Help Services (306522)

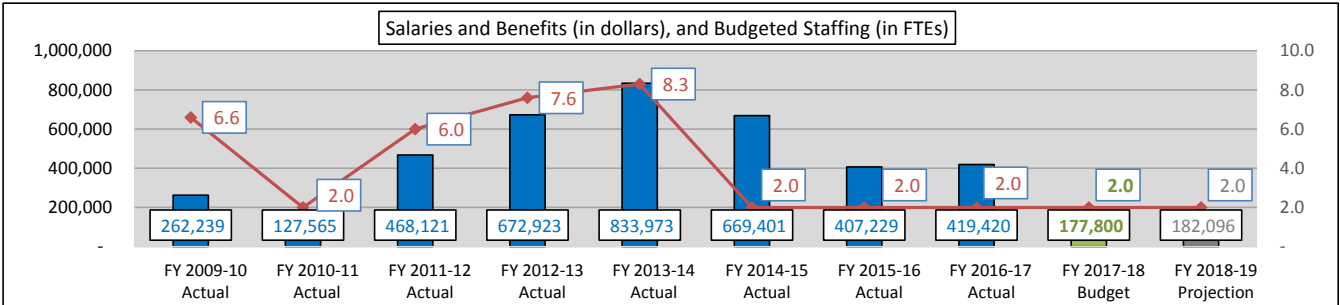
## Mission Statement

The Self-Help Unit provides services and procedural information for self-represented litigants in order to increase understanding, participation, and access to the justice system and to enhance efficiencies and effectiveness of the Court.

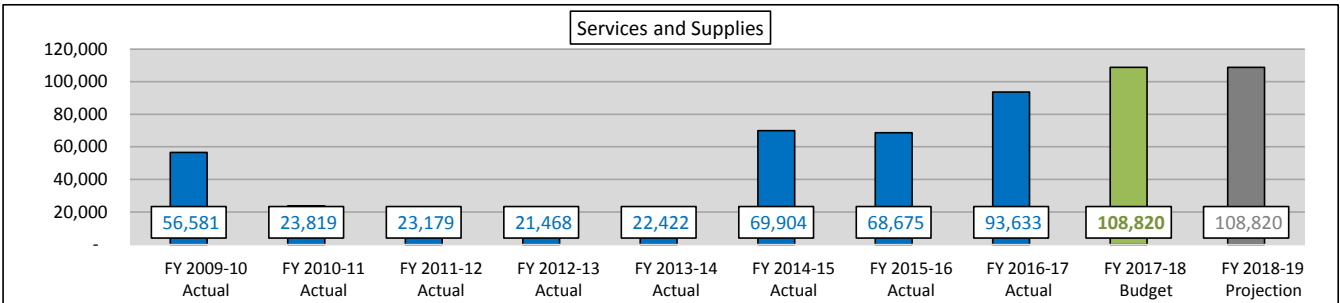
## FY 2017-18 Goals and Objectives

- » Expand modules in the Self-Help Portal and integrate with Odyssey case management system
- » Implement Guide and File for Family Law divorce cases
- » Explore additional technology solutions for providing procedural information to Court customers
- » Validate the Self-Help Portal through reporting and the analysis of data

## FY 2017-18 APPROVED BUDGET



There are no significant changes to report for FY 2017-18.



In FY 2017-18, services and supplies increase is due to a contract to provide additional limited conservatorship workshops.

## FY 2016-17 ACCOMPLISHMENTS

- » Launched the Self-Help Portal and My Court Card so customers can be online rather than in-line at the courthouses
- » Awarded a Court Innovations Grant from the Judicial Council, which will enable the Court expand remote services
- » Expanded procedural assistance for self-represented litigants through partnership grants with Public Law Center and the Legal Aid Society of Orange County

Cost Center Manager  
**Maria Livingston**  
 (657) 622-5085

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

## Analyst Unit – Family Law and Juvenile (306523)

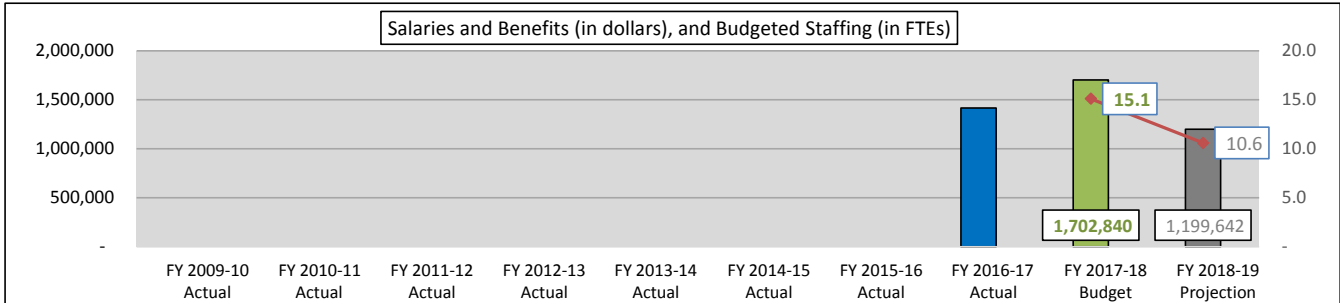
### Mission Statement

The Family Law and Juvenile Court Analyst and Training Team manages projects, reports, research, legislation, training and other key technical support activities aimed at ensuring that the Family Law and the Juvenile Dependency and Delinquency units have the appropriate resources to serve the public.

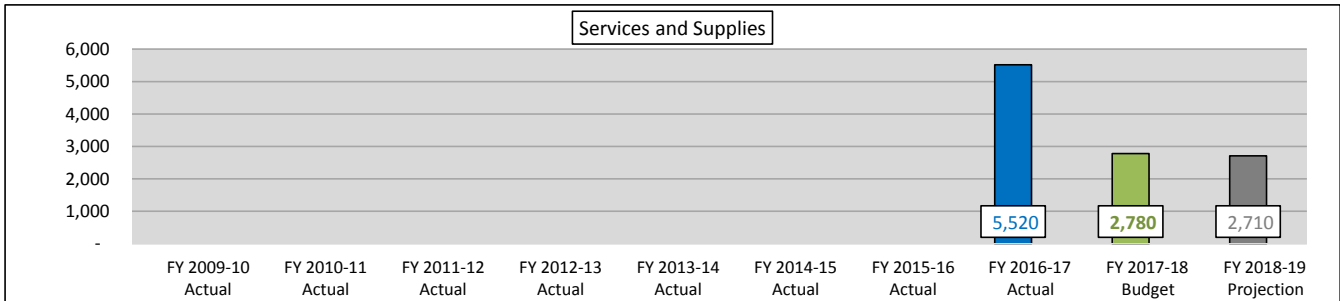
### FY 2017-18 Goals and Objectives

- » Implement major releases for Odyssey Case Manager; update procedures and provide training
- » Implement major releases for Odyssey Clerk Edition; update procedures and provide training
- » Implement California Traffic Solutions (CaTS); update procedures and provide training
- » Improve multi-case processing for Juvenile Dependency and Delinquency
- » Perform data clean-up to prepare for reports for Judicial Branch Statistical Information System (JBSIS)

### FY 2017-18 APPROVED BUDGET



For FY 2016-17, although salary and benefit expenses were incurred in this cost center, the positions were included in other cost center budgets. Budgeted staffing is expected to decrease in FY 2018-19 due to the deletion of four limited term positions and the expected deletion of one regular position following retirement of the incumbent.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Collaborated with other units to reengineer reports and develop metrics
- » Merged case processing and courtroom procedures to remove duplication
- » Completed formal user acceptance testing (UAT) and helped move Odyssey Case Manager and Clerk Edition into production
- » Streamlined the courtwide legislation tracking process

Cost Center Manager  
**Blanca Escobedo**  
 (657) 622-5066

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

# CIG - Court User Portal (999921)

## Mission Statement

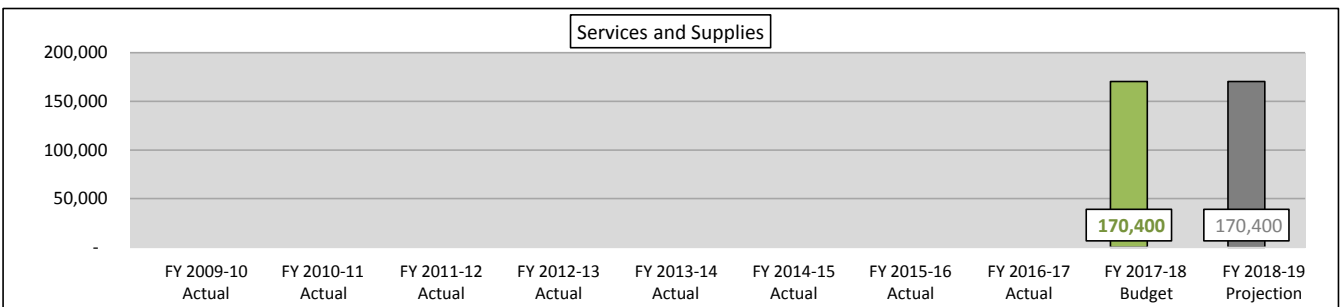
The Court Innovations Grant for Court User Portal will create an "one-stop" public portal at the Court's website for all infraction/criminal case types to provide better customer service.

## FY 2017-18 Goals and Objectives

- » Hire developer contractor
- » Finalize the technical architecture and high-level design
- » Set up development and quality assurance environment, establish standards, version control system, databases and tools
- » Complete Project Phase 1 - View Case Information

## FY 2017-18 APPROVED BUDGET

There is no staffing associated with this cost center.



Grant funds are budgeted for project implementation.

## FY 2016-17 ACCOMPLISHMENTS

- » Not applicable. This new grant program starts on 7/1/2017.

Cost Center Manager  
**Albert De La Isla**  
(657) 622-5919

Financial Planning Analyst  
**Julia Jim**  
(657) 622-7875

# CIG - Analytics Data Repository (999922)

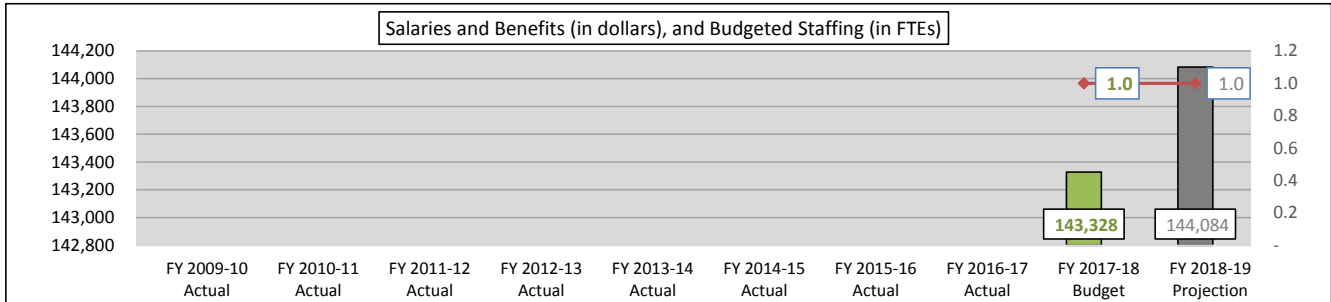
## Mission Statement

The Court Innovations Grant for Analytics Data Repository will build a process to load data from a variety of systems into a single data warehouse and apply advanced analytics software to create interactive dashboards.

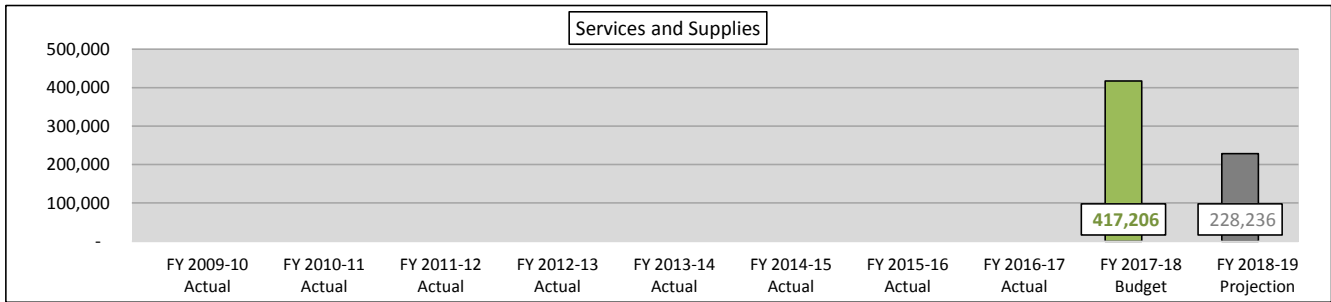
## FY 2017-18 Goals and Objectives

- » Hire consultant to create Project Implementation Plan
- » Hire developer contractor
- » Finalize the technical architecture and high-level design
- » Set up development and quality assurance environment, establish standards, version control system, databases and tools

## FY 2017-18 APPROVED BUDGET



Grant funds will pay for 0.5 FTE Application Developer and 0.5 FTE Business Systems Analyst.



Grant funds are budgeted for project implementation.

## FY 2016-17 ACCOMPLISHMENTS

- » Not applicable. This new grant program starts on 7/1/2017.

Cost Center Manager  
**Nicole Le**  
 (657) 622-7744

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

## CIG - Automated Check-In (999923)

### Mission Statement

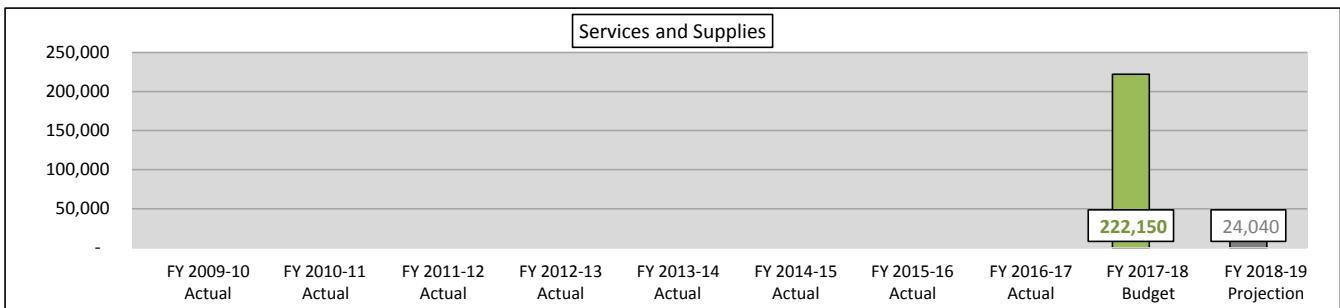
The Court Innovations Grant for Automated Check-In will create a process to automate the check-in process and the payment of trial court fees.

### FY 2017-18 Goals and Objectives

- » Hire developer contractor
- » Finalize the technical architecture and high-level design
- » Set up development and quality assurance environment, establish standards, version control system, databases and tools
- » Complete Project Phase 1 - Install kiosks
- » Complete Project Phase 2 - Establish and Manage Identity

### FY 2017-18 APPROVED BUDGET

There is no staffing associated with this cost center.



Grant funds are budgeted for project implementation.

### FY 2016-17 ACCOMPLISHMENTS

- » Not applicable. This new grant program starts on 7/1/2017.

Cost Center Manager  
**Debbie Kruse**  
 (657) 622-7858

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

# CIG - Conservatorship Accountability Portal (999924)

## Mission Statement

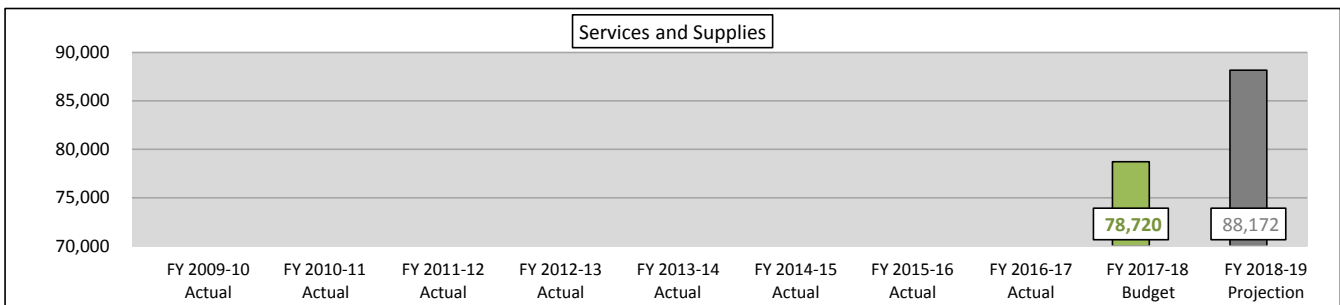
The Court Innovations Grant for Conservatorship Accountability Portal will develop a court accounting software program to simplify tracking, preparing, and filing of annual conservatorship reports.

## FY 2017-18 Goals and Objectives

- » Hire developer contractor
- » Finalize the technical architecture and high-level design
- » Set up development and quality assurance environment, establish standards, version control system, databases and tools
- » Complete Project Phase 1 - Create Web-based application

## FY 2017-18 APPROVED BUDGET

There is no staffing associated with this cost center.



Grant funds are budgeted for project implementation.

## FY 2016-17 ACCOMPLISHMENTS

- » Not applicable. This new grant program starts on 7/1/2017.

Cost Center Manager  
**Sheri Gulino**  
(657) 622-7884

Financial Planning Analyst  
**Julia Jim**  
(657) 622-7875

## CIG - Enhancement of Self-Help Portal (999925)

### Mission Statement

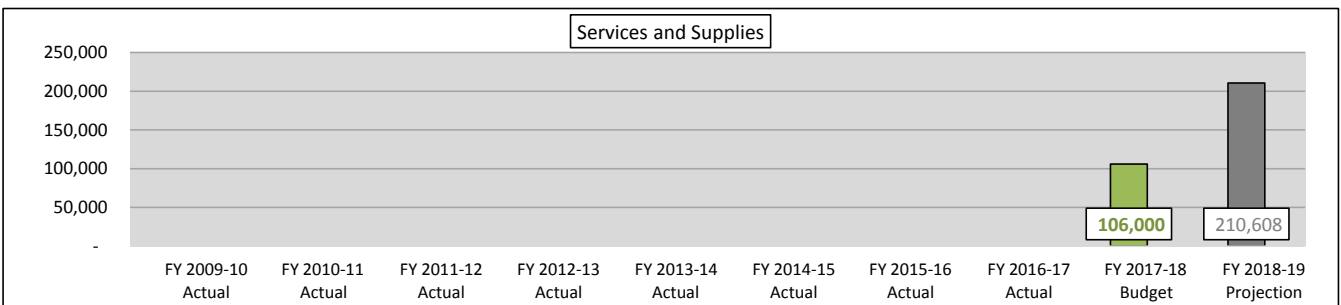
The Court Innovations Grant for Enhancement of Self-Help Portal will provide enhancement to the current Self-Help Portal through the use of remote and mobile technologies.

### FY 2017-18 Goals and Objectives

- » Hire developer contractor
- » Finalize the technical architecture and high-level design
- » Purchase and install kiosks and iBeacon
- » Complete Project Phase 1 - Integration to iBeacon

### FY 2017-18 APPROVED BUDGET

There is no staffing associated with this cost center.



Grant funds are budgeted for project implementation.

### FY 2016-17 ACCOMPLISHMENTS

- » Not applicable. This new grant program starts on 7/1/2017.

Cost Center Manager  
**Maria Livingston**  
 (657) 622-5085

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

## Pre-Trial Services (999987)

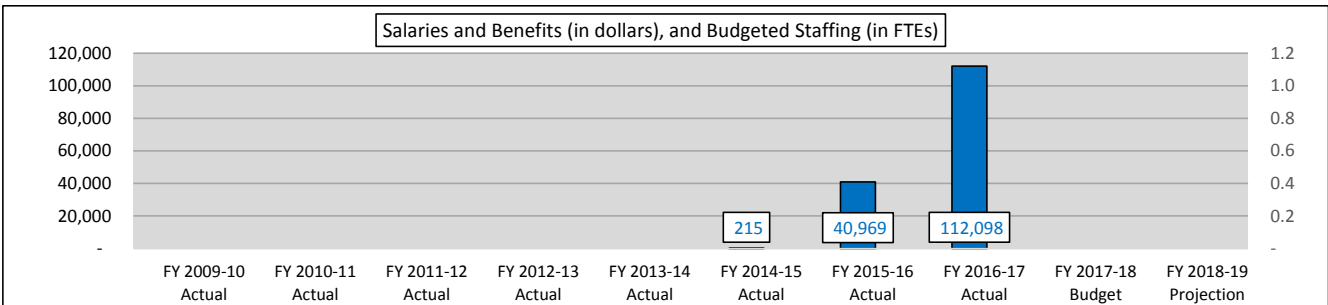
### Mission Statement

The purposes of the pre-trial services grant program are to assist judicial officers in making informed pre-trial release decisions by providing relevant information and a validated assessment, and to provide the option to issue pretrial release orders with a community supervision component.

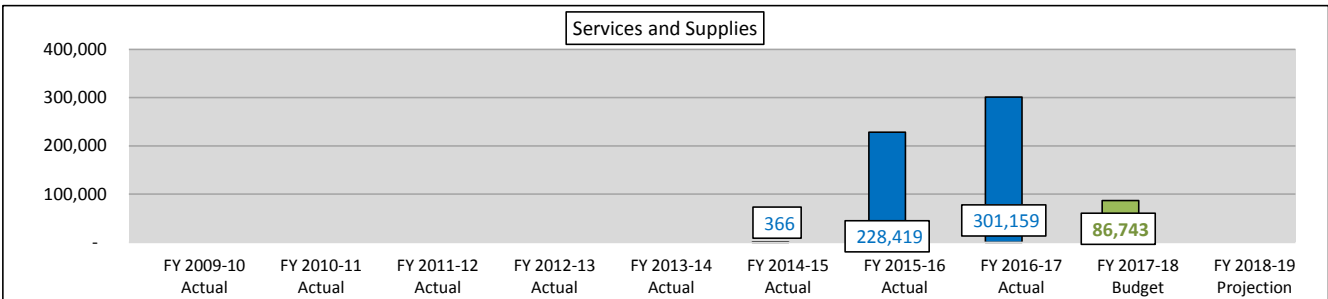
### FY 2017-18 Goals and Objectives

- » Fully implement the on-line Pretrial Assessment Release and Supervision Program (PARS) database to improve the sharing of information, efficiencies and processes
- » Reduce recidivism of adult defendants through participation in PARS
- » Continue to ensure public safety through the use of validated risk assessments and evidence-based practices
- » Continue partnership with the University of California at Irvine (UCI) to validate PARS program data to provide a road map to develop a local risk assessment instrument

### FY 2017-18 APPROVED BUDGET



The salaries and benefits expenditure in prior years was due to the coding of staff hours for tracking purposes. No salaries and benefits is budgeted in FY 2017-18. The grant program is expected to end on 4/30/18.



Grant funds for FY 2017-18 are budgeted for the implementation of the pretrial services program. The grant program is expected to end on 4/30/18.

### FY 2016-17 ACCOMPLISHMENTS

- » Number of pretrial release assessment and bail recommendations for in-custody target population continues to increase
- » Project Management Team agreed to continue the PARS program beyond the original grant end date
- » Initiated planning activities with UCI to begin pre- and post-PARS program data validation
- » Initiated the development for an on-line PARS database to facilitate the sharing of information between the Court and other justice partners

Operations Director  
**Nora Sanchez**  
 (657) 622-7399

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875



# California Self-Help Center MOU (999992)

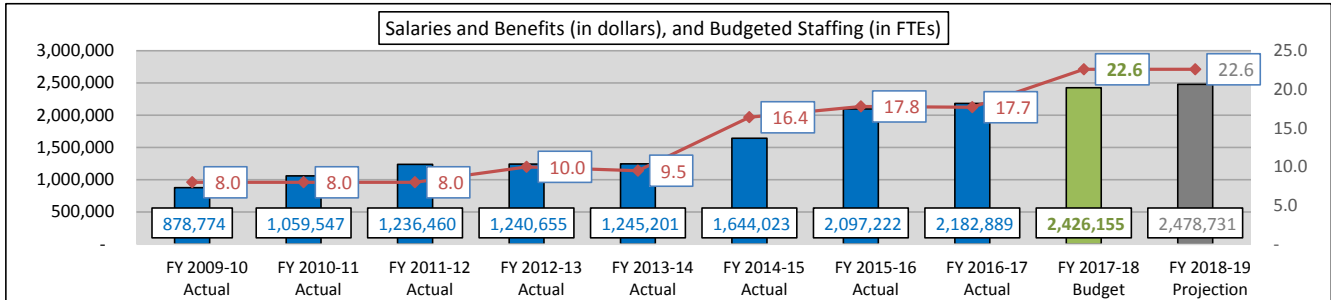
## Mission Statement

The Self-Help Services Unit of the Superior Court of Orange County provides services and procedural information for Self-Represented Litigants in order to increase understanding, participation, and access to the justice system and to enhance efficiencies and effectiveness of the court.

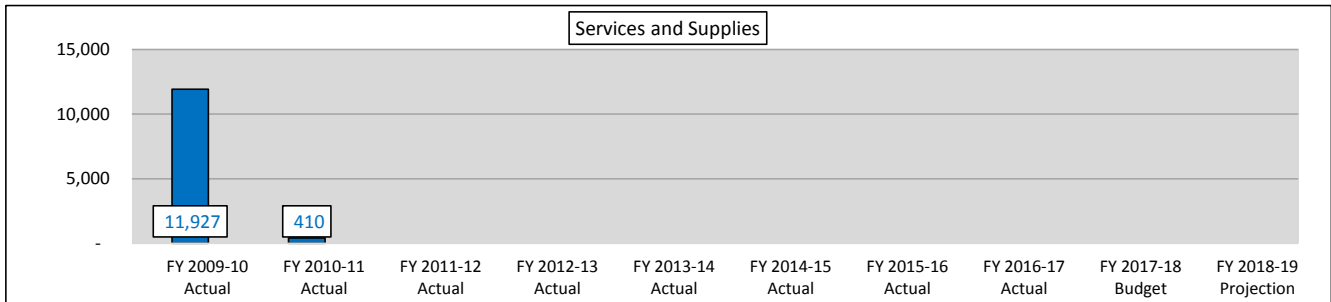
## FY 2017-18 Goals and Objectives

- » Expand modules in the Self-Help Portal utilizing Court Innovations Grant
- » Implement Guide and File with E-filing capability for Family Law
- » Expand Probate procedural expertise for staff
- » Review staffing and services model

## FY 2017-18 APPROVED BUDGET



In FY 2017-18, budgeted staffing increases due to transfers-in from the AB 1058 Family Law Facilitator cost center (999998). Transfers include 2.4 FTE Paralegal and 1.0 FTE Legal Processing Specialist.



There are no services and supplies associated with this cost center.

## FY 2016-17 ACCOMPLISHMENTS

- » Launched the Self-Help Portal and My Court Card, which helps customers be on-line rather than in-line at the courthouse
- » Awarded a Court Innovation Grant from the Judicial Council which enable the expansion of remote services
- » Expanded procedural assistance for self-represented litigants through partnership grants

Cost Center Manager  
**Maria Livingston**  
 (657) 622-5085

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

## Access to Visitation (999993)

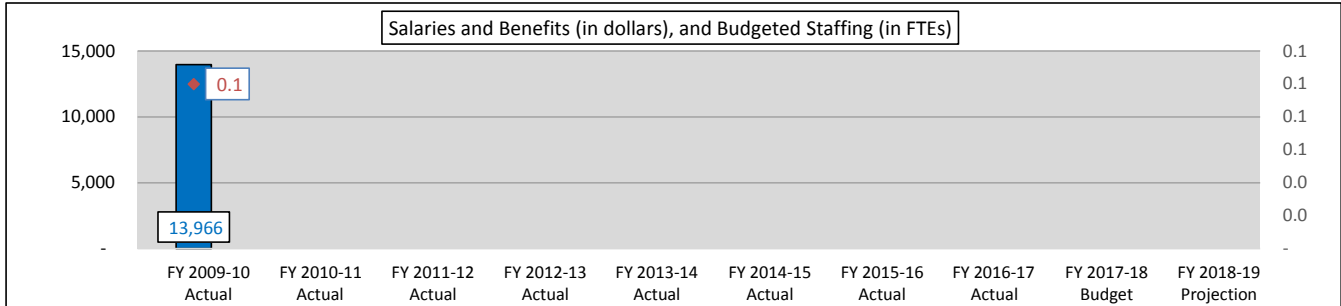
### Mission Statement

The purpose of the Access to Visitation Grant, consistent with Family Code 3204 (b) (2) (G), is to provide funding in order to "promote and encourage healthy parent and child relationships between non-custodial parents and their children while ensuring the health, safety and welfare of the children."

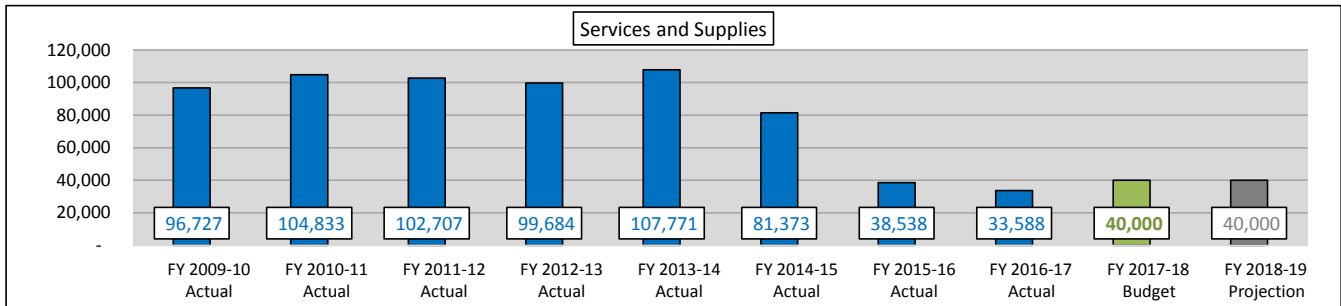
### FY 2017-18 Goals and Objectives

» Continue the provision of supervised visitation and exchange for non-custodial parents

### FY 2017-18 APPROVED BUDGET



Prior to FY 2010-11, the grant supported 0.1 FTE for administrative support. Since FY 2010-11, there has been no staffing associated with this cost center.



Prior to January 2014, there were two contractors facilitating visitation services. At that time, one of the providers opted out of the program.

### FY 2016-17 ACCOMPLISHMENTS

» Successfully provided supervised visitation for non-custodial parents who may, otherwise, not have seen their children.

Cost Center Manager  
**Jan Mueller**  
 (657) 622-6147

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

## Collaborative Justice (999995)

### Mission Statement

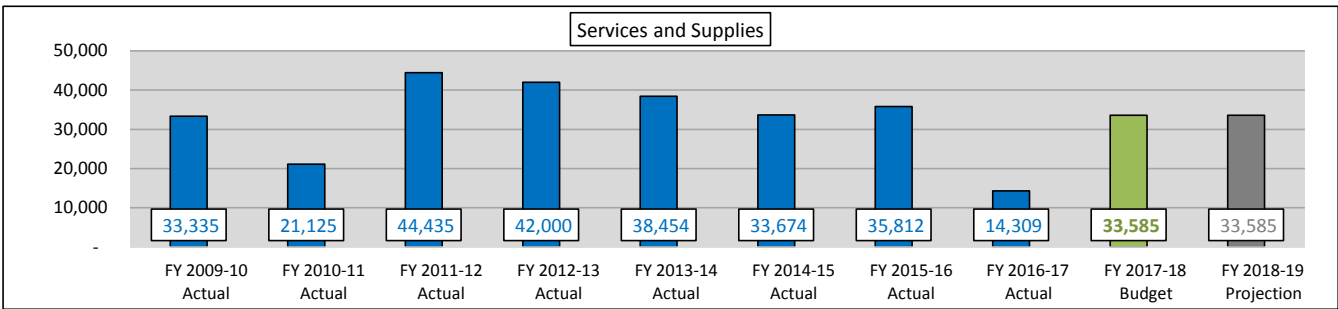
The purpose of the Substance Abuse Focus Grant is to support the Court's treatment court programs. These programs are collaborative efforts that can include, among other partners, the offices of the District Attorney and the Public Defender, Probation, Health Care Agency and Social Services Agency. These highly successful programs provide a treatment alternative for offenders who are involved in the court system because of substance abuse and/or mental health problems.

### FY 2017-18 Goals and Objectives

- » Increase public safety by reforming drug-addicted and mentally ill criminal offenders into sober, stable, employed, law-abiding members of the community
- » Reduce the recidivism of repeat offenders by addressing the underlying reasons for their involvement with the criminal justice system - including substance abuse, mental illness and homelessness
- » Promote cost savings for the Court and its justice partners through reductions in 911 calls, arrests and other law enforcement contacts, pretrial procedures and trials, and incarcerations and jail bed days
- » Promote cost savings for the County healthcare system through reductions in hospitalizations and involuntary commitments; and through the birth of drug-free babies

### FY 2017-18 APPROVED BUDGET

There is no staffing associated with this cost center.



The \$33,585 grant award contract for FY 2016-17 ends on August 3, 2017. As such, some FY 2016-17 grant expenditure will be expended in FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Adult Drug Court - 452 defendants served, 67 successful completions, and 10 high school graduations or GEDs
- » DUI Court - 450 defendants served, 127 successful completions, and 12 high school graduations or GEDs
- » Mental Health Court - 275 defendants served, 16 successful completions, and 6 high school graduations or GEDs
- » Veterans Court - 51 defendants served, 8 successful completions
- » Juvenile Drug Court - 56 defendants served, 11 successful completions, and 5 high school graduations or GEDs
- » Training conducted by NADCP at the Court and through the NADCP conferences, attended by justice partners, enabled the Court to revise the existing Drug Court Standards manual and revamp the phases for participants

Cost Center Manager  
**Kristal Valencia**  
 (657) 622-5819

Financial Planning Analyst  
**Julia Jim**  
 (657) 622-7875

## AB 1058 - Facilitator (999997)

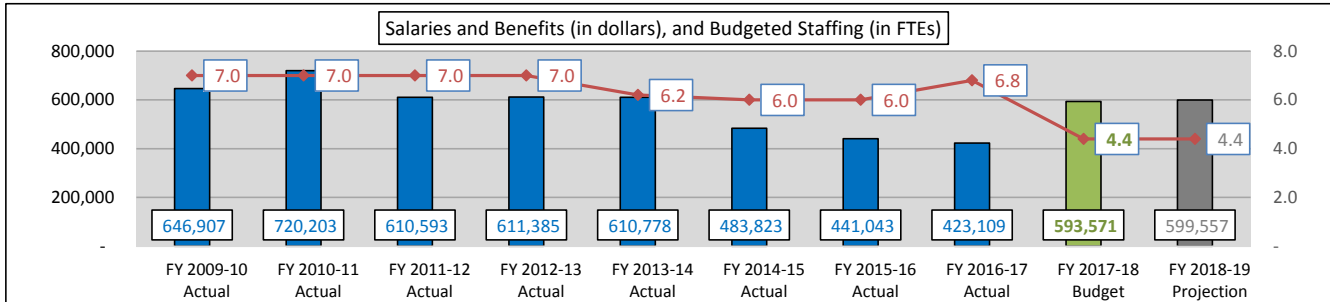
### Mission Statement

The Family Law Facilitator Program is a federally funded program which provides self-represented litigants with services and procedural information related to child support, spousal support and health insurance issues pursuant to CA Family Law Code §10000 et sec. This program is a Title IV-D partner, and staff provides one-on-one services to those with cases initiated and/or enforced by the Department of Child Support Services and workshop assistance for those who have the case issues, but do not currently have IV-D cases.

### FY 2017-18 Goals and Objectives

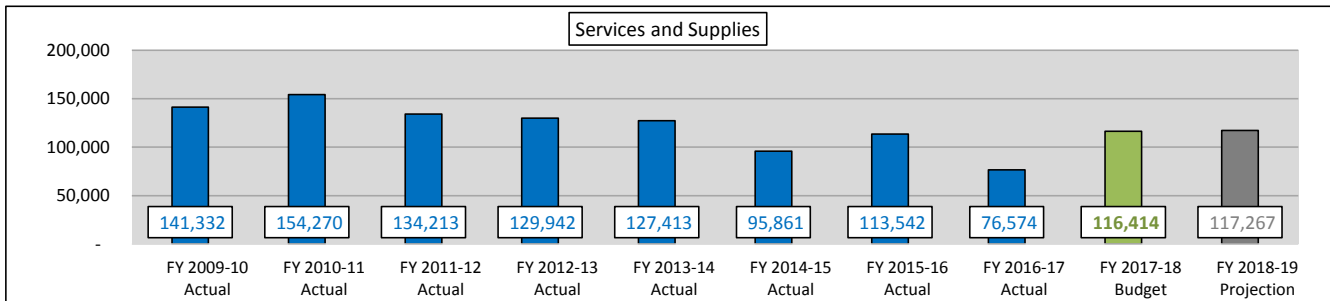
- » Continue to expand technology solutions for Title IV-D customers
- » Expand Facilitator program services at the local Child Support Agency
- » Implement Guide and File Income and Expense Declaration module
- » Evaluate on-line registration usage for Facilitator program workshops

### FY 2017-18 APPROVED BUDGET



All expenditures in this cost center are fully reimbursed.

Budgeted staffing is reduced 2.4 FTEs -- 1.4 FTE Legal Processing Specialist II and 1.0 FTE Paralegal -- which are transferred to the California Self-Help Centers MOU cost center (999992). However, salaries and benefits are expected to increase because all AB 1058 positions are expected to be filled in FY 2017-18.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Expanded remote services for IV-D customers by launching the Answer to Complaint to Establish Parental Relationship in the Self-Help Portal
- » Partnered with the County to provide an Assistant Family Law Facilitator at the Department of Child Support Services office
- » Initiated IV-D services at the Superior Court Service Center to provide more convenient services for South County residents
- » Began offering on-line registration for the Facilitator workshops

Cost Center Manager  
**Maria Livingston**  
 (657) 622-5085

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737

## AB 1058 - Commissioner (999998)

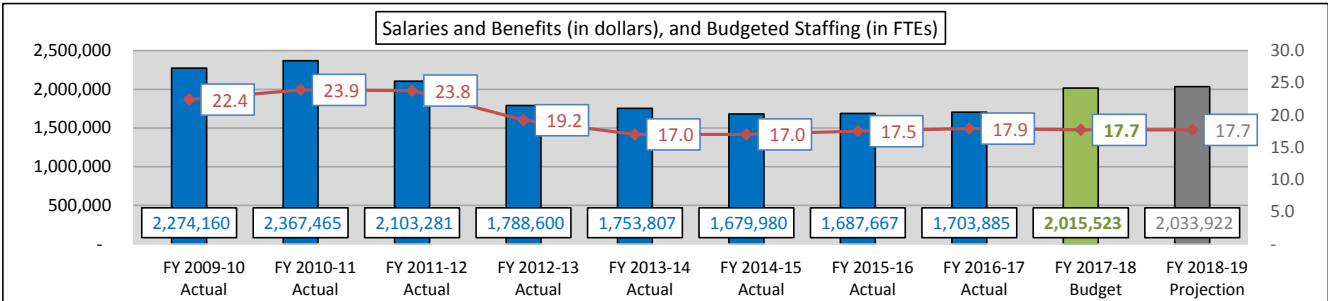
### Mission Statement

The Court's Child Support Unit shares responsibilities with the Orange County Department of Child Support Services (DCSS) in relation to the Child Support Enforcement Program under Title IV-D of the Social Security Act. It ensures sufficient Court calendar time and compliance with timeframes for case processing as established by state and federal laws and regulations.

### FY 2017-18 Goals and Objectives

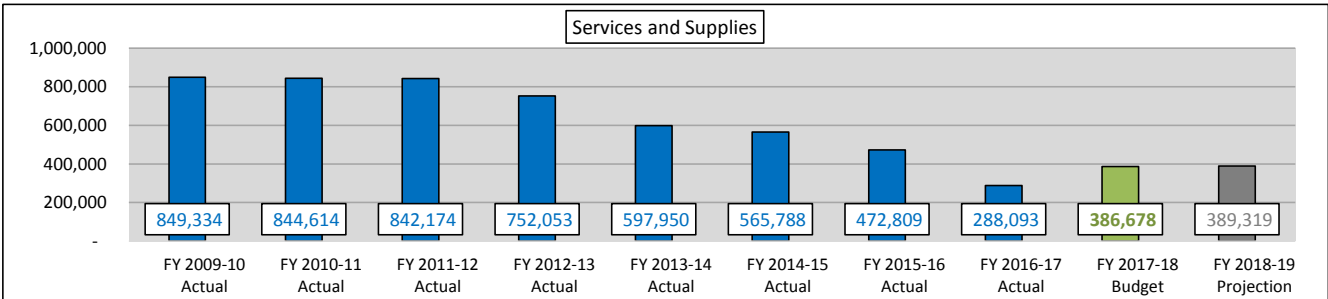
- » Maintain the workload at a current status
- » Create efficiencies that will enable the unit to operate within the monies provided by the grant
- » Provide mandated and basic training for Commissioners and staff
- » Coordinate with DCSS to ensure compliance with child support and civil statutes
- » Enhance service by expanding the e-delivery of documents

### FY 2017-18 APPROVED BUDGET



All expenditures in this cost center are fully reimbursed.

There are no significant changes to report for FY 2017-18.



There are no significant changes to report for FY 2017-18.

### FY 2016-17 ACCOMPLISHMENTS

- » Installed and implemented the use of eight scanners for the immediate upload of case documents for this program

Cost Center Manager  
**Teri Thomas**  
 (657) 622-6126

Financial Planning Analyst  
**Daniel Kopp**  
 (657) 622-7737



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## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>GENERAL REVENUE AND EXPENSE DATA</b>					
<b>REVENUES</b>					
Base allocation	129,822,540	132,495,535	144,427,215	142,115,125	136,446,037
Civil assessments	8,443,382	8,941,833	6,146,559	5,277,870	4,800,000
All other revenue and reimbursement	<u>47,804,483</u>	<u>51,783,266</u>	<u>47,440,154</u>	<u>48,234,681</u>	<u>50,491,935</u>
<b>TOTAL REVENUES</b>	<b>186,070,405</b>	<b>193,220,634</b>	<b>198,013,928</b>	<b>195,627,676</b>	<b>191,737,972</b>
<b>EXPENSES</b>					
Salaries and benefits	161,693,739	158,215,750	160,009,633	160,023,548	159,271,594
Services and supplies	<u>47,918,412</u>	<u>36,421,303</u>	<u>35,025,970</u>	<u>38,317,679</u>	<u>33,808,070</u>
<b>TOTAL EXPENSES</b>	<b>209,612,151</b>	<b>194,637,053</b>	<b>195,035,603</b>	<b>198,341,227</b>	<b>193,079,664</b>
<b>SURPLUS (DEFICIT)</b>	<u><b>(23,541,746)</b></u>	<u><b>(1,416,420)</b></u>	<u><b>2,978,325</b></u>	<u><b>(2,713,551)</b></u>	<u><b>(1,341,692)</b></u>
<b>FUND BALANCE</b>					
Beginning fund balance	33,899,314	10,357,569	8,941,151	11,919,476	9,205,925
Surplus (deficit)	<u>(23,541,746)</u>	<u>(1,416,420)</u>	<u>2,978,325</u>	<u>(2,713,551)</u>	<u>(1,341,692)</u>
<b>ENDING FUND BALANCE</b>	<b><u>10,357,569</u></b>	<b><u>8,941,151</u></b>	<b><u>11,919,476</u></b>	<b><u>9,205,925</u></b>	<b><u>7,864,233</u></b>
<b>FUND BALANCE DESIGNATIONS (fiscal year end)</b>					
Nonspendable	-	1,031,734	771,998	1,018,000	861,975
Restricted	3,477,248	4,198,037	4,937,185	5,684,925	6,376,258
Committed	4,736,830	2,053,921	4,670,191	1,082,000	-
Assigned	<u>2,143,491</u>	<u>1,657,460</u>	<u>1,540,102</u>	<u>1,421,000</u>	<u>626,000</u>
<b>ENDING FUND BALANCE</b>	<b><u>10,357,569</u></b>	<b><u>8,941,151</u></b>	<b><u>11,919,476</u></b>	<b><u>9,205,925</u></b>	<b><u>7,864,233</u></b>
<b>FUND BALANCE BY FUND (fiscal year end)</b>					
110001 - General fund	4,609,470	2,146,454	5,542,189	2,595,573	861,975
120001 - General Fund	2,130,791	2,461,487	585,033	916,394	626,000
120002 - Donations	12,699	12,340	9,751	9,821	11,321
120003 - Small Claim Advisory	726	11,764	35,453	54,993	64,993
120020 - Court Facilities Maintenance	127,361	135,175	855,070	-	-
120021 - Special Revenue Fund	-	-	20,021	38,907	59,907
180004 - 2% Automation	1,908,634	2,862,782	3,830,172	4,804,005	5,727,805
180005 - Children's Waiting Room	1,551,428	1,287,568	1,009,393	747,898	473,898
180006 - Automated Record/Micrographics	<u>16,460</u>	<u>23,582</u>	<u>32,395</u>	<u>38,334</u>	<u>38,334</u>
<b>ENDING FUND BALANCE</b>	<b><u>10,357,569</u></b>	<b><u>8,941,151</u></b>	<b><u>11,919,476</u></b>	<b><u>9,205,925</u></b>	<b><u>7,864,233</u></b>
<b>INDIRECT COST RATE</b>					
Approved rate	<u>19.80%</u>	<u>18.05%</u>	<u>20.58%</u>	<u>16.18%</u>	<u>TBD</u>

## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>BUDGETED STAFFING - POSITIONS AND FULL-TIME EQUIVILANTS (FTE)</b>					
<b>NUMBER OF POSITIONS</b>					
Superior Court Judges	124	124	124	124	124
Superior Court Commissioners *	<u>21</u>	<u>20</u>	<u>20</u>	<u>20</u>	<u>20</u>
<b>TOTAL JUDGES AND COMMISSIONERS</b>	<u><u>145</u></u>	<u><u>144</u></u>	<u><u>144</u></u>	<u><u>144</u></u>	<u><u>144</u></u>
<b>NON-JUDICIAL POSITIONS</b>	<u><u>1,531</u></u>	<u><u>1,512</u></u>	<u><u>1,547</u></u>	<u><u>1,597</u></u>	<u><u>1,509</u></u>

\* The number of Superior Court Commissioners includes 3 commissioners assigned to the AB 1058 - Commissioner grant program.

<b>BUDGETED STAFFING, in FTEs</b>					
Superior Court Commissioners	17.3	17.0	13.0	14.0	13.0
Non Judicial Court staff	<u>1,507.3</u>	<u>1,470.7</u>	<u>1,507.0</u>	<u>1,514.1</u>	<u>1,462.2</u>
<b>TOTAL FTEs</b>	<u><u>1,524.6</u></u>	<u><u>1,487.7</u></u>	<u><u>1,520.0</u></u>	<u><u>1,528.1</u></u>	<u><u>1,475.2</u></u>
Vacancy rate as of June 30 of each year	<u>3.9%</u>	<u>5.4%</u>	<u>6.1%</u>	<u>3.5%</u>	<u>5.2%</u>

### RETIREMENT - REQUIRED EMPLOYER CONTRIBUTIONS

<b>RETIREMENT RATES</b>					
<b>Plans I and J (2.7% at 55)</b>					
Normal cost	12.03%	13.69%	13.66%	13.22%	13.19%
Unfunded accrued actuarial liability (UAAL)	<u>20.98%</u>	<u>23.76%</u>	<u>23.72%</u>	<u>21.72%</u>	<u>22.45%</u>
<b>REQUIRED EMPLOYER CONTRIBUTION</b>	<u><u>33.01%</u></u>	<u><u>37.45%</u></u>	<u><u>37.38%</u></u>	<u><u>34.94%</u></u>	<u><u>35.64%</u></u>
<b>Plans O and P (1.62% at 65)</b>					
Normal cost	4.91%	5.56%	5.61%	6.61%	5.46%
Unfunded accrued actuarial liability (UAAL)	<u>20.98%</u>	<u>24.31%</u>	<u>23.72%</u>	<u>21.72%</u>	<u>22.45%</u>
<b>REQUIRED EMPLOYER CONTRIBUTION</b>	<u><u>25.89%</u></u>	<u><u>29.87%</u></u>	<u><u>29.33%</u></u>	<u><u>28.33%</u></u>	<u><u>27.91%</u></u>

### HEALTH INSURANCE - COURT SHARE OF COST

<b>MEDICAL INSURANCE (per full-time employee)</b>					
<b>Premier Wellwise</b>					
Employee Only	9,024	8,134	8,813	8,254	7,928
Employee + 1	13,193	12,550	13,598	12,747	12,223
Employee + family	<u>17,819</u>	<u>16,951</u>	<u>18,366</u>	<u>17,225</u>	<u>16,517</u>
<b>Premier Sharewell</b>					
Employee Only	4,643	4,427	4,780	4,535	4,351
Employee + 1	7,351	7,002	7,572	7,159	6,869
Employee + family	<u>9,322</u>	<u>8,875</u>	<u>9,605</u>	<u>9,068</u>	<u>8,701</u>
<b>Kaiser</b>					
Employee Only	5,534	5,127	5,536	5,826	5,654
Employee + 1	8,738	8,544	9,227	9,710	9,423
Employee + family	<u>12,364</u>	<u>12,090</u>	<u>13,056</u>	<u>13,739</u>	<u>13,333</u>
<b>Cigna</b>					
Employee Only	6,592	6,727	7,413	7,437	7,650
Employee + 1	10,286	11,081	12,210	12,250	12,552
Employee + family	<u>14,312</u>	<u>15,417</u>	<u>16,989</u>	<u>17,044</u>	<u>17,466</u>



## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>OTHER PROGRAMS, GRANTS, AND MOUs</b>					
<b>AB 1058 - CHILD SUPPORT COMMISSIONER</b>					
Expense	2,024,084	1,944,002	1,823,393	1,716,700	2,077,833
Indirect overhead	<u>347,254</u>	<u>303,236</u>	<u>337,533</u>	<u>275,689</u>	<u>326,448</u>
Total expenses	<u>2,371,338</u>	<u>2,247,238</u>	<u>2,160,926</u>	<u>1,992,388</u>	<u>2,404,281</u>
Base allocation	2,271,576	2,247,238	2,080,200	1,992,388	2,299,118
Federal draw-down	<u>65,842</u>	-	-	-	<u>69,408</u>
Total reimbursement	<u>2,337,418</u>	<u>2,247,238</u>	<u>2,080,200</u>	<u>1,992,388</u>	<u>2,368,526</u>
USE OF COURT FUNDS	<u>33,920</u>	<u>-</u>	<u>80,726</u>	<u>-</u>	<u>35,755</u>
<b>AB 1058 - FAMILY LAW FACILITATOR</b>					
Expense	617,542	488,651	466,374	430,474	614,544
Indirect overhead	<u>120,649</u>	<u>91,033</u>	<u>88,207</u>	<u>68,459</u>	<u>96,155</u>
Total expenses	<u>738,191</u>	<u>579,684</u>	<u>554,581</u>	<u>498,933</u>	<u>710,699</u>
Base allocation	534,214	534,214	547,203	498,933	537,209
Federal draw-down	<u>134,624</u>	<u>43,548</u>	<u>4,872</u>	-	<u>114,503</u>
Total reimbursement	<u>668,838</u>	<u>577,762</u>	<u>552,075</u>	<u>498,933</u>	<u>651,712</u>
USE OF COURT FUNDS	<u>69,353</u>	<u>1,922</u>	<u>2,506</u>	<u>-</u>	<u>58,987</u>
<b>ACCESS TO VISITATION</b>					
Expense	107,771	81,389	38,538	33,588	40,000
Reimbursement	<u>107,771</u>	<u>81,373</u>	<u>38,538</u>	<u>33,588</u>	<u>40,000</u>
USE OF COURT FUNDS	<u>-</u>	<u>17</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>CHILDREN'S WAITING ROOM</b>					
Expense	510,667	643,459	652,449	663,793	670,000
Revenue	<u>426,673</u>	<u>379,599</u>	<u>374,275</u>	<u>402,297</u>	<u>396,000</u>
USE OF RESERVES	<u>83,994</u>	<u>263,860</u>	<u>278,174</u>	<u>261,495</u>	<u>274,000</u>
<b>COLLECTIONS</b>					
Expense	4,333,408	4,462,818	4,376,015	4,325,345	4,869,891
Reimbursement	<u>4,333,408</u>	<u>4,462,818</u>	<u>4,376,015</u>	<u>4,325,345</u>	<u>4,869,891</u>
USE OF COURT FUNDS	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>OTHER PROGRAMS, GRANTS, AND MOUs</b>					
<b>COURT INNOVATIONS GRANT (Year 1: FY 2017-18 only)</b>					
	Conservatorship Accountability Portal	Court Analytics Visual Environment	Court User Portal	Self-Help Portal	TOTAL
Expense	78,720	560,534	170,400	106,000	1,137,804
Reimbursement	<u>78,720</u>	<u>560,534</u>	<u>170,400</u>	<u>106,000</u>	<u>1,137,804</u>
USE OF COURT FUNDS	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>COURT INTERPRETERS</b>					
Expense	8,610,397	8,979,200	9,711,179	10,587,429	12,332,559
Reimbursement	<u>8,496,358</u>	<u>8,961,734</u>	<u>9,137,225</u>	<u>10,367,989</u>	<u>11,800,000</u>
USE OF COURT FUNDS	<u>114,039</u>	<u>17,466</u>	<u>573,954</u>	<u>219,440</u>	<u>532,559</u>
<b>DEPENDENCY COURT-APPOINTED COUNSEL (CAC)</b>					
Dependency CAC funding cap	<u>6,578,022</u>	<u>6,583,082</u>	<u>6,418,278</u>	<u>5,648,065</u>	<u>5,366,139</u>
Expense	6,113,460	5,745,751	6,130,278	6,425,993	6,700,012
Reimbursement	<u>6,113,460</u>	<u>5,745,751</u>	<u>6,130,278</u>	<u>5,648,065</u>	<u>5,366,139</u>
USE OF COURT FUNDS	<u>-</u>	<u>-</u>	<u>-</u>	<u>777,928</u>	<u>1,333,873</u>
<b>PRE-TRIAL SERVICES (grant only)</b>					
Expense	-	582	230,732	311,688	86,743
Reimbursement	<u>-</u>	<u>582</u>	<u>230,732</u>	<u>311,688</u>	<u>86,743</u>
USE OF COURT FUNDS	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>SELF-HELP SERVICES (net of AB 1058 FLF)</b>					
Expense	<u>2,101,595</u>	<u>2,383,328</u>	<u>2,573,126</u>	<u>2,922,405</u>	<u>2,701,061</u>
California Self-Help MOU	796,711	796,711	796,711	796,711	796,711
Department of Child Support Services (DCSS)	<u>103,387</u>	<u>147,639</u>	<u>150,435</u>	<u>114,542</u>	<u>117,000</u>
Revenue and reimbursement	900,098	944,350	947,146	911,253	913,711
USE OF COURT FUNDS	<u>1,201,497</u>	<u>1,438,978</u>	<u>1,625,980</u>	<u>2,011,152</u>	<u>1,787,350</u>

## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>COURT-COUNTY MOU</b>					
<b>COURT-PROVIDED SERVICES</b>					
Alternate Defense Services	4,563,764	4,149,987	4,432,714	5,057,066	5,678,391
Custodial Services	316,446	294,752	328,318	331,230	348,000
Pre-Trial Services	1,432,262	1,315,399	1,259,831	1,485,893	1,688,715
Grand Jury	234,464	156,201	160,495	164,130	194,706
Juvenile Justice Commission	161,430	162,816	171,181	157,200	180,151
<b>COUNTY-PROVIDED SERVICES</b>					
<b>Auditor-Controller *</b>					
CAPS administration and system upgrades	3,172,537	907,387	698,440	628,544	600,291
Check writing	22,785	20,730	18,599	25,109	20,975
Claims and disbursing	524	733	1,226	1,457	1,093
General accounting	63,541	86,451	66,555	69,503	77,072
Payroll	69,752	73,279	67,972	85,268	88,925
<b>Human Resources **</b>					
Benefits administration	4.5%	4.5%	4.4%	4.4%	5.4%
<b>Public Defender</b>					
CAC - dependency	2,101,711	2,169,901	2,206,842	2,200,000	2,000,000
<b>Sheriff ***</b>					
Command staff	1,081,845	470,175	-	-	-
Court security services - AB 1058	307,925	247,392	104,479	-	-
<b>Treasurer-Tax Collector</b>					
Merchant fees	410,689	409,034	394,345	392,396	390,000
Armored car services	7,405	7,126	7,494	8,767	9,000

\* In FY 2013-14, the Court prepaid its full share of cost for CAPS+ system upgrades. The County's amortization schedule called for annual payments beginning in FY 2013-14 and continuing through FY 2017-18. The CAPS+ system upgrade cost applicable to FY 2013-14 was \$0.3 million, and the Court prepaid the remaining \$2.2 million in order to help mitigate the 1% reserve funding constraint and reduce expenditures in subsequent fiscal years.

\*\* Benefits administration is stated as a percentage of the applicable employee group insurance costs.

\*\*\*The Court is no longer required to pay the County for any Sheriff costs.

## FACTS AND FIGURES

	FY 2013-14 Actual	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 BUDGET
<b>FILINGS</b>					
<b>CIVIL</b>	<b>62,795</b>	<b>55,976</b>	<b>56,564</b>	<b>59,368</b>	<b>59,911</b>
Unlimited Civil	14,539	14,352	14,743	15,305	15,914
Limited Civil	34,604	27,917	27,226	30,078	30,084
Small Claims	13,652	13,707	14,595	13,985	13,913
<b>CRIMINAL AND TRAFFIC</b>	<b>425,896</b>	<b>391,148</b>	<b>339,847</b>	<b>318,526</b>	<b>309,220</b>
Felony	18,837	13,609	12,070	12,005	12,055
Misdemeanor	42,758	47,847	55,437	54,465	54,928
Traffic	364,301	329,692	272,340	252,056	242,237
<b>FAMILY LAW</b>	<b>24,601</b>	<b>25,586</b>	<b>25,218</b>	<b>24,060</b>	<b>23,637</b>
Dissolutions, Separations, Annulities	11,229	11,107	11,076	10,603	10,414
Child Support	5,910	7,182	6,419	5,965	5,856
Domestic Violence	4,800	4,614	4,898	4,742	4,639
Other family law case types	2,662	2,683	2,825	2,750	2,728
<b>JUVENILE</b>	<b>8,963</b>	<b>8,161</b>	<b>8,065</b>	<b>8,972</b>	<b>8,823</b>
Delinquency	5,113	4,468	4,702	5,772	5,719
Dependency	1,420	1,434	1,609	1,624	1,587
Other juvenile case types	2,430	2,259	1,754	1,576	1,517
<b>PROBATE AND MENTAL HEALTH</b>	<b>8,198</b>	<b>7,976</b>	<b>7,548</b>	<b>8,053</b>	<b>8,061</b>
Probate	5,182	4,951	4,500	4,827	4,821
Mental Health	3,016	3,025	3,048	3,226	3,240
<b>TOTAL CASES FILED</b>	<b>530,453</b>	<b>488,847</b>	<b>437,242</b>	<b>418,979</b>	<b>409,652</b>

<b>BUDGETED STAFF (FTEs) AND FILINGS PER FTE BY CASE TYPE</b>					
<b>CIVIL</b>					
Non judicial staff (in FTEs)	178.0	177.1	160.4	161.8	166.0
Filings per FTE	353	316	353	367	361
<b>CRIMINAL AND TRAFFIC</b>					
Non judicial staff (in FTEs)	367.1	345.8	334.8	329.5	316.0
Filings per FTE	1,160	1,131	1,015	967	979
<b>FAMILY LAW</b>					
Non judicial staff (in FTEs)	145.4	143.1	144.0	148.0	141.3
Filings per FTE	169	179	175	163	167
<b>JUVENILE</b>					
Non judicial staff (in FTEs)	54.7	54.5	57.0	60.8	54.3
Filings per FTE	164	150	141	148	162
<b>PROBATE AND MENTAL HEALTH</b>					
Non judicial staff (in FTEs)	38.0	35.5	44.5	47.8	44.4
Filings per FTE	216	225	170	168	182

# Superior Court of California, County of Orange

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