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# ADMINISTRATIVE PERFORMANCE MANAGEMENT REPORT 2004 OF THE COURTS

# Message from:



## CHIEF JUDGE MANUEL MENENDEZ, JR. AND TRIAL COURT ADMINISTRATOR MIKE BRIDENBACK

As court operations continue, following changes in the State funding structure and additional issues to be addressed by the courts, communication with the community is increasingly important.

Chief Judge  
Manuel Menendez, Jr.

The judiciary shares the unique vantage point of being the third branch of the government, independent and separate from the legislative and executive branches. At the same time, the judiciary is intricately part of the community it serves, as evident as judges dispense justice from the bench and programs reach out to our youngest citizens at the Children's Justice Center and to our seniors at the Elder Justice Center. Judges in a State judicial circuit serve in the locality in which they were elected and are sensitive to the values and beliefs of this community.

Community partners to the judiciary are vitally important to the process of effecting justice. They contribute information, a voice for the community, and opportunities for solutions. One example is the Neighborhood Accountability Board served by neighbors of juvenile offenders and victims. The juvenile offender may appear at a local site before the Board, listen to the victim's story and accept sanctions, then return to a community organization to perform work service to restore the loss.

The accountability of the Thirteenth Judicial Circuit Court and its supporting agency, Court Administration, is demonstrated in the pages of the 2004 Performance Report. As part of the community, the judges and court staff dedicate resources to caring for vulnerable populations by review of guardianship cases and supervised visitations. A new Case Management area efficiently serves the intertwined cases occurring in family law, domestic violence, delinquency, and dependency divisions.

Many changes have occurred historically to shape the way the judicial circuit provides justice to the community. State judges were originally "circuit riders" traveling around the State to dispense justice for a variety of legal areas. The role of the judiciary continues to be problem solving with contemporary courts addressing complex issues, such as drug abuse and domestic violence through specialized divisions. What will never change is the integral position that the judiciary maintains within the community it serves. We hope that will become evident as you review the contents of this report.



Court Administrator  
Mike Bridenback

# Vision

The Vision of the Administrative Office of the Courts, Thirteenth Judicial Circuit, is to provide the best service to the Judiciary and the Public by:

- Earnestly working together to achieve the highest goals
- Providing innovative responses to our community's needs
- Assisting the Judiciary in fulfilling its constitutional role
- Encouraging the exchange of information throughout Court Administration and with those we serve
- Honoring excellence in individuals and teams
- Continually seeking improvement
- Drawing upon our diversity as a source of vitality.



Rick Melendi, Court Operations, was honored with the Leadership Award at the Employee Recognition Ceremony



## Service:

We are committed to providing the highest quality of service by identifying and exceeding constituent expectations.

## Continuous Improvement:

Our creativity holds the key to the future. We encourage innovation and place no limits on improvement. We regard change as an opportunity to improve. Our environment supports personal and professional growth through education and training.

## People:

We believe that a diverse workforce that values individual differences leads to a stronger, more successful organization.

## Ethics/Integrity:

We value the courage and conviction to act with integrity and the commitment to behave ethically. By demonstrating a high standard of personal integrity in all activities, we will inspire public confidence and trust in our judicial system.

## Communication:

Communication is the lifeblood of any organization. We are dedicated to keeping ourselves, the Judiciary, and Public informed. We realize our potential through the free exchange of ideas in an atmosphere of trust and mutual respect.



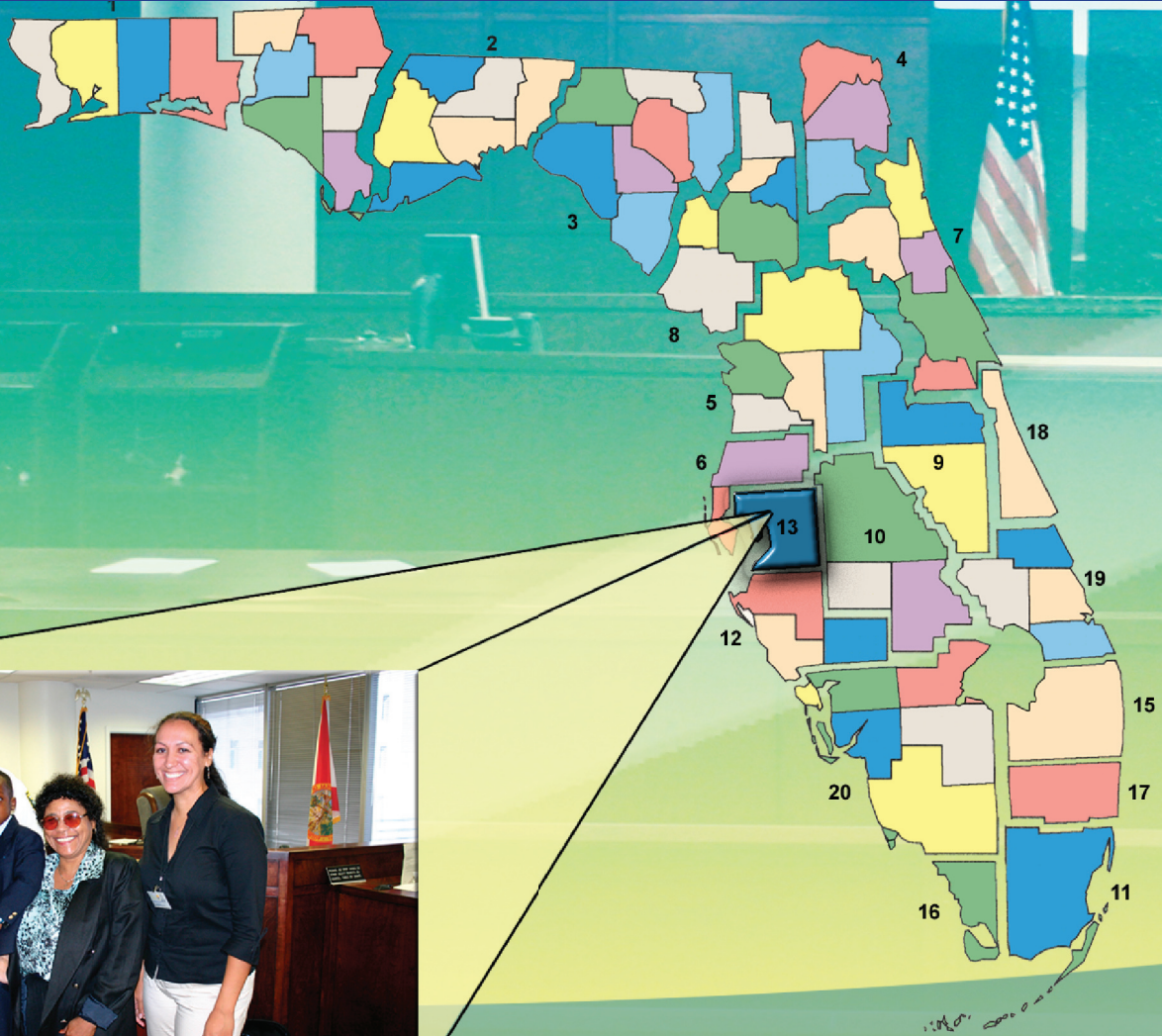
Billy Lee, Drug Court Programs, received the Most Valued Player Award at the Employee Recognition Ceremony

# THIRTEENTH JUDICIAL CIRCUIT DESCRIPTION

While there are twenty judicial circuits in Florida, citizens in Hillsborough County are served by the Thirteenth Judicial Circuit, the fifth largest trial court jurisdiction in the state. The Florida Legislature has allocated 37 circuit and 15 county court judges in the Thirteenth Judicial Circuit.

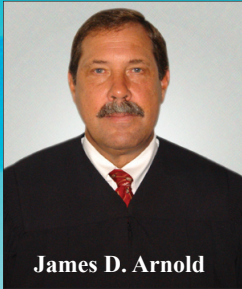
Circuit court judges hear all criminal and civil matters not within the jurisdiction of county courts, including matrimonial law, paternity cases, juvenile delinquency and dependency cases, as well as mental health, probate, guardianship and civil matters greater than \$15,000. They also hear appeals from some county court rulings and judgments and from some administrative divisions. There are nine divisions within the Thirteenth Judicial Circuit Courts. Over 61,000 cases were filed in circuit courts in 2004.

County courts are sometimes referred to as “the people’s courts,” probably because a large part of their courts’ work involves citizen disputes, less serious criminal matters (misdemeanors), traffic violations and smaller monetary disputes under \$15,000. There are four divisions within the county courts, including an Emergency division that is designed to streamline court functions related to First Appearances in both circuit and county criminal divisions.

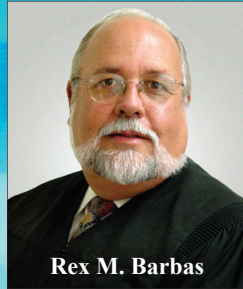


Judge Katherine G. Essrig steps down from the bench following an adoption proceeding in the Juvenile Dependency Division

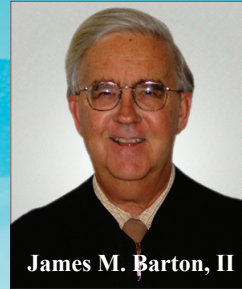
# CIRCUIT COURT JUDICIARY



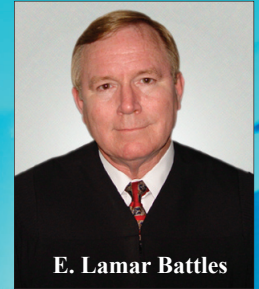
James D. Arnold



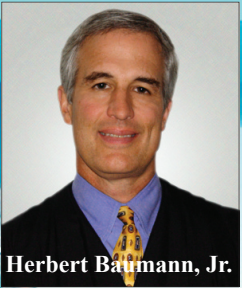
Rex M. Barbas



James M. Barton, II



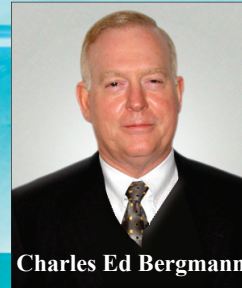
E. Lamar Battles



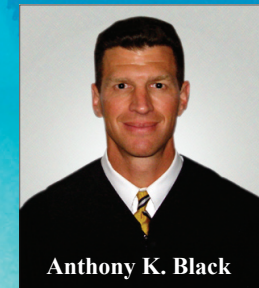
Herbert Baumann, Jr.



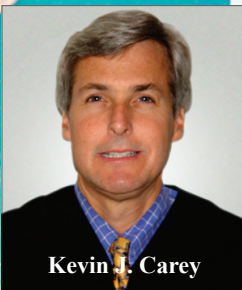
Debra K. Behnke



Charles Ed Bergmann



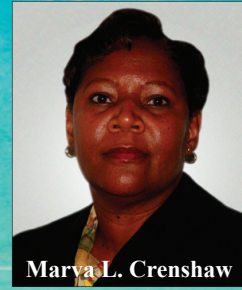
Anthony K. Black



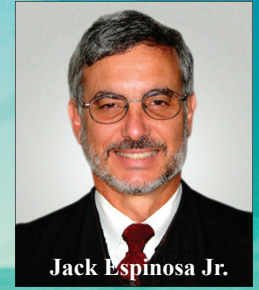
Kevin J. Carey



Martha J. Cook



Marva L. Crenshaw



Jack Espinosa Jr.



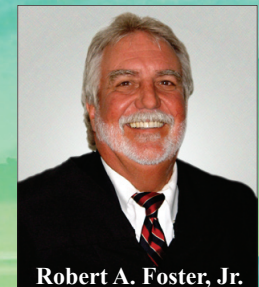
Katherine G. Essrig



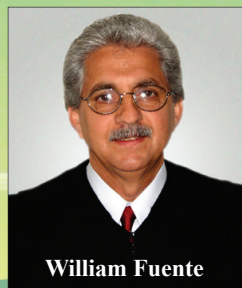
Ronald N. Ficarrotta



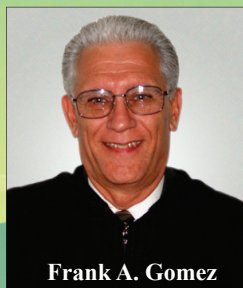
Barbara Fleischer



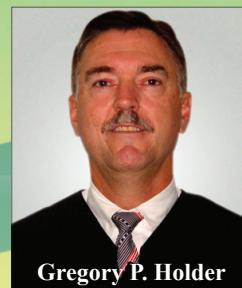
Robert A. Foster, Jr.



William Fuente



Frank A. Gomez



Gregory P. Holder



Charlene E. Honeywell

# CIRCUIT COURT JUDICIARY



Claudia R. Isom



William P. Levens



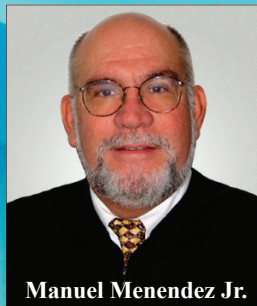
Perry A. Little



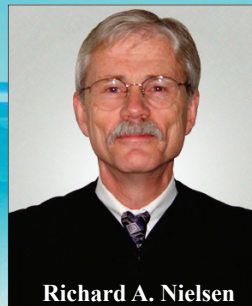
Manuel A. Lopez



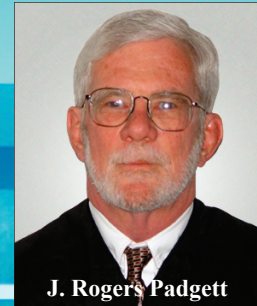
Vivian C. Maye



Manuel Menendez Jr.



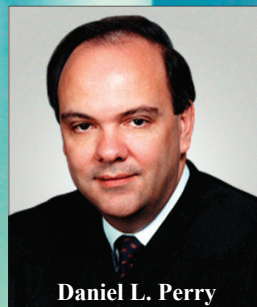
Richard A. Nielsen



J. Rogers Padgett



Sam D. Pendino



Daniel L. Perry



Denise Pomponio



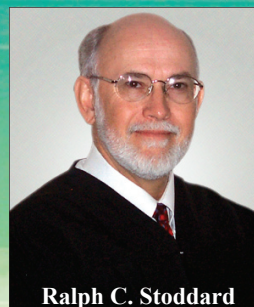
Susan Sexton



Monica L. Sierra



\*Robert J. Simms



Ralph C. Stoddard



Chet A. Tharpe



Wayne S. Timmerman



Mark R. Wolfe

\*Deceased on April 9, 2004

# COUNTY JUDICIARY



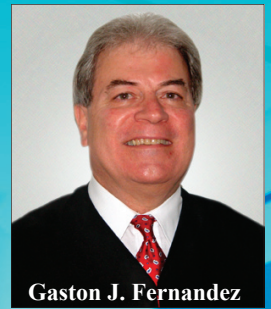
**Charlotte Anderson**



**Tom Barber**



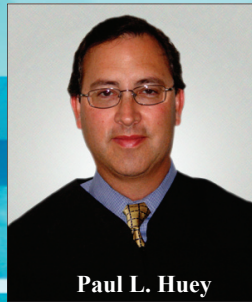
**James V. Dominguez**



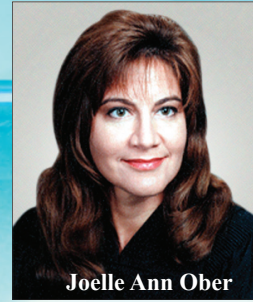
**Gaston J. Fernandez**



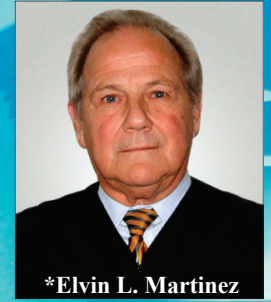
**Walter R. Heinrich**



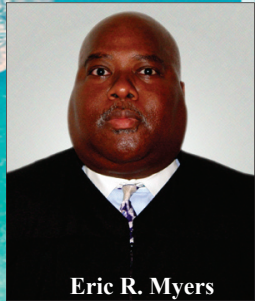
**Paul L. Huey**



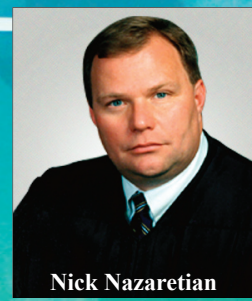
**Joelle Ann Ober**



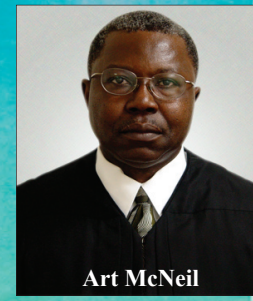
**\*Elvin L. Martinez**



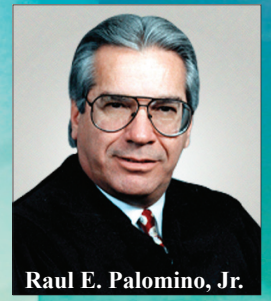
**Eric R. Myers**



**Nick Nazaretian**



**Art McNeil**



**Raul E. Palomino, Jr.**



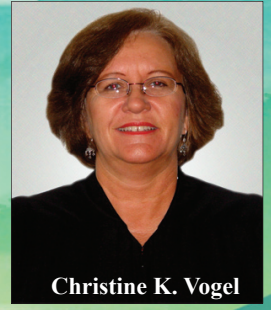
**Elizabeth G. Rice**



**D. Michelle Sisco**



**Cheryl K. Thomas**



**Christine K. Vogel**

\*Honorable Elvin L. Martinez retired from the Bench  
(September 1997 - January 2005)

# DIVISIONS OF THE COURT

## General Civil

### DIVISION DESCRIPTION

Jurisdiction of this court division includes professional malpractice, products liability, real property, foreclosure, auto negligence, eminent domain, condominium, contract and civil indebtedness and other civil matters in excess of \$15,000. In addition, jurisdiction includes appeals from final administrative orders of local government code enforcement boards and the majority of appeals from county court.

There are eleven judges assigned to this division.

Honorable James M. Barton, II is the Administrative Judge.



GENERAL CIVIL DIVISION:	2002	2003	2004	% Change
Filed	13,067	12,976	11,699	10% Decrease
Disposed	11,920	11,603	10,589	11% Decrease
Clearance Rate	.91	.89	.90	1% Decrease
STATEWIDE				
CIRCUIT CIVIL:	2002	2003	2004*	% Change
Filed	189,637	182,305	89,035	4% Decrease
Disposed	171,208	171,375	85,771	1% Increase
Clearance Rate	.90	.94	.96	4% Increase

## Family Law

### DIVISION DESCRIPTION

Jurisdiction includes domestic relations, adoptions, domestic violence, dissolutions of marriage, child support, custody, alimony, visitation and related matters. One party must file a petition initially, which identifies them as the petitioner and the other party is the respondent. The parties may or may not be represented by legal counsel.

There are eight judges, three full-time magistrates, one part-time magistrate (with additional duties in the Probate and Guardianship Division), and two support hearing officers assigned to this division.

Honorable Charles Ed Bergmann is the Administrative Judge.



FAMILY LAW DIVISION:	2002	2003	2004	% Change
Filed	20,808	18,154	20,526	1% Decrease
Disposed	19,279	18,282	16,802	13% Decrease
Clearance Rate	.92	1.00	.81	12% Decrease
STATEWIDE				
DOMESTIC RELATIONS:	2002	2003	2004*	% Change
Filed	285,991	273,814	150,334	4% Decrease
Disposed	262,630	262,833	130,589	1% Increase
Clearance Rate	.91	.95	.86	4% Increase



# DIVISIONS OF THE COURT

## Felony

### Division Description

Jurisdiction includes felonies and all misdemeanors arising out of the same circumstances as a felony. These offenses include capital murder, noncapital murder, sexual offenses, drugs, robbery, burglary, theft, forgery, fraud, and worthless checks, and other crimes against persons or properties that are classified as felonies.

There are twelve judges assigned to this division, which includes two judges in trial divisions and one judge in Drug Court.

Honorable J. Rogers Padgett is the Administrative Judge.



FELONY DIVISION:	2002	2003	2004	% Change
Filed	14,307	16,415	17,090	19% Increase
Disposed	14,177	15,895	16,591	17% Increase
Clearance Rate	.99	.96	.97	2% Decrease
STATEWIDE				
CIRCUIT CRIMINAL:	2002	2003	2004*	% Change
Filed	181,635	187,397	99,079	3% Increase
Disposed	177,070	183,080	96,096	3% Increase
Clearance Rate	.97	.97	.96	No Change

## Juvenile Dependency

### Division Description

Judges must make decisions regarding the custodial placement of children and determine issues related to the “best interests” of the child before the court. Jurisdiction includes matters concerning children who have been allegedly abandoned, abused, neglected or surrendered for adoption. The Office of the Attorney General represents the Department of Children & Families. Parents are also entitled to legal representation; they may secure a private attorney or the court may appoint legal counsel on their behalf. In addition, the Guardian ad Litem volunteers “speak up for children” involved in dependency proceedings.

There are three judges and two magistrates in this division.

Honorable Katherine G. Essrig is the Administrative Judge.



JUVENILE DEPENDENCY DIVISION:	2002	2003	2004	% Change
Filed	1,099	1,250	1,279	16% Increase
Disposed	1,020	1,699	1,092	7% Increase
Clearance Rate	.92	1.35	.85	8% Decrease

# DIVISIONS OF THE COURT

## Juvenile Delinquency

### Division Description

Delinquency matters include juveniles who have committed a felony or misdemeanor, been found in contempt of court or violation of a local ordinance other than a traffic offense. The State Attorney's Office files charges against the juvenile, alleging a criminal offense has occurred. Entitled to legal counsel, a private attorney or the Public Defender advises the juvenile throughout the legal proceedings. The Department of Juvenile Justice provides case management services.

There are three judges assigned to this division, including one in Juvenile Drug Court. Honorable Mark R. Wolfe is the Administrative Judge.



JUVENILE DELINQUENCY DIVISION:				
	2002	2003	2004	% Change
Filed	4,652	5,592	4,664	3% Increase
Disposed	5,750	5,152	5,931	3% Increase
Clearance Rate	1.23	.92	1.27	3% Increase
STATEWIDE CIRCUIT JUVENILE DIVISION:				
	2002	2003	2004*	% Change
Filed	92,674	92,544	49,154	<1% Decrease
Disposed	85,584	87,292	44,738	2% Increase
Clearance Rate	.92	.94	.91	2% Increase

## Guardianship, Mental Health, Probate & Trust

### Division Description

Petitions alleging incapacity are filed in this division; judges must then make decisions regarding the need for and extent of guardianship. Guardians assist incapacitated people in meeting the essential requirements for their physical health and safety, in protecting their rights, in managing their financial resources and in developing or regaining their abilities to the extent possible. The probate process involves collecting a decedent's assets, liquidating liabilities, paying necessary taxes and distributing properties to heirs.

There is one judge, one full-time magistrate, and a part time magistrate (with additional duties in Family Division) assigned to this division.

Honorable Susan Sexton is the Administrative Judge.



GUARDIANSHIP, MENTAL HEALTH, PROBATE & TRUST DIV.				
	2002	2003	2004	% Change
Filed	5,579	5,837	5,744	3% Increase
Disposed	5,675	5,908	5,918	4% Increase
Clearance Rate	1.01	1.01	1.03	2% Increase
STATEWIDE PROBATE				
	2002	2003	2004*	% Change
Filed	99,815	103,287	57,293	3% Increase
Disposed	90,363	94,675	52,832	5% Increase
Clearance Rate	.90	.91	.92	<1% Increase

# DIVISIONS OF THE COURT

## Emergency/First Appearance

### Division Description

Florida statutes mandate that inmates have the right to appear before a judge within twenty-four hours of their arrest. A fiber optic link connects the jails and the courthouse via closed circuit television. These hearings are conducted through the use of the Court Video Network enabling inmates to appear in court without having to leave the secure confines of the jail, avoiding transportation costs and reducing the security risks.

First appearance or Emergency Criminal Court Division conducts live two-way video preliminary presentations on all criminal cases, bond and ROR motions, arraignment hearings for incarcerated defendants, misdemeanor violation of probation hearings for incarcerated defendants and other emergency criminal matters.

There is one judge assigned to this division.

Honorable Walter R. Heinrich is the Administrative Judge.



<b>EMERGENCY/FIRST APPEARANCE:</b>	2003/2004
Bond Hearings	10,309
Adversary Preliminary Hearings	825
Preliminary Presentation Attendance (estimate)	42,959

## County Criminal

### Division Description

Jurisdiction includes misdemeanor cases, criminal traffic offenses and county ordinance/municipal violations. The parties may elect to have a trial by the judge or the jury; the jury consists of six jurors and two alternates.

There are six judges in this division, including one judge assigned to Domestic Violence Division.

Honorable James V. Dominguez is the Administrative Judge.



<b>COUNTY CRIMINAL DIVISION:</b>	2002	2003	2004	% Change
Filed	36,883	33,129	32,326	12% Decrease
Disposed	32,728	29,075	30,572	7% Decrease
Clearance Rate	.88	.87	.94	7% Increase
<b>STATEWIDE</b>				
<b>COUNTY CRIMINAL DIVISION</b>	2002	2003	2004*	% Change
Filed	500,639	488,928	247,266	2% Decrease
Disposed	445,438	457,410	220,864	3% Increase
Clearance Rate	.88	.93	.89	6% Increase

# DIVISIONS OF THE COURT

## County Civil

### Division Description

Jurisdiction includes civil actions, matters in equity, and landlord-tenant disputes in which the matter in controversy does not exceed \$15,000. The parties may elect to have a trial by the judge or have a jury trial; juries include six jurors and two alternates.

There are five judges assigned to this division.

Honorable Charlotte W. Anderson is the Administrative Judge.



COUNTY CIVIL DIVISION:	2002	2003	2004	% Change
Filed	31,165	31,721	29,659	5% Decrease
Disposed	28,427	29,826	30,424	7% Increase
Clearance Rate	.91	.94	1.02	12% Increase
STATEWIDE				
COUNTY CIVIL DIVISION:	2002	2003	2004*	% Change
Filed	453,324	471,752	231,879	4% Increase
Disposed	428,772	451,843	257,227	5% Increase
Clearance Rate	.94	.95	1.10	1% Increase

COUNTY TRAFFIC VIOLATIONS:**	2001	2002	2003	% Change
Filed	167,365	177,311	190,624	14% Increase
Disposed	142,340	122,956	119,604	16% Decrease
Clearance Rate	.85	.69	.62	27% Decrease
STATEWIDE				
TRAFFIC VIOLATIONS:**	2001	2002	2003	% Change
Filed	3,505,242	3,853,050	2,730,389	22% Decrease
Disposed	2,927,514	3,295,072	3,168,798	8% Increase
Clearance Rate	.83	.85	1.16	40% Increase

\*\*Information derived from Florida Department of Highway Safety and Motor Vehicles.

## Plant City/East County

### Division Description

To meet the needs of citizens within specific boundaries, the East Division of the Circuit Court was established in 1979. The courthouse is situated in the northeastern corner of Hillsborough County in Plant City.

Cases are generally assigned to this division if associated with the portion of Hillsborough County that is located east of Highway 301, or the cause of action occurred in this area, or the property is located in the area.

There are three judges assigned to this division (one circuit judge and two county judges).

Honorable Claudia R. Isom is the Administrative Circuit Judge, and Honorable Christine K. Vogel is the Administrative County Judge.

\* 2004 From January through June Only - Not Calculated in Percentage Change

# THIRTEENTH JUDICIAL CIRCUIT BUDGET

## 2004 Revenue Summary

Total Revenue - \$29,495,829



■ State of Florida

■ Hillsborough County

State revenue accounted for more than 70 percent of funding for the circuit and county courts, while Hillsborough County provided almost 30 percent.

Compensation for personnel expenses for judges and staff account for more than 67 percent of the budget allocation, which includes 52 judges, each with a judicial assistant, plus approximately 200 state and county employees of Administrative Office of the Courts. Almost 23 percent of expenses are associated with operating costs, while approximately 10 percent of costs were associated for construction, capital outlay or other expenses.

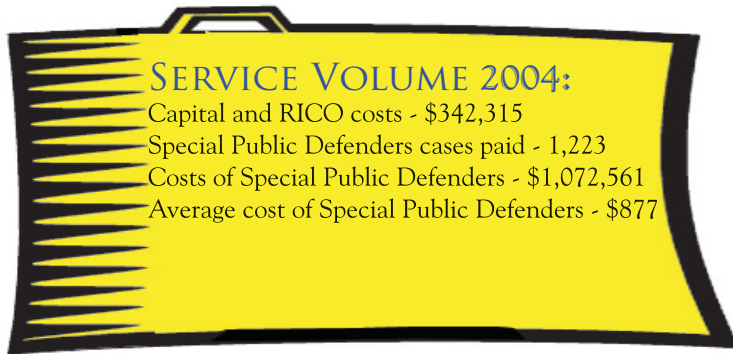
## JUDICIAL AND ADMINISTRATIVE OFFICE OF THE COURTS PROGRAM BUDGET

PROGRAM	TOTAL	STATE OF FLORIDA	HILLSBOROUGH COUNTY GENERAL REVENUE	HILLSBOROUGH COUNTY TRUST FUNDS & GRANTS
Court Administration	2,759,488	1,812,604	946,884	
Judges/Judicial Assistants	11,510,420	11,510,420		
Communications & Technology	4,640,595		575,000	4,065,595
Facilities	716,203		716,203	
Case Management	851,609	851,609		
Children's Justice Center	872,900	500,000		372,900
Court Interpreting	510,896	510,896		
Court Reporting	2,036,020	2,036,020		
Custody Evaluation	247,434	247,434		
Domestic Violence	440,000			440,000
Drug Court Programs	709,577	122,864		586,713
Elder Justice Center	283,047			283,047
Expert Witnesses	300,000	300,000		
Juvenile Diversionary Programs	412,081			412,081
Magistrates and Hearing Officers	1,562,746	1,562,746		
Mediation	957,968	610,016		347,952
Staff Attorneys	684,765	684,765		
<b>TOTAL</b>	<b>\$29,495,749</b>	<b>\$20,749,374</b>	<b>\$2,238,087</b>	<b>\$6,508,288</b>

# COURT ADMINISTRATION: FISCAL AFFAIRS

## MISSION STATEMENT

To support the efforts of the Court Administrator and Chief Judge in providing the necessary resources to the judiciary to allow them to fulfill their constitutional duties through the timely planning of budgets and the prompt payment of approved billings.



**Staff:**  
Director  
Accountant  
Administrative Secretary

**Specialized Software**  
ADPICS/FAMIS (finance)  
COIN intranet site  
Excel  
PC Files  
System A  
FLAIR  
Word

**Space Allocation**  
402 Square Feet



Sandy Davis, Administrative Secretary, and Elvira Pisacane, Accountant, process invoices to send to the Board of County Commissioners.

## DEPARTMENT GOALS

- Complete projects/assignments within established time frames at least 90% of the time.
- Complete administrative duties within established time frames at least 90% of the time.
- Encourage staff to recommend improvements to office policies/procedures and reward staff for developing and implementing improvements.
- Support staff in volunteer activities to the extent that operations workloads allow.

# COURT ADMINISTRATION: COURT PERSONNEL RESOURCES

## MISSION STATEMENT

To provide professional and responsive human resource services to the Judiciary, Administrative and Management Staff, and Employees of the Administrative Office of the Courts, Thirteenth Judicial Circuit.



Tonya Larry, Personnel Management Analyst, presents a new employee orientation.

## SERVICE VOLUME 2004:

Attendance & Leave Transactions - 1,884  
County Benefit Actions - 74  
State Benefit Actions - 151  
County Open Enrollment Changes - 38  
State Open Enrollment Changes - 104  
Personnel Action Requests Processed - 232  
Total Recruitments - 23  
New Hires - 91  
Tuition Waivers - 6  
Total Applicants - 1,520  
Total Payroll Checks Processed - 3,365  
Number of Positions - 196 AOC Staff; 52 Judges;  
52 Judicial Assistants

## Staff:

Director  
Personnel Management Analyst  
Personnel Specialist - Payroll  
Personnel Specialist - Benefits  
Personnel Technician  
Senior Secretary



## PROGRAM GOALS

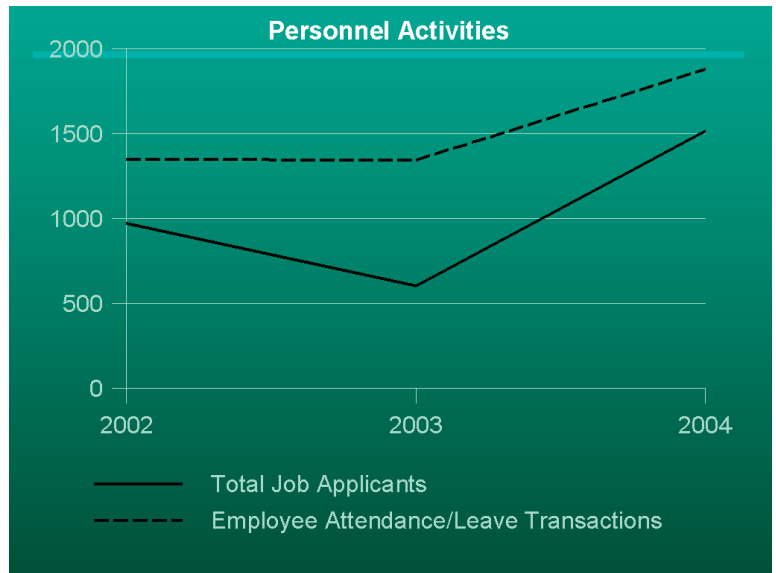
The attraction, retention, and development of the AOC's human resources will be accomplished by achieving the following goals:

- Improving organizational effectiveness by recruiting and hiring talented productive professionals.
- Establishing and communicating clear and consistent employment policies and practices.
- Recognizing and valuing each individual's unique skills and diverse abilities through performance measurement.
- Providing flexible employee programs in conjunction with competitive compensation and benefit plans.
- Empowering employees to encourage teamwork, innovative thinking and creative problem solving.

# COURT PERSONNEL RESOURCES



T'Angela Rogers, Juvenile Diversionary Programs, assists participants in Mock Trial on Bring Your Child to Work Day, an event organized by Court Personnel staff.



## Quality Indicators/Quotes:

*Court Personnel Resources is a member of the Society for Human Resource Management and the Florida Public Personnel Association, Voting Member of the Hillsborough County Insurance & Employee Benefits Committee, Participating member of the State Courts Personnel Committee.*

**Specialized Software**

- ABRA
- Excel
- Policies Right Now
- Policies Now
- Word
- Convergys
- Crystal reports



# COURT ADMINISTRATION: OFFICE OF PUBLIC INFORMATION

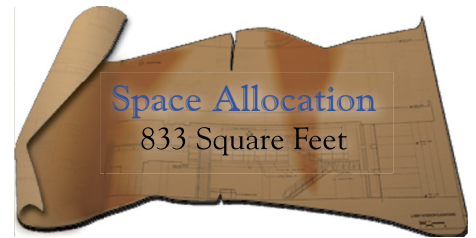


## MISSION STATEMENT

To enhance public access to the courts through educational involvement with the court system, thus increasing the public's trust and confidence.

## SERVICE VOLUME 2004:

Number of Annex and Edgecomb Information Booth Referrals - 106,910  
Number of Courthouse Tours Conducted - 37  
Number of Students Touring Courthouse - 574  
Number of Schools Represented in Courthouse Tours - 37  
Number of Law Week Students Participating in Courthouse Tours - 771  
Total Number of Students Touring Courthouse - 1,341  
Hits on Website Averaged 22,340 Per Month  
Number of Requests for Information from Website - 237  
Number of Official Requests From Media - 237



## Staff:

Senior Court Operations Consultant  
2 Court Operations Consultants  
Court Program Specialist II  
Administrative Secretary  
Administrative Assistant  
Senior Secretary  
2 Public Information Specialist II's



## Professional Associations

- Member of Florida Government Communicators Association
- Member of National Conference of Court Public Information Officers

## Specialized Software

Director  
Dreamweaver  
InDesign  
Fireworks  
Flash  
Photoshop  
Illustrator  
Informs  
Mavis Beacon Typing Tutor  
Sound Forge  
Studio MX



Edna McKnight welcomes public at the Court Administrator's office.

# OFFICE OF PUBLIC INFORMATION



## Multimedia Service Contract:

A multimedia service contract for \$326,000 was completed with WUSF Enterprises starting July 1, 2004, and extending for one year to reduce the costs and improve the level of technical capability in publications, television production, and other services.

From Left To Right: Adelle Benjamin (WUSF), Carlos Nieves (WUSF), and Angie Smith, Sr. Court Operations Consultant, producing an episode of *Justice Files FLA*

## PROGRAM GOALS

- Remove the mystery of the court process for potential court users and educate and inform the public about court programs designed to assist them.
- Educate the public about the relevance of courts and judicial independence to their individual lives.
- Reorganization of information desks to create greater uniformity in procedures.
- Reorganization of Justice Files to a planned quarterly production.
- Increase access to information about the court process and court programs for targeted audiences.
- Establish formal relationship with Hillsborough County schools as an educational forum for students.
- Establish positive media relations for the Administrative Office of the Courts resulting in 50 percent of all news releases culminating into print, radio or television news.
- Establish cooperative partnership with justice organizations to educate the public about the court system and roles and responsibilities.
- Garner adequate resources to support mission of the Office of Public Information.
- Establish cooperative partnership with existing public and nonprofit organizations to educate the public about the court system.

## OUTCOME MEASURES

Hits on Website

Percentage of Responses to Requests from Website Within Same Day 68%

Number of Official Requests From Media

Percentage Response to Media Requests Within Two Hours - 100%

Percentage Requests by Local TV Media - 85%

# COURT ADMINISTRATION: COURT FACILITIES AND SECURITY



## MISSION STATEMENT

Facilities Management is responsible for the execution and coordination of various services relating to the Courthouse complex, grounds, and related infrastructure with the goal of providing an environment that is well maintained and secure in support of Thirteenth Judicial Circuit operations involving the public, judiciary, and court system staff.

This includes direct services and assisting in the coordination with external agencies in the areas of maintenance of facilities, new building projects, repairs to buildings and building systems, electronic access control, minor renovation projects, purchasing, property inventory, access for disabled, and monitoring safety concerns. Mail Services are also provided to allow timely and dependable delivery of hard copy communications throughout the AOC, judiciary, and certain related agencies.

## SERVICE VOLUME 2004

Tickets escalated to Hillsborough County Security	67
Moves	384
Minor Electrical	74
Telecom	203
Mail	2
ADA	2
Misc. Bldg. Fac	139
Other	956
Audio/Video	21
Wiring/Cabling	11
Tickets escalated to Hillsborough County Facilities	626
Total	2,485

## Staff:

- Director;
- 2 Court Operations Coordinators
- Communications Technology Systems Coordinator
- Purchasing Specialist
- 2 Communications Specialists
- Multi-Trades Worker
- 3 Multi-Trades Worker II's
- 2 Customer Service Agents



Space Allocation  
4,007 Square Feet

## Specialized Software

- Support Magic (call tracking software)
- AutoCAD
- Visio
- Picture Perfect
- Access Vision
- Wave Reader



Kirby Jungers stops by the Facility Commander Security Console.

# COURT FACILITIES AND SECURITY

## Quality Indicators:

### Facility Commander Security Console:

A new security console combines camera access system and intercom system on one screen, together with graphics of the areas of the building that are indicating a security monitoring alert. This system, designed by a private company, is the first in the nation to be activated in a court system. Facilities staff has been trained on the new system, and the program has the adaptability to add coordination ability with new manufacturers.

### Facilities Workshop:

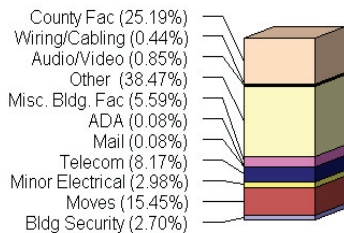
A self-supporting workshop for Facilities is being prepared for general repairs and some refinishing of equipment. The workshop will allow for easy access to tools and is designed for ventilation for painting and staining projects.

### Disaster Preparedness:

Court Facilities assists in the coordination with other agencies regarding security and emergency issues and maintains a stock of emergency supplies. The Thirteenth Judicial Circuit's hurricane and emergency preparedness plan has been updated and includes alternate sites for operations in the event of disaster.

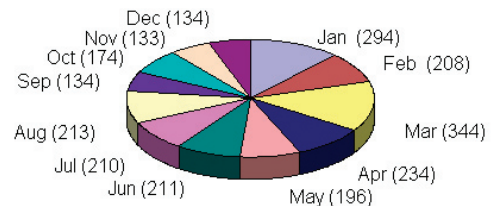
## Call Volume Chart

2004



## Incoming Facilities Calls

Jan - Dec 2004



Johnny Lopez, Multi-Trades Worker, works on a table saw.

# COURT ADMINISTRATION: COURT COMMUNICATION & TECHNOLOGY SERVICES

## MISSION STATEMENT

To provide efficient services and technical support to the judiciary, AOC, and all affiliated court programs and departments.

## Program Description

**Core Team** - CCTS is staffed by a core team which establishes policies and procedures, conducts outsourcing studies, coordinates procurement processes, plans for technology integration issues, and prepares reports.

CCTS uses outsourcing models for the following technology services:

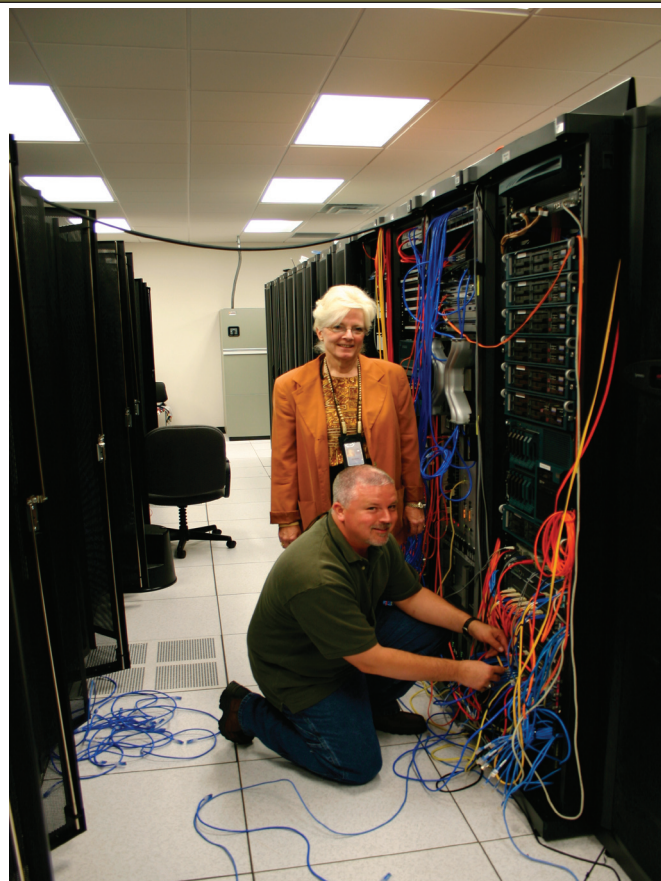
**Desktop Management** - Digital Hands, a private organization, provides desktop management services, including hardware and software installation, system upgrades and configuration, ad hoc training, and computer moves.

**Help Desk Services** - Digital Hands provides desktop and laptop computer data backup, computer monitoring for virus and installation, maintenance of intrusion detection software, remote and telephonic support to hardware and software questions.

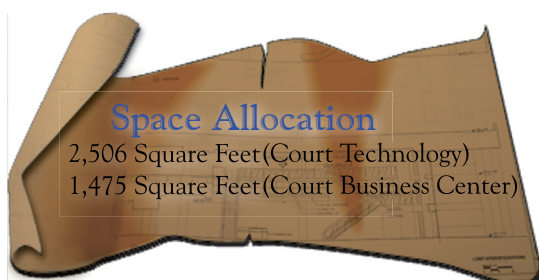
**Network Management** - Presidio, Inc., a private company, provides maintenance of the network equipment, management of CISCO voIP telephones, wireless technology, and network security.

**Extended Technology Services** - WUSE, a public partner, provides engineering services, video and audio technology, digital court reporting, video teleconferencing solutions, wiring and cabling for court infrastructure.

**Document Management Services and Call Center** - Xerox provides document management and call center services, through the operation of the Court Business Center.



Sharon Noll, Court Technology Project Coordinator, and Glenn Fite, WUSE, check out equipment in the Network Operating Center (NOC).



## Staff:

Trial Court Technology Officer  
Court Technology Project  
Coordinator  
4 User Support Analysts



## PROGRAM GOALS

- To use innovative technology to increase citizens access and convenience in addressing the courts and related services.
- To expedite the courts ability to access factual and legal information through the most effective technical method.
- To provide efficient technology resources to maintain and improve existing programs, systems, and networks.
- To advance court operational performance by providing consultation and training to expand best practice usage of technology tools.
- To participate in the establishment of new court programs and services that implement the Circuit's vision.
- To strengthen interagency relationships through communication and collaboration.
- To maintain the security and integrity of information and plan for effective recovery in the event of disaster.

# COURT COMMUNICATION & TECHNOLOGY SERVICES

## Quality Indicators:

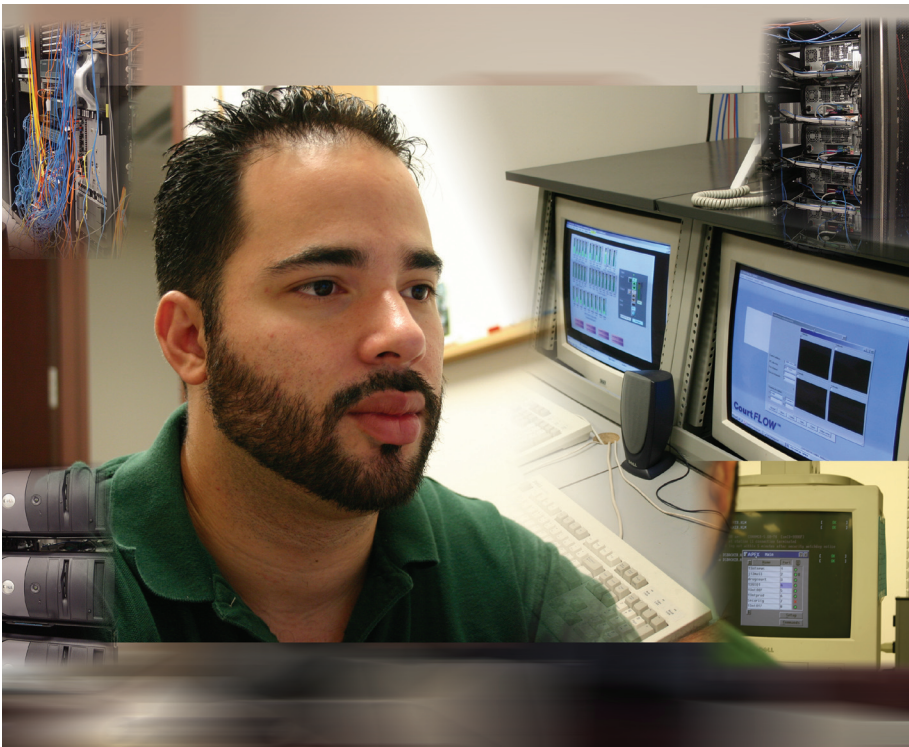
### Centralized Project Management

*As CCTS works with many external contractors as well as staff, it has become increasingly important to develop a centralized project management model. Research is being conducted for software that facilitates merging reports of external contractors, including USF and Presidio, data extracted from case management systems, and other pertinent data through a sharepoint server. This will allow the Court to better access and share information relating to specific technology projects and performance measurements.*

*As contractors report back to CCTS with weekly progress, this information is placed on a timeline in order for project milestones to be identified. The use of resources will be linked to the accomplishments, and related projects will be automatically updated to the dashboard by the different groups.*

### Regional Plan for State-Funded Services

*CCTS is working with the Office of the State Court Administrator Information Systems Services to explore the benefits of developing a regional model for state funded services delivery (court interpreting, court reporting, local information sharing, and case management). This approach may be possible to leverage economies of scale opportunities and increase service levels by sharing resources among the Florida judicial circuits.*



Orlando Ogando, WUSE, Monitors Netscribe software to ensure audio files are recorded.

Court Reporting Technology will be used to centralize court reporting services for the General Magistrates. Wiring has been completed; and equipment, microphones, and mixers are in place. The personal computers will run the Netscribe software to allow the court reporters to centrally connect to the AOC. This will resolve the transcription component of court reporting, with the audio copy or the transcription process automated, eliminating analog tapes. The Court Business Center will be able to duplicate audio, whether in tape or CD's, for those requesting a copy of the record. There will be an automated process to order the transcript through the Internet. It will automate how the magistrates do docketing to facilitate the workflow in recording this information. It will also serve as a testbed regarding how to apply the same model to other areas of the Courts.

# COURT COMMUNICATION & TECHNOLOGY SERVICES

## Quality Indicators:

### *Court Interpreters*

*CCTS will be using technology to enhance delivery of court interpreter services in Plant City. Viper teleconferencing terminals at a control center in the main Courthouse allow staff there to do interpreting for Plant City as needed. It will also allow the possibility of contracting with other language specialists and the establishment of a teleconferencing terminal at their location to provide Plant City interpreting services remotely. This approach will first be used with consecutive interpreting and then concurrent interpreting.*

*The Viper units are presently available, and the connection is there. Marconi will do some changes in the software. The courtrooms need to be wired, and CAT 3 cables need to be changed to CAT 5 in order to use the newest technology. Judge Thorpe's courtroom is expected to be the pilot location upon completion.*

### *IP Telephone System*

*The second and third cut over to the new system occurred in October 2004. The areas remaining to be converted are on the first floor of the Annex. With the new system, costs will be avoided when there is a change or deletion because these changes can now be completed by staff. Instead of costly individual line charges under the old system, the new system allows for trunk lines, providing service to a large number of individuals at a reduced, bulk-type rate.*

*The new telephone infrastructure will allow for other functions, such as linking voice mail, e-mail, and fax communications. A personal computer or wireless device can be used to listen to voice mail, read faxes, and e-mail. A personal assistant feature allows for mobile functions.*



J Calendar and J Docket is an evolving process change in the Civil and Family divisions, J Calendar will offer attorneys the ability to schedule judicial time through an online service. A select group of attorneys will begin to use this option for scheduling, and it is expected to save time for both judicial and private attorney staff. The paper docket process is being converted to an electronic docket, and the next step is customization of the automation to fit the individual divisions. It is expected that the automated docket will be made available to those divisions also requiring appointment of conflict attorneys.

Bill Finnegan, J Calendar Sub-contractor, and Abdiel Ortiz, Court Technology Officer, provide support service to Myra Gomez, Judicial Assistant.

# COURT COMMUNICATION & TECHNOLOGY SERVICES

## Court Communications & Technology Services/ Help Desk



### MISSION STATEMENT

To provide information technology support to the 13th Judicial Circuit's judiciary and staff in a timely, courteous, and professional manner. We accomplish this mission by embracing diversity with respect and dignity for each other as an essential component in the way we do business, applying the highest standards of excellence, developing enthusiastically satisfied customers all of the time, and recognizing that communication is essential to our success.

### Program Description

A public/private partnership between the AOC and a private vendor, this document management center maintains and services all copiers within the courthouse complex, as well as operating a full-service document production center. Services are generally available for both the public and court personnel. Some of the services available through the Court Business Center include:

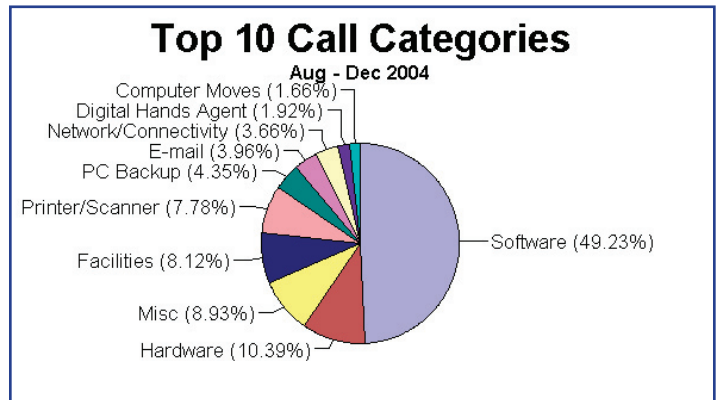
- Document consulting services
- Document design creation and layout
- Scanning services
- Copying, binding and laminating document
- Audio/visual equipment rental for the courtroom
- Video duplication
- Mail services
- Call Center (serves external and internal customers with special projects)

### SERVICE VOLUME 2004

Digital Hands Performance Statistics:

August - December 2004- 3,333 Calls

- Average Monthly Call Volume - 665 calls
- 2,825 Cases
- Average Monthly Case Volume - 565 Cases
- 97% of calls are answered within 40 seconds
- Average speed of answer is 3.75 seconds
- Average call duration is 3.86 minutes
- 73.6% cases resolved at Level 1 Support
- 83% cases are closed upon first contact (constantly improving trend, up from 77% in August)



### SURVEY SAYS...



## Specialized Software

- Support Magic (call tracking software)
- Art Explosion
- AutoDesk 3D
- Director
- Dreamweaver
- InDesign
- Live Picture Photo Vista
- Word
- Paperport
- Page Maker
- Photoshop
- Session Manager
- Shockwave
- Textbridge
- Vegas DVD
- Matrox Collection
- Illustrator
- Winzip



# COURT COMMUNICATION & TECHNOLOGY SERVICES

## Court Communications & Technology Services/ Court Business Center

### SURVEY SAYS...

Write in survey responses from Judges, Judicial Assistants, and Magistrates:

- Everything is great! Services have never been poor to begin with.
- They always do a great job when I need them. No complaints!
- Digital Hands support was an excellent addition to the Help Desk.
- They are doing a fantastic job!
- Technical problem is usually resolved before the technician leaves my office.



David Carlton talks with Janet Worthington, Office of Public Information, about an order.

### SERVICE VOLUME 2004

2004 Calendar Year Total Up-time for Decentralized Copiers

LOCATION	EQUIP	1ST QTR	2ND QTR	3RD QTR	4TH QTR	TOTAL
Edgecomb 4th Fl.	DC 230	100%	100%	100%	100%	100%
Felony Row	DC 230	98.60%	100%	97.10%	100%	98.90%
Edgecomb Rm 424	DC 332	98.40%	100%	100%	100%	99.60%
Edgecomb Admin	DC 230	100%	99.40%	100%	100%	99.80%
Circuit Civil 5th Fl.	DC 230	100%	100%	99.00%	98.20%	99.30%
Edgecomb 5th Fl.	DC 230	100%	99.00%	98.90%	100%	99.50%
Mediation MC 230	DC 220	100%	100%	99.70%	100%	99.90%
Mediation MC 230	DC 265	99.20%	97.30%	99.00%	98.30%	98.50%
Staff Atty Law Lib	5855	99.60%	95.40%	96.40%	98.50%	97.50%
Edgecomb 523C	DC 230	100%	99.60%	100%	100%	99.90%
Edgecomb 310	DC 220	100%	96.40%	98.40%	100%	98.70%
Tower 2nd Fl.	DC 220	98.40%	100%	100%	100%	99.60%
Juvenile 462	DC 230	98.50%	98.20%	97.70%	99.40%	98.50%
Indigent Screening	DC 212	100%	100%	100%	98.60%	99.70%
Staff Atty 610D	DC 230	100%	100%	100%	100%	100.00%
Guardian	DC 265	100%	100%	100%	100%	100.00%
700 Twiggs CAC	DC 230	100%	100%	100%	95.80%	99.00%
Plant City #7	DC 230	100%	100%	100%	99.70%	99.90%
Hallway 288	DC 230	100%	98.90%	99.50%	100%	99.60%
Ct. Admin	DC 230	100%	100%	97.60%	98.40%	99.00%
Plant City	DC 332	98.80%	100%	100%	100%	99.70%
Chief Judge	DC 332	100%	100%	100%	100%	100.00%

### OUTCOME MEASURES

	2002	2003	2004*
Help Desk Calls			
Telephone Calls to Main Number	9,644	9,871	9,925
Abandoned Calls	449	362	620
Percentage Abandoned	4.66%	3.67%	6.25%

\*Help Desk transition offsite (remote) July - September

# COURT OPERATIONS: CIRCUIT COURT REPORTING SERVICES

## Program Description:

Court Reporting in the Thirteenth Judicial Circuit is a hybrid model consisting of an employee staff model providing traditional stenographic services (with real time transcription through computer aided transcript) to cover ten felony divisions and a contractual model provided by WUSF as the general contractor through its subcontractor R.T.I. The subcontractor provides digital court reporting and transcription services to 18 divisions, which include Preliminary Presentation, Drug Courts, Juvenile, Domestic Violence, and County Criminal divisions. The contract between the University of South Florida and the Thirteenth Judicial Circuit was executed in July 2003, and full operations started in September 2003.

### SERVICE VOLUME 04/05:

Number of Original Transcript Pages Provided with Court Resources - Steno:

- Judge or Court Staff - 16,976
- Private Party or Government Entity - 16,998
- State Attorney - 8,304
- Public Defender - 100,306
- Court Appointed Counsel - 27,072

Number of Original Transcript Pages Provided by:

- Digital Services Providers:
- Judge or Court Staff - 928
  - State Attorney - 1,756
  - Public Defender - 9,676
  - Court Appointed Counsel - 17,144

Number of Recording Hours (Appx.):

- Steno - 18,300
- Digital - 16,378
- Audio - 6,845
- Total - 41,523

One-Year Projections based on July - December 2004 Six-Month Period

## BUDGET

Total - \$2.4 Million  
Employee/Staff Model - \$1.3 Million  
Contractual Model - \$1.1 Million

### Staff:

Managing Court Reporter  
14 Staff Court Reporter II's  
Scopist

### Space Allocation

1,210 Square Feet

# COURT OPERATIONS: COURT INTERPRETER CENTER



## MISSION STATEMENT

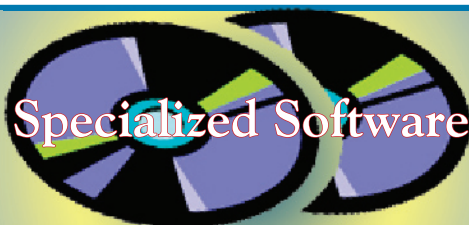
As mandated by F.S. 90.606, to serve non-English speaking and hearing impaired by interpreting and translating in accordance with due process, and to serve the judiciary with integrity, ethics, and professional skills.

## SERVICE VOLUME 2004

Circuit criminal and criminal contempt - 11,801  
County criminal and criminal contempt - 7,832  
Dependency/CINS/FINS - 938  
Delinquency - 552  
Baker/Marchman/guardianship - 12  
Domestic Violence Injunctions - 1,440  
Magistrate/CSHO for Family Law or  
Title IV-D - 491  
Total - 23,066  
Total Number of Interpreter Events: 23,030

## Staff:

Supervising Court Interpreter  
6 Staff Court Interpreters  
Secretary Specialist  
Contractual/Freelance Court  
Interpreters



## Specialized Software

Banner (criminal, civil, juvenile, and probate)  
Paradox

## Space Allocation

880 Square Feet



## Qualitative Vignette:

- The interpreter interrupted a dependency proceeding to request clarification of an acronym used by the prosecutor. Upon the interpreter hearing and interpreting the actual words, the mother realized that her children could be taken away from her. It was thanks to the understanding that she now had of the process through her interpreter, that she was able to inform the court of her compliance with the court requirements.

- At an arraignment, the defendant pled "not guilty" and added the comment that he was not read his rights upon the arrest. Although he did not understand the law, he did understand the judge's explanation thanks to the court interpreter's fast and accurate interpretation.

- The assistant Public Defender was interviewing the defendant, who was facing a lengthy prison sentence. The interpreter interpreted the defendant's responses using client's same non-sensical, incomplete utterances. The attorney asked the interpreter if he had been interpreting the defendant's remarks accurately and completely. When the interpreter confirmed that, the attorney suspected there was a competency issue as to the client, so she requested a competency evaluation for her client. The defendant was subsequently found to be incompetent to proceed and was later institutionalized rather than being sent to prison.

# COURT PROGRAMS: DRUG COURT PROGRAM



## MISSION STATEMENT

Increase the public safety of Hillsborough County residents by reducing crime and costs of criminal activity by diverting substance abuse offenders into community based treatment programs under extended intensive judicial supervision.



Space Allocation  
1,332 Square Feet

### Staff:

Drug Court Program Coordinator  
3 Drug Court Specialist II's  
Drug Court Specialist  
2 Court Program Specialist II's  
Administrative Assistant III



### Quality Indicators/Quotes

*A Bureau of Justice Assistance, May 2004, publication states: "According to a study... (with) a sample of 17,000 drug court graduates nationwide, within one year of program graduation, only 16.4 percent have been rearrested and charged with a felony."*

*A 2003 Center for Court Innovation study found the re-conviction rate among the study's 2,135 defendants was 29 percent lower over three years than the rate for the same type of offenders who did not enter the drug court.*

### Specialized Software

Banner (criminal, civil, juvenile, and probate)  
Imaging/Docushare

### Adult Drug Court Graduates:

*"I have learned how to ask for help."*

*"I have learned no matter what goes on in my life, I don't have to get high."*

*"I now have more self esteem, and I know how to cope better with life situations."*

*"I have learned there are a lot of good people who care about helping others."*

*96% of the participants in the Pre-Trial Intervention Program have expressed satisfaction with the services they received while in the program. (589 participants out of 618)*

## Professional Associations

### Drug Court Coordinator:

- Serves on Board of Directors for Florida Association of Drug Court Professionals
- Florida's elected delegate to National Congress of State Drug Court Associations
- Serves on Board of Directors for Hillsborough County Anti-Drug Alliance

### Drug Court Staff:

Serve on Tampa Alcohol Coalition, Juvenile Assessment Center Advisory Committee, Reclaiming Futures Center for Coaching and Development regional participant, School Improvement Team, and State and National Drug Court Associations; Four of the staff are Certified Drug Court Professionals.

## SERVICE VOLUME(2004)

Drug Court PTI Intakes - 264  
Drug Court PTI Successful Terminations - 135  
Drug Court PTI Unsuccessful Terminations - 86  
Drug Court Evaluations - 784  
Drug Court Updates - 4,420  
Juvenile Drug Court Average Number of Offenders in Program Per Month - 250  
Juvenile Drug Court Current New Intakes - 307  
Juvenile Drug Court Successful Terminations - 241  
Juvenile Drug Court Unsuccessful Terminations - 78  
Juvenile Drug Court Referrals from Hillsborough County School System: 287  
(188 High School, 97 Middle School, 2 Elementary School)



Judge Jack Espinosa, Jr. congratulates Drug Court graduate at a video-taped Statewide Graduation Ceremony.

## PROGRAM GOALS

- To provide quality programs that offer judicial supervision and access to substance abuse treatment to juvenile and adult offenders charged with drug related offenses.
- To support the overall community goal of reducing substance abuse and its impact on the citizens of Hillsborough County.
- To educate parents and juveniles to recognize the signs of substance abuse and to encourage them to take action before use leads to addiction by providing information and structure.
- To empower juvenile substance abusing offenders to move forward with their lives in positive directions and to achieve worthwhile individual goals and aspirations.
- To assist adult substance abusing offenders in becoming drug and crime free and in returning to the community as productive citizens.
- To work together with the Juvenile Assessment Center and treatment providers to screen and tailor interventions accordingly.
- To provide the juvenile and adult first-time offender programs that will offer them the opportunity to complete supervision and have their charges dismissed.

## OUTCOME MEASURES

### Pre-Trial Intervention Drug Court:

- With a goal of reaching a 65% success rate, this program has reported a 75% success rate through the third quarter of 2004.
- 96% of the clients who successfully graduated from the program remained arrest free for one year after successful termination. (Statistics through March 30, 2004)
- 81% of those graduates eligible to work were employed at the time of their graduation from the Program. (Statistics through March 30, 2004)

### Juvenile Drug Court:

- The School Program Track has had a 79% success rate during the 2003-2004 school year.
- The Intervention Track has had a 81.3% success rate this year with 92% of the graduates either having graduated high school or still attending.

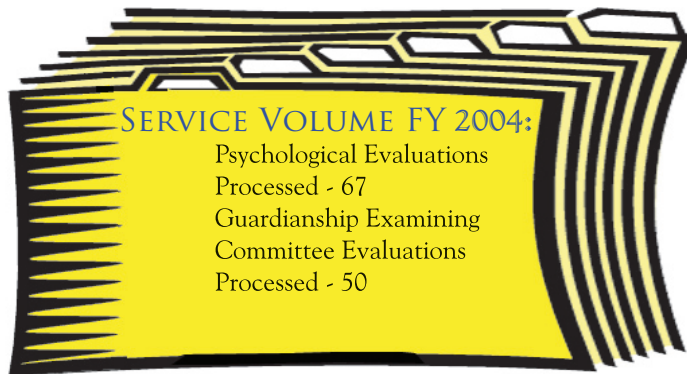
### Drug Division:

During this first year of the reorganized Drug Division, each month, progressively more offenders have opted to accept the program than have rejected the program. National studies indicate this will reflect in decreasing recidivism and relapse rates.

# COURT OPERATIONS: EXPERT WITNESSES

## Program Description

Court Operations manages payment for expert witnesses appointed by the courts in accordance with and pursuant to Florida Statute. An expert witness is a person who, by reason of his or her special knowledge, skill, experience, training or education in a particular subject, is qualified to express an opinion or give expert testimony within a particular area of expertise. This expertise is required by the court in order to make judicial decisions, such as competence to stand trial in a criminal case.



Janice Albury, Program Coordinator, prepares uniform data reporting for court experts and submits to OSCA.

# COURT OPERATIONS: GENERAL MAGISTRATES AND HEARING OFFICERS

## Program Description

To leverage scarce judicial resources, and pursuant to Judicial Rules of Administration and Rules of Procedure, the Chief Judge may appoint magistrates and hearing officers to hear cases and make recommendations for judicial review.

Magistrates and hearing officers are quasi-judicial officers who conduct formal court hearings, take testimony and evaluate evidence. At the end of each hearing, he or she prepares a written report which contains recommendations as to what action the judge should take in the case. Either party may file written exceptions to reports within ten days. If no exceptions are filed, the court typically enters an order approving the recommendations.

The chief judge appoints a magistrate, pursuant to an administrative order, to hear and consider Baker Act and Marchman Act proceedings. These proceedings are related to involuntary placement for treatment based on a severe mental, emotional or behavioral disorder or substance abuse. The chief judge also appoints magistrates, pursuant to Florida Family Rules of Procedures to hear and make recommendations on post-judgment family law matters and specific prejudgment temporary relief family law matters. This program was established in 1993 by an administrative order.

The chief judge appoints hearing officers for proceedings related under Title IV-D of the Social Security Act involving the establishment, modification and enforcement of support, foreign orders and determinations of arrears including those of assistance debt owed to the State. Additionally, hearing officers handle all civil traffic infractions, except those filed in conjunction with criminal traffic offenses or cases involving personal injury or death or cases transferred to a county judge pursuant to Florida Statutes.

Magistrates and hearing officers serve at the pleasure of the chief judge of the circuit and perform their duties under the supervision of the administrative judge of their respective division.



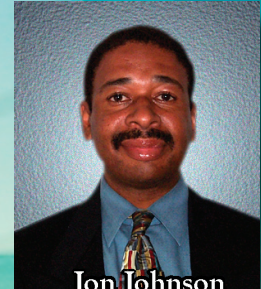
**Michael Coffee**  
Child Support Hearing Officer



**Merrie-Roxie Crowell**  
General Magistrate



**Sean O. Cadigan**  
General Magistrate



**Jon Johnson**  
General Magistrate



**Joan Montagno**  
General Magistrate



**William J. Foster**  
Civil Traffic Hearing Officer



**Martin D. Proctor**  
General Magistrate



**Vicki L. Reeves**  
General Magistrate



**Lila Stello**  
Child Support Hearing Officer



**Richard Weis**  
General Magistrate

# GENERAL MAGISTRATES AND HEARING OFFICERS



**Specialized Software**

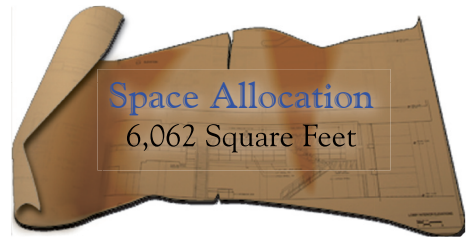
Banner (criminal, civil, juvenile, and probate)  
Lexis Nexis and Westlaw (legal research)

## Staff:

- 3 Family Law General Magistrates
- 2 Dependency General Magistrates
- 1 Family Law General Magistrate
- 1 Family Law/Guardianship General Magistrate
- 2 Child Support Hearing Officers
- 1 Contract Civil Traffic Hearing Officer
- 9 Administrative Secretaries
- 1 Senior Secretary



Lila Stello waits with Department of Revenue representative and the bailiff for the parties on the next case in the child support hearing matter.

**Space Allocation**  
6,062 Square Feet

## SERVICE VOLUME(2004)

### Child Support Hearing Officers

Type of Event	Establishment	Modification	Enforcement	Total
Cases Referred	5,576	1,124	6,340	13,040
Hearings Held	5,308	1,172	7,266	13,746
Recommended Orders Signed	7,104	2,140	7,996	17,240

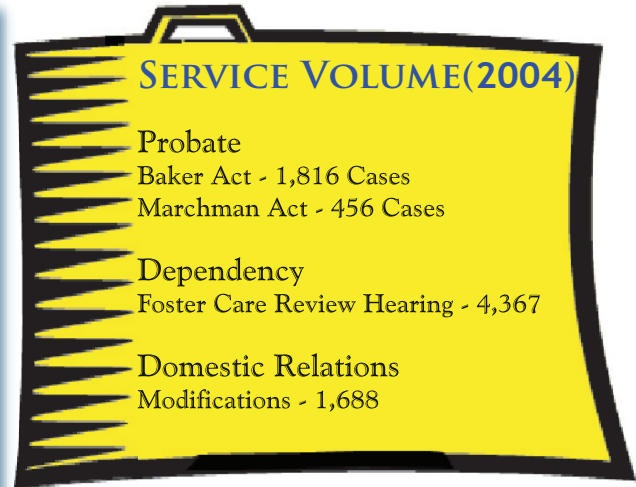
- Establishment - cases without a previous court decision relating to child support matters
- Modification - cases with a previous court decision relating to child support matters in which there is a request to modify a child support amount
- Enforcement - cases with a request to enforce a previous judgment or decision



# GENERAL MAGISTRATES AND HEARING OFFICERS



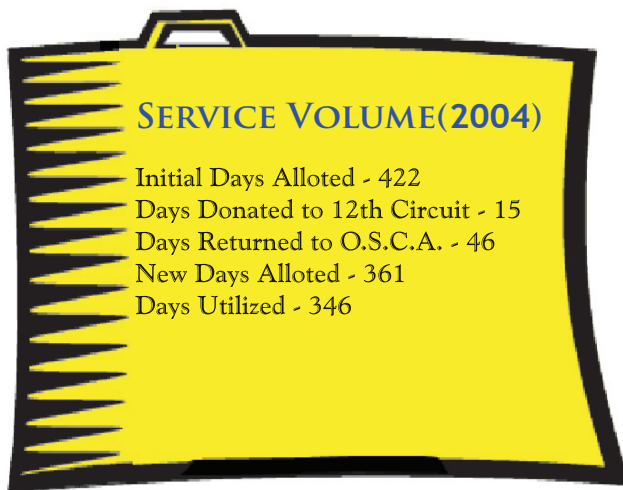
Parties appear before General Magistrate Vicki Reeves in a Family Law case.



## Senior Judges

### Program Description

Retired judges who wish to remain active and offer assistance to this circuit are approved for recall by order of the Florida Supreme Court. These senior judges are vested with all necessary powers to complete judicial assignments. They are used for lengthy trials and special category cases; educational, professional or personal absence of a presiding judge; vacancies; and cases requiring out-of-circuit judges.



### Judges Who Served in 2004

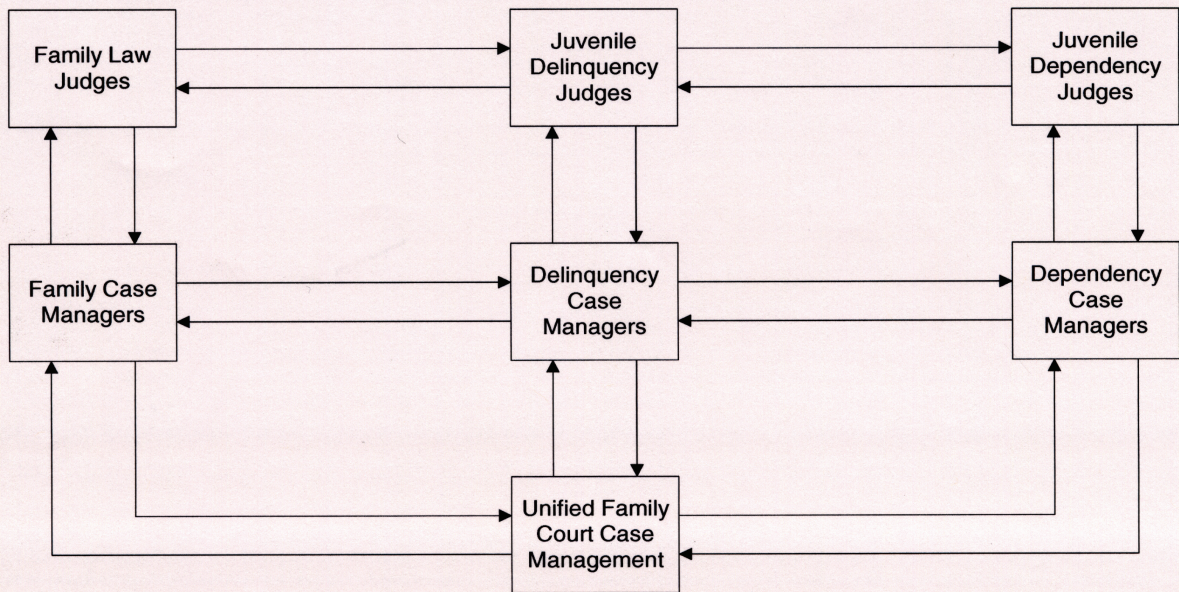
- Honorable Robert Beach
- Honorable Stephen Dakan
- Honorable Charles Edelstein
- Honorable Daniel Gallagher
- Honorable John Gilbert
- Honorable Roland Gonzalez
- Honorable Oliver Green
- Honorable Robert Michael
- Honorable Harry Stein
- Honorable Ralph Steinberg
- Honorable David Seth Walker

# CASE MANAGEMENT UNIT

## Program Description

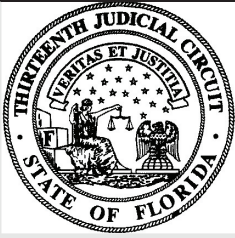
Case Management was created to serve the juvenile and family judges by combining program specialists in a centralized unit. There is one case manager per judge in Family Law and Dependency and one and a half positions in Unified Family Court. Each case manager works on a particular division, and they all review cross-over cases. For example, in a family law case, the case manager will review any related domestic violence, dependency, or delinquency cases that are active and share information with the case managers assigned to these areas.

## CASE MANAGEMENT TYPICAL ORGANIZATIONAL FLOW



**Staff:**  
Court Operations Manager  
7 Court Program Specialist II's  
6 Court Program Specialists  
Secretary Specialist





# Administrative Office of the Courts **JOB OPPORTUNITY BULLETIN**

STATE-FUNDED POSITION

February 21, 2005

**POSITION TITLE:** Court Program Specialist I  
**MINIMUM SALARY:** \$2,428.55/mo.

**DEPARTMENT:** Case Management Unit  
**PAY GRADE:** 16 **POSITION #**8857

**SUMMARY:** Performs responsible administrative and staff work in the judicial review of legal procedures in family law and dependency cases.

**ESSENTIAL DUTIES:** Assists judges in dependency and family law divisions by reviewing all new pro se litigant cases filed prior to scheduled hearings; validates the appropriate documentation, i.e., affidavits, petitions, motions, certificates, amendments, requiring knowledge of Chapters 39 and 61, Florida Statutes, Rules of Civil Procedure and Supreme Court approved forms.

Notates information required for judge's attention, i.e., criminal and civil background checks, upcoming court dates, etc.

Provides pro se litigants with general information about the court process, practice and procedures.

Communicates with all parties and advises litigants of the appropriate documentation to be filed prior to scheduled hearings.

Attends court hearings and communicates rulings and decisions from the judges to the parties when appropriate.

Networks with the offices of the Clerk of Courts, Court Administrator, Attorney General's Office, Department of Children and Families, and the Guardian ad Litem Program.

Prepares statistical reports, court data and records as required by Florida law or by request of the court; researches and prepares statistical data for the judges; as directed.

Directs informational data to the respective attorney and appropriate offices and agencies, i.e., Attorney General's Office, Department of Children and Families and the Guardian ad Litem Program.

The reorganization to the Case Management Unit redefined job descriptions.



Lynn Meehan, Court Program Manager, meets with staff to define new duties.

Implications of Article 5, Revision 7 was the impetus to reorganize the Case Management Unit and redefine job descriptions. Case Managers now serve judges in multiple divisions of court and provide assistance to pro se litigants. Staff also prepare case summary reports which identify cross-over cases so that judges are aware of pending matters in other divisions.

# Dependency Case Management



### MISSION STATEMENT

The project invokes the broad jurisdiction of the circuit court to allow the Thirteenth Circuit to coordinate litigation affecting the same family and apply rigorous caseflow management techniques to ensure that cases move forward efficiently and correctly.

## PROGRAM GOALS

- To reduce the amount of time each child spends in out-of-home placement
- To ensure that each dependent child is afforded an opportunity to enjoy a stable, safe familial setting within the one year permanency requirement as mandated by Florida Statutes Chapter 39
- Develop a case tracking system so that “special needs” families can be identified and provided with necessary services
- Ensure that judges from the various divisions develop plans that are consistent and not duplicated
- Develop more consistency in providing safety and protection for persons at risk for family violence
- Diminish the length of time it takes to adjudicate and dispose of cases, including provision of adequate time and resources for cases in which the safety, placement, or confinement of children is at issue
- Reduce multiple court dates and multiple appearances by parties.

## OUTCOME MEASURES

The amount of time that children spend in foster care when case handled by model dependency court is 9 months compared to the approximately 36 months in Hillsborough County prior to the model dependency court.

## Family Law Case Management



### MISSION STATEMENT

To assist the judiciary in family law and dependency with pro se cases. Receives and reviews pro se case files prior to scheduled hearings and validates the appropriate documentation (i.e., affidavits, petitions, motions, certificates, amendments) requiring knowledge of Chapters 39 and 61, Florida Statutes, Florida Rules of Civil Procedure, Florida Family Law Rules and Supreme Court approved forms. Facilitate the legal process for pro se litigants by providing self-help instructions and procedural information to help accomplish their goals. Provide information to pro se litigants regarding outside agencies and programs that offer assistance, services, and legal guidance. Offer extensive knowledge regarding interaction with other related court programs, and/or agencies in relation to the legal process in family law and dependency matters.

### SERVICE VOLUME(2004)

Cases Set for Hearing All Divisions - 3,105  
 Number of Cases Disposed at Hearing - 3,059  
 Number of Cases Disposed in 0 - 90 Days - 1,831  
 Percentage of All Cases Disposed in 0 - 90 Days - 64%  
 Walk-Ins - 4,942  
 Telephone Messages - 4,299  
 Unified Cases Identified - 284 (from 5/1/03 to 5/1/04)  
 Unified Cases Closed - 275 (as of 10/31/04)  
 Shelters - 834  
 Dependency Petitions - 697  
 Non-Shelter Petitions - 168  
 Out of Compliance - 113



Anise Gunn, Judicial Assistant, gives Deborah Cabrera, Case Manager, a date for a court hearing.

# COURT PROGRAMS: CHILD CUSTODY INVESTIGATIONS



## MISSION STATEMENT

To provide the court with a written report which entails family history, facts, and observations through which the judges and attorneys can become educated about the family dynamics, to allow custody issues to be analyzed and determine what will most benefit and protect the best interest of the minor child. To provide the court with information to assist in determining the placement of minor children.

### SERVICE VOLUME(2004)

New Cases (Number of Orders requesting investigation received) - 123  
Total Amount Billed - \$58,433.50  
Total Amount Received - \$70,463  
Case Total - 929  
Hours - 4,434.5



### Staff:

Court Counselor  
Senior Secretary  
Pool of Contract  
Investigators



## PROGRAM GOALS

- Maintaining a report criteria checklist to ensure that the judges receive comprehensive information regarding the investigation results.
- Decreasing the amount of time to complete custody investigations to no longer than 75 days.
- Continuously developing specialized training for child custody investigators with local resources.
- Increasing the billing and amount of collections.

# COURT PROGRAMS: CHILDREN'S JUSTICE CENTER



## MISSION STATEMENT

To serve the community by providing a neutral, child-friendly atmosphere to children who are exposed to an adult court system. The Children's Justice Center service programs aim to:

- Provide a neutral and non-threatening environment for children who are the subject of child abuse investigations or who have witnessed a crime, to communicate information regarding allegations to community professionals.
- Coordinate forensic medical exams for sexually assaulted children and provide case management for those victims.
- Provide a neutral and safe site for children to maintain contact with a parent amidst allegations that safety would otherwise be jeopardized.
- Provide community outreach to professionals by providing training opportunities to benefit child victims.
- Conduct investigations and provide reports to the court to assist the judiciary in making decisions regarding child custody and visitation issues.

## BUDGET

Total - \$714,515

Salaries and Benefits - \$569,244

Operating - \$31,803

Contract Funds - \$113,468



Trish Waterman and Kimberly Cash beside the CJC circus theme decorations providing a friendly environment for children.

## PROGRAM GOALS

- To promote a safe environment for child victims who have entered the judicial system due to alleged victimization.
- To provide children and families with resources that can build and reinforce safe and protective factors.
- To educate, train and increase collaboration among professionals, law enforcement and court personnel to ensure quality services to children.
- Increase the overall program's cultural competency and diversity.
- Begin implementation and outreach of child sexual abuse prevention in geographically targeted areas indicating high risk.

# CHILDREN'S JUSTICE CENTER

## SERVICE VOLUME(2004)

Children Served - 774  
Forensic Interviews - 255  
Depositions Supported - 220  
Visitations Monitored - 1,917  
Sexual Abuse Intervention Program  
Case Management Services - 1,087

Space Allocation  
4,101 Square Feet



The CJC circus theme decorations provide a friendly environment for children

## Staff:

Program Director  
2 Court Program Specialists  
2 Court Counselors  
2 Program Assistants  
Specialist  
Administrative Assistant



## Professional Associations

-CJC Director serves on the Board of Directors of the Florida Network of Children's Advocacy Centers.  
-CJC serves as Board Member - Florida chapter supervised visitation network  
-Accredited Member - National Children's Alliance

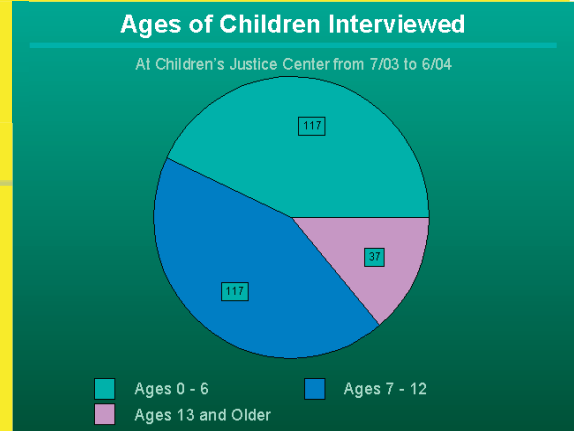
## Specialized Software

Banner (criminal, civil, juvenile, and probate)  
Calendar Creator  
Microsoft Access  
Paradox  
Palm Pilot/Intellisync  
Visio



## OUTCOME MEASURES

Number of Disclosures - 185  
 Cost Per Unit of Service (Interviews) - \$561.76  
 Cost Per Unit of Service (Visits) - \$59.15  
 Cost Per Unit of Service (Depositions) - \$111.50  
 Cost Per Unit of Service (SAIP) - \$46.65  
 Cost Per Unit of Service (Outreach) - \$96.72



Number of Notifications to Judges Regarding Compliance, Status of Visits (Memo, Testimony) - 283  
 Number of Outreach Program Activities (trainings, tours, community forum attendance) - 185  
 Number of Tapes Viewed (by judges, therapists, GALs, and attorneys) - 366

## SURVEY SAYS...

### CJC Client Satisfaction Survey Completed by Participants Caregivers:

- 98% of responses indicated very satisfied or satisfied with the ability of the staff of the Center to help caregivers understand the interview process for the child.
- 96% of responses indicated very satisfied or satisfied with the ability of the staff to help caregiver understand the investigation and/or prosecution process.
- 99% of responses indicated very satisfied or satisfied with the comfort level and child friendliness of rooms and physical environment of the Center.
- 91% of responses stated very satisfied or satisfied with the ability of the staff of the Center to help locate, apply for, and/or use other services needed during or after investigation.
- 91% of responses showed very satisfied or satisfied with the ability of the Center staff to keep respondents informed of the developments in the investigation or prosecution.
- 93% of responses were very satisfied or satisfied with the ability of the staff to help insure respondents interests and concerns were expressed to professionals in other systems.
- 99% of responses were very satisfied or satisfied with the ability of the staff to treat respondents and child with courtesy, compassion, and dignity.
- 95% of responses indicated very satisfied or satisfied with the overall ability of the staff to help respondent and child with problems and concerns.

(Based on the distribution of 205 surveys from October 2003 to September 2004 with an 89% return rate)

# CHILDREN'S JUSTICE CENTER

Process Objective	Program Activities	Responsible Parties	Expected Outcomes	Indicator Measurements	Data Source	Time of Measurements	Documented Progress
(What) To provide a child-friendly and safe environment to 600 children who have entered the judicial system due to alleged victimization, through services that are neutral, and fact-finding.	(How) Obtain referrals from Law enforcement, DCF, HKI and Attorney General, Public Defenders, Private Attorneys, Judges and General Masters.	(Who) CJC Program Staff and Administrative Office of the Courts, County Security.	(Why) To determine eligibility of child referral.  Gather information to better serve the needs of the child.	(Evidence) Number of eligible children.	(Where) Referral form	(When) Measured daily, compiled monthly.	Year to Date: ( October Through September 2004)  774  (149% of goal)
	Conduct intake assessment to determine appropriate service.	CJC Program Staff	To obtain information to better serve the needs of the child.	Number of intakes assessments	Intake sheets  Paradox software system	Measured daily, compiled monthly	774

Excerpt used in grant funding report to Children's Board of Hillsborough County.

## Quality Indicators/Quotes

*The buzzer sounds at the front door with Hillsborough County security escorting a three-year-old boy and his mother from designated parking for the CJC so the child can visit his father pursuant to the Court's order. When staff hits the button to release the door, the little blond-haired, big blue-eyed boy runs in laughing and shouting, "I am here to see my dad!"*

## Quality Indicators/Quotes

*On a busy Monday morning at CJC, after an interview, while Brittany's mom talked with a case manager and investigators about ways to keep Brittany safe, the CJC director sat with Brittany in the waiting room. When it was time for Brittany to leave with her mom, she left a note with the CJC director which said, "I am having fun."*

*The Center's mission was complete. She felt safe enough to talk to the CJC interviewer about a horrific event, then relaxed enough afterwards to play and color and write the note.*

# COURT PROGRAMS: DOMESTIC VIOLENCE PROGRAM



## MISSION STATEMENT

To promote public safety by providing a program to offer treatment to domestic violence offenders and their victims.



## BUDGET

Total - \$500,678  
Salaries & Benefits - 0  
Operating Expenses - \$500,678

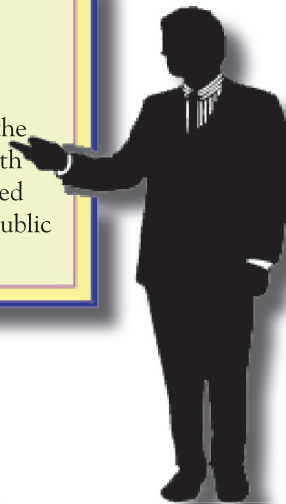
## SERVICE VOLUME FY 02/03:

Probation Assessments Completed - 579  
Diversion Assessments Completed - 569  
Probation and Diversion Assessment Amount - \$41,550  
Probation and Diversion Monitoring Amount - \$201,630  
Probation and Diversion Treatment Amount - \$141,305  
Jail, Department of Corrections Assessment and Treatment Amount - \$41,783  
Injunction Assessment and Treatment Amount - \$3,455

## Staff:

Full-Time Employees - 0

While no full-time positions are dedicated to this program, it operates under the direction of a court operations consultant, with monitoring of the treatment programs provided through a contract with the Department of Public Health at the University of South Florida.



## Specialized Software

Paradox

## OUTCOME MEASURES

- The Hillsborough County Domestic Violence Intervention Program Report of July 14, 2002, which summarized outcome data for January 1995 to December 2000, indicates that: the overall recidivism (as measured by rearrest) rate was 8.9% for individuals who completed the intervention program; the overall recidivism rate for individuals who did not complete the program was 23%; 71% of batterers who entered the program completed the program.

# DOMESTIC VIOLENCE

## Quality Indicators/Quotes:

### Qualitative Vignette:

Mary was a 30-year old mother of two who had been married 12 years. The relationship with her husband, John, had been deteriorating for the past year. He seemed upset over the smallest things - if dinner was a little late, if everything in the house was not in order, if the children made too much noise. He felt that she spent too much time with her mother and sought out the advice of her father rather than his.

One afternoon, on returning home from work, he found that dinner was not ready and he just "lost it." He started throwing pots and pans. When Mary approached him to try to explain that one of the children had been sick all day and she had not had time to prepare dinner, he felt that was not a valid excuse and slapped her in the face with an open hand. Mary dismissed his actions as just a one-time event. Perhaps he was tired or had a bad day at the office.

There was no further abuse, physically, for the next month, although John was still edgy and appeared upset a lot of the time when he came home from work. One particular day, John appeared to be withdrawn and when Mary approached him to try to find out why, he said he didn't want to talk about it. When she refused to give up, he hit her in the face with his fist and broke her jaw. Mary was taken to the emergency room of a local hospital, where the police were called. John was arrested.

Treatment was ordered and John was placed on probation with the Salvation Army. A determination was made by the Indigent Screening Unit that he would need help financially. He was then scheduled for an assessment with the Family Violence Intervention Program where it was decided in which service level John would need to be placed. It was determined that Level II would be appropriate since John was demonstrating a pattern of violence and seemed to have power and control issues. John was assigned to attend therapy sessions for a recommended period of time.

John has been attending therapy sessions for two months now and is not so angry. Hopefully his progress will continue.

## Approved Domestic Violence Service Providers

14 Week Program	26 Week Program	52 Week Program
<ul style="list-style-type: none"> <li>- Brandon Psychiatric Association</li> <li>- Intervention Enterprises, Inc.</li> <li>- Joni Stewart, L.C.S.W.</li> <li>- Robert Wright, PhD. &amp; Associates</li> <li>- Western Judicial Services</li> </ul>	<ul style="list-style-type: none"> <li>- Brandon Psychiatric Association</li> <li>- Intervention Enterprises, Inc.</li> <li>- Joni Stewart, L.C.S.W.</li> <li>- Robert Wright, PhD. &amp; Associates</li> <li>- Western Judicial Services</li> <li>- James A. Haley Veteran's Hospital</li> <li>- MacDill Airforce Base</li> </ul>	<ul style="list-style-type: none"> <li>- Intervention Enterprises, Inc.</li> <li>- Joni Stewart, L.C.S.W.</li> <li>- Robert Wright, PhD. &amp; Associates</li> </ul>

# COURT PROGRAMS: JUVENILE DIVERSIONARY PROGRAMS



## MISSION STATEMENT

To provide a community alternative to formal court supervision for juvenile offenders and their families and to provide timely intervention with meaningful sanctions designed to address the needs of the youth, family, and victims involved in the case.

## SERVICE VOLUME(2004)

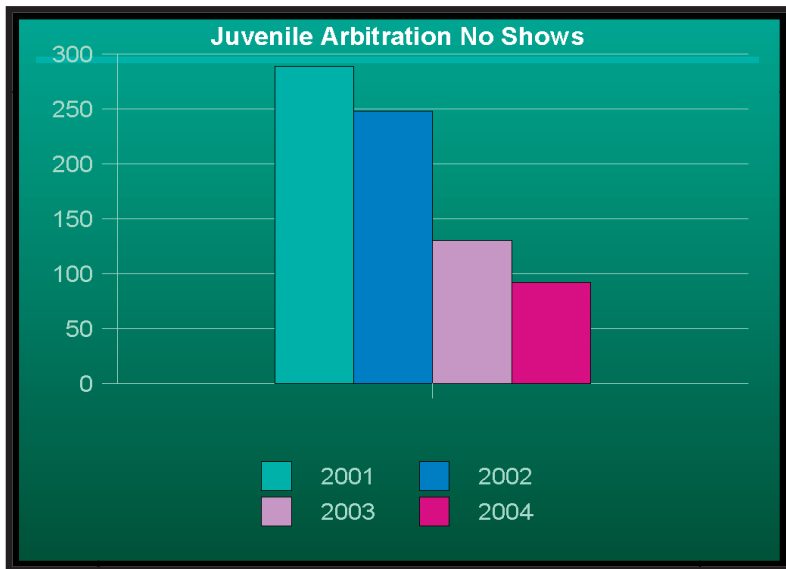
Juvenile Arbitration Referrals - 1,449  
Juvenile Arbitration Hearings Held - 1,241  
Teen Court Referrals - 662  
Teen Court Hearings Held - 542  
Teen Court Interviews - 571  
Rehearings Juvenile Arbitration and Teen Court - 2,028  
Shock Education Referrals - 327  
Sex Cases Referrals - 55  
Sex Case Hearings Held - 53  
Neighborhood Accountability Boards Referrals - 277  
Neighborhood Accountability Boards Hearings Held - 150  
Total Volunteer Hours - 4,241

Space Allocation  
1,454 Square Feet

## PROGRAM GOALS

- To provide community alternatives to formal court supervision for juvenile offenders and their families.
- To provide timely intervention with meaningful sanctions, effectively decreasing the likelihood of further criminal behavior.
- To show equal concern for victims, the community and offenders, involving all in the process.
- To acknowledge and compensate victims and the community for monetary losses and other damages and foster true remorse in the defendant.
- To offer guidance to the offender and their family on how to act responsibly in the aftermath of the offense.
- To reinforce the concept of accountability to the community as a whole through participation in meaningful community service work.
- To involve and empower the affected community through the justice process.
- To reinforce the parent's authority within the family when it has been challenged, and to offer the family this opportunity to revisit behavior and discipline guidelines.
- To educate and mentor middle and high school student volunteers regarding citizenship and the court process through Teen Court hearings and training.
- To empower youths to make healthy, informed choices about their behavior by educating them about the real life consequences that can follow.

# JUVENILE DIVERSIONARY PROGRAMS



## Staff:

Court Operations Manager  
5 Court Counselors  
2 Court Program Specialist  
Administrative Assistant  
Program Assistant



## OUTCOME MEASURES

There was a recidivism rate of 12.5% for Teen Court and Juvenile Arbitration offenders exiting the programs from July 2002 to December 2002. (Of 720 offenders exiting the programs, 90 reoffended within a one-year follow-up period.) This compares favorably to the Department of Juvenile Justice recidivism rate of 14%. (In FY 2001-02 contracted and grant funded DJJ prevention program providers in Florida released a total of 36,408 youth, and 14% recidivated within one year following release.)

Satisfaction surveys were distributed during the month of December.

- Of 63 survey responses from juvenile offenders, 61 thought the program's effectiveness was excellent or good; 62 agreed that the program was fully explained; 61 considered sanctions to be relevant; 61 thought that the program staff were helpful.
- Of the 74 surveys returned by parents of juvenile offenders, 72 thought that the program was excellent or good; 74 said that the program was fully explained; 70 agreed that the sanctions were effective; 71 indicated that the program helped the child accept responsibility; and 73 believed that the program staff performed satisfactorily.

# JUVENILE DIVERSIONARY PROGRAMS

## Quality Indicators/Quotes:

*"They (Juvenile Arbitration) used personnel that they had to pilot and continue a program for young sex offenders; there was a huge volume of those cases; we have not seen these multiple offenses since the start of the program; they were willing to step in and help us."*

*(Patti Pieri, State Attorney's Office, AOC Juvenile Arbitration Program Evaluation)*

*"All of the programs (JDP) I saw had people who were committed to what they were doing. They did it by working longer hours and getting paid less than they deserved."*

*(Judge E. Lamar Battles, AOC Juvenile Arbitration Program Evaluation)*

*"Other communities are begging for NAB's (Neighborhood Accountability Boards) such as these. Moving into the schools was a huge plus... The NAB is the biggest boon to the community in bringing restorative justice."*

*(Captain Craig Lattimer, Sheriff's Office, AOC Juvenile Arbitration Program Evaluation)*

*"The program (Juvenile Arbitration) has been a huge help and an invaluable resource."*

*(Judge Claudia R. Ison, AOC Juvenile Arbitration Program)*

*"There was a lot of support from JDP when JASP was cut. Third degree felonies were taken by Arbitration."*

*"I sit in on all the interagency meetings at JAC... People like and respect what they (JDP) are doing; there is a good feeling in that group. It is very important."*

*(Dr. Richard Dembo, USF and Juvenile Assessment Center)*

## Progress for Victims:

Victims are invited to all Teen Court interviews and Juvenile Arbitration hearings (except sex cases) and are given an opportunity to discuss their losses and how the crime has impacted their lives. A notice is sent to the victim or parents of the victim advising what sanctions had been assigned. A status of the progress of the offender is also sent to the victim to provide information regarding the outcome. A Neighborhood Accountability Board approach to Teen Court and Juvenile Arbitration has been taken by preparing a summary with the victim impact statement and impact.

## Teen Court to Peer Court:

Teen Court has become more of a Peer Court with teen volunteers taking on a larger role. Following training, teens work with a volunteer advisor and meet with the offender, family, and victim, ask questions regarding the offense, and complete a plan for sanctions.

## Paperless Administration:

JDP has become nearly paperless by using existing technology to image critical records and utilizing a Quattro Pro database for recording case information.

# COURT PROGRAMS: ELDER JUSTICE CENTER



## MISSION STATEMENT

To ensure that the elderly in this circuit are accorded a fair and reasonable voice in, and access to the courts, to remove barriers and enhance linkages between older adults, the court system, and medical, social, and legal services.

## SERVICE VOLUME(2004)

Total Victims: 67  
Total Referrals: 344  
Public Education Presentations: 21  
Attendance at Presentations: 1,692  
Brochures Distributed: 5,011  
Guardianship Cases Reviewed: 2,045  
Wards: 1,338

## Staff:

Senior Court Program Manager  
3 Court Counselors  
Senior Secretary



Space Allocation  
1,350 Square Feet

## Specialized Software

Corel Presentations  
Banner  
Westlaw and Lexis Nexis (legal research)

## PROGRAM GOALS

- To provide a designated facility to respond to the needs of the older adults
- To coordinate access to existing agencies who presently provide services to older adults
- To provide for public education for older adults and those who work with them regarding the role of the courts in assisting older adults
- To provide, where needed, appropriate short-term case management services





General Magistrate Joan Montagno and Marcie Larkin, EJC Program Coordinator, hang tags on holiday tree for Elves for Elders project.

## Quotes:

*"You're one of those people who begin each morning with the question, 'Now who can I make happy today?' Thank you for making one of those people me... You will never know how much you helped me. Words on a piece of paper cannot begin to tell you... Thank you for having the Women's Centre come out to put a new lock on my door, fix my window, and put a new steel door on my back door. I feel much safer."*

*"Your kindness was really appreciated - thank you very much. We will always remember your thoughtfulness. You truly are a very special person and it's very obvious that you enjoy doing for so many people you deal with every day ... Many of us will learn from your good example and become better because of you. I know I have ... I listened to your every word, and you listened to me..."*

## Program Model

EJC has served as a unique national model, providing information to other court systems. EJC served as a prototype to the EJC established in Palm Beach County, Florida.

## Professional Associations

- Florida Bar Association
- Florida Council on Aging
- Florida Health Care Social Workers Association
- Florida State Guardianship Association

## OUTCOME MEASURES

### Family Guardianship Training:

EJC staff teach a family guardianship training course at the Hillsborough Community College. This enables those that are appointed as guardians to meet the mandated training requirement. From 51 survey responses collected in May and October 2003, 100 percent agreed or strongly agreed that the instructor clearly and completely presented the course objective, had a good working knowledge of the subject, presented the course content in a manner which demonstrated its relevance to the job, and in general was an effective teacher.

### The Volunteer and Internship Program:

From July 1, 2003, through July 30, 2004, 17 active volunteers conducted 49 total monitor visits and contributed over 500 hours to the project over the course of the grant year. Eight interns conducted 74 total monitor visits and contributed over 1,620 hours to the project over the course of the grant year. Overall 123 monitor appointments were conducted over the course of the year, and over 2,100 hours were contributed by interns and volunteers combined.

### The Center on Aging Study:

In a Statement for the U.S. Senate Special Committee on Aging advocating for the further implementation of Elder Justice Centers, the Thirteenth Judicial Circuit's EJC was included as a "model for judicial response to the complex issues presented when elders interact with the courts." It was noted that Centers "address the inevitable fear, confusion, uncertainty, and lack of confidence experienced by many elders confronting the courts for perhaps the first time, especially those with dementia or mental health issues."

### Elves for Elders:

A holiday gift drive is arranged each year in behalf of wards under public guardianship lacking essentials, such as clothes, socks, toiletries, and blankets. Participants contributing to this tremendously successful effort include courthouse employees, professional guardians, guardianship attorneys, law firms, and social and medical organizations. A judicial volunteer acts as Santa Claus to deliver the gifts to the elderly.

# ELDER JUSTICE CENTER

## Qualitative Vignette:

### *Elderly Victim Example*

"Ms. Clark" initially became involved with the Elder Justice Center after her 17 ½ year old grandson was arrested for battery against her. The EJC assisted Ms. Clark with filing a restraining order as an additional protective measure once the grandson was released. However, a more prevalent issue surfaced. Ms. Clark's grandson resided in her home along with his mother, who was Ms. Clark's daughter. Despite having a restraining order, the grandson would have to be returned to Ms. Clark's home as he was still a minor. Neither Ms. Clark nor her daughter wanted the grandson to return home as they both feared he would harm them. Prior family history indicated a pattern of violence from the grandson against both his mother and grandmother.

The State Attorney's Victim Assistance Program and the Department of Corrections were both contacted and became involved in trying to resolve Ms. Clark's situation. The grandson had an extensive juvenile record. He was currently serving a year's probation sentence for a drug offense. The Elder Justice Center coordinated the efforts of all of the involved agencies on behalf of Ms. Clark. With both the State Attorney and the Probation Officer's cooperation, the court was asked to sentence Ms. Clark's grandson to remain in juvenile detention until his 18th birthday, six months later.

The court concurred, and Ms. Clark was not obligated to accept her grandson back.

### *Elderly Client Example*

"Mabel" was the subject of an incapacity proceeding filed by her family physician. The court appointed an attorney to represent her and an examining committee of three people to evaluate her capacity. At the hearing it became evident that "Mabel" had capacity and was not appropriate for that proceeding. "Mabel's" questionable capacity resulted from a short-term medication problem. It also became clear that "Mabel" needed some assistance and the assistance could serve as a preventative measure of future incapacity proceedings.

"Mabel" and her attorney visited the Elder Justice Center where they obtained information about several programs available to her. The court counselor arranged for a home improvement program to "elderize" her home and for another program to provide companion services. A few weeks after her visit "Mabel" required assistance with an electric bill and getting back in control of her life. "Mabel" and her attorney were very appreciative of the services and have not had the need for return to the court system.



EJC Volunteers were honored at luncheon on Harbour Island.

# COURT PROGRAMS: MEDIATION & DIVERSION SERVICES



## MISSION STATEMENT

To provide high quality, professional mediation services for Hillsborough County disputants, at a reasonable cost, in a cordial and comfortable environment. To serve the Court and the community in the resolution of disputes in a timely and efficient manner, and to instill confidence and satisfaction in all those we serve.

## SERVICE VOLUME(2004)

Circuit Civil Mediation	Criminal Mediation
Referrals - 224	Referrals - 1
Hearings Held - 155	Hearings Held - 1
Family Mediation	Dependency Mediation
Referrals - 4,160	Referrals - 7
Hearings Held - 1,994	Hearings Held - 3
County Mediation	Southshore Community Justice Center
Referrals - 3,307	Referrals - 62
Hearings Held - 2,498	Hearings Held - 23
Community Mediation	<b>TOTAL MEDIATIONS</b>
Referrals - 1,062	Referrals - 9,151
Hearings Held - 136	Hearings Held - 4,906

## Staff:

Director;  
 6 Court Program Specialists  
 Court Program Manager  
 2 Mediation Services Coordinators  
 Court Program Specialist II  
 4 Secretary Specialists



## PROGRAM GOALS

Review ways to continue to deliver mediation and diversion services with less available resources, including:

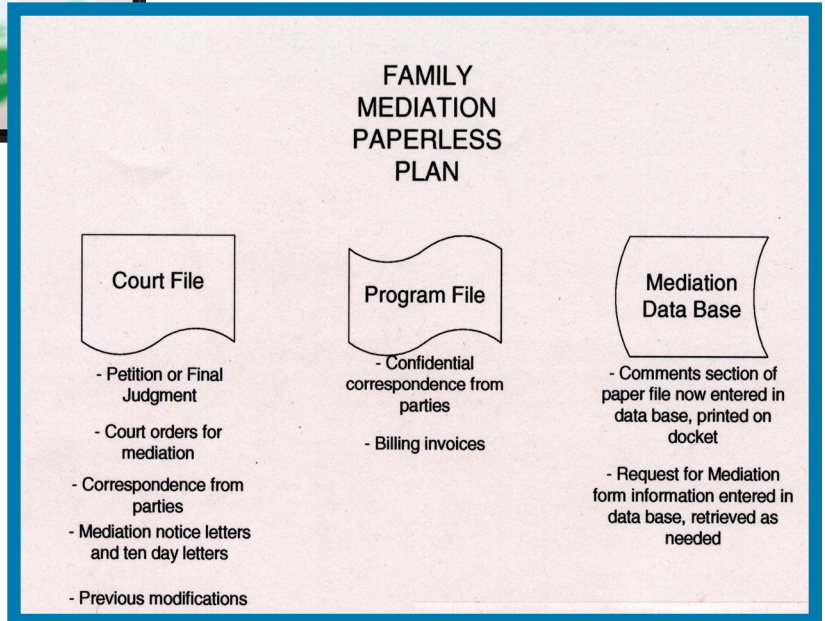
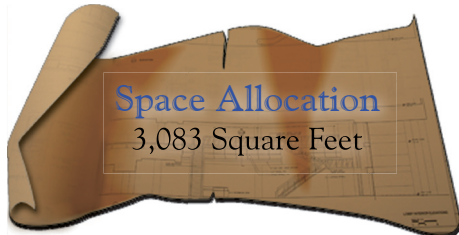
- Allow attorneys in Family Law automated access to mediation scheduling information to encourage mutual agreement on appointment times and maintain standardized appointment times to reduce administrative handling.
- Distribution of written policies to educate court professionals.
- Automated collection of statistical information.
- Reduction of file handling by instituting paperless office project.
- Cross training of intake staff to achieve improved efficiency.

# MEDIATION & DIVERSION SERVICES



## Paperless Office:

Mediation & Diversion is moving toward the paperless office goal. The file room is expected to be eliminated in the future as the program uses the Clerk's court files, scans in received documents, and relies on an integrated database. A temporary program file may be required to maintain confidential documents.



## SURVEY SAYS...

Satisfaction surveys are distributed to all mediation participants during two months of the year; the high approval rating from those surveys has consistently been over 90 percent.



## Quality Indicators/Quotes:

*"Communication is the first step in resolving conflicts. Parties may be happier with the decisions in mediation, since judges may have less flexibility under the law."*

*-Judge Charlotte Anderson,  
County Civil Division*

## Specialized Software

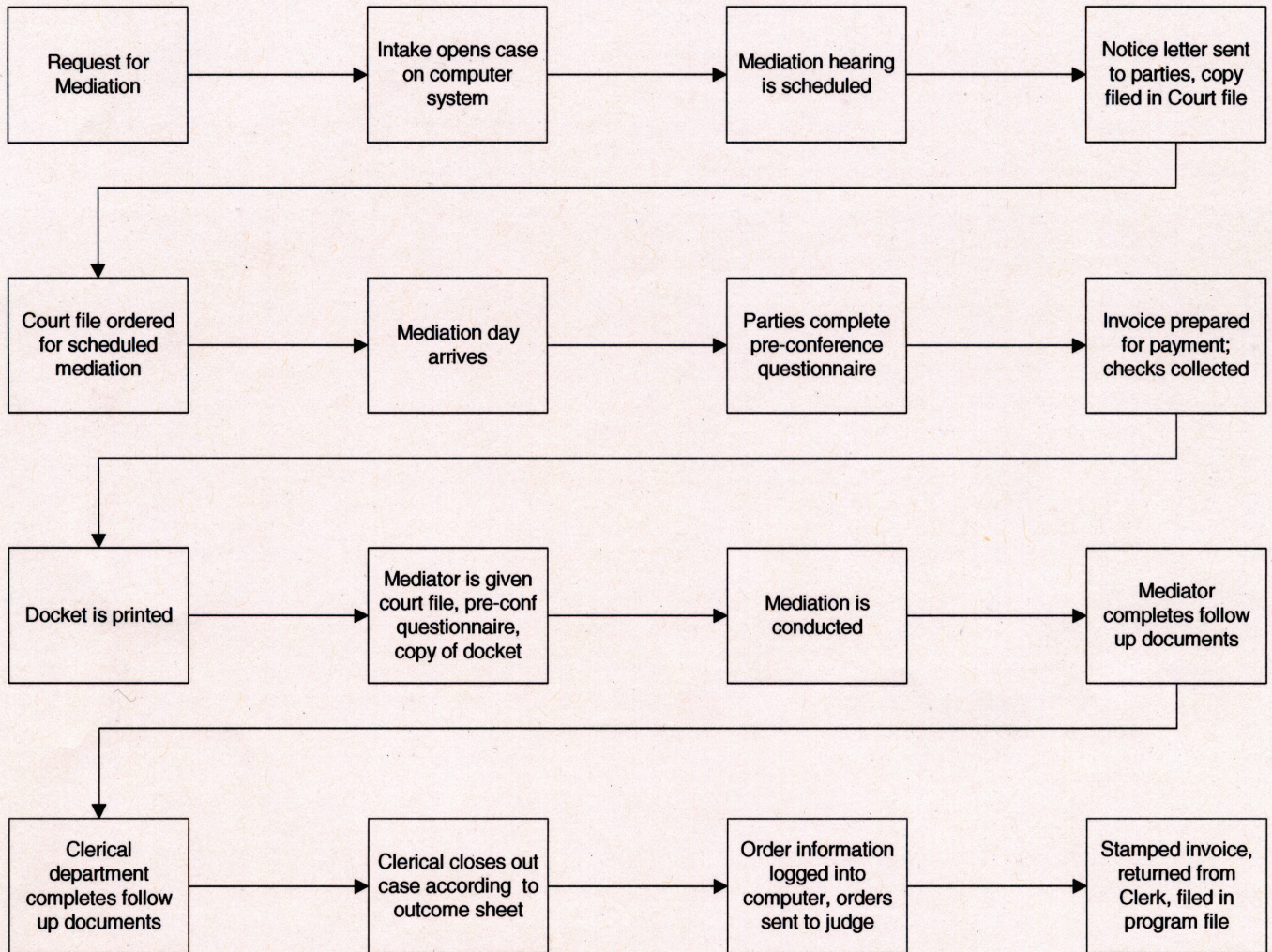
Banner (criminal, civil, juvenile, and probate)  
Clerk System A (Reports)  
Mediation Database  
Open Access

## Professional Associations

- The Academy of Family Mediators
- National Association for Community Mediation

# MEDIATION & DIVERSION SERVICES

## TYPICAL FAMILY MEDIATION PAPERLESS MODEL



## OUTCOME MEASURES

Circuit Civil Mediation	Criminal Mediation
Settled - 61	Settled - 1
Percentage Resolved - 39%	
Family Mediation	Dependency Mediation
Settled - 1,277	Settled - 3
Percentage Resolved - 64%	
County Mediation	Southshore Community Justice Center
Settled - 1,063	Settled - 17
Percentage Resolved - 42.5%	
Community Mediation	<b>TOTAL MEDIATIONS</b>
Settled - 87	Settled - 2,510
Percentage Resolved - 64%	Percentage Resolved - 51%

# LEGAL DEPARTMENT



## MISSION STATEMENT

The Legal Department is to provide high quality legal services and representation to the Judiciary of the Thirteenth Judicial Circuit and the management of the Administrative Office of the Courts.

## SERVICE VOLUME(2004)

Case-Related Orders - 4,121  
Administrative Orders - 125  
Research Projects - 1,943  
Memoranda - 360  
Judicial Consultations - 2,206

## Staff:

Circuit Court Counsel  
5.5 Sr. Trial Court Staff Attorneys  
10 Trial Court Staff Attorneys  
Administrative Assistant III  
Administrative Secretary  
12 Temporary Law Clerks



## DEPARTMENT GOALS

### - Case Management

The provision of legal research and preparation of memoranda and proposed orders to the judiciary is a primary goal. By providing the judiciary with necessary legal research and voluminous proposed orders, the Legal Department assists in case disposition.

### - Prevention

Avoiding legal problems and litigation is preferred over the more costly adjudication of legal issues. The Legal Department is dedicated to providing legal advice in the development of effective operational policies and procedures that reduce the risk of legal problems and taking the opportunity, when legal problems arise, to educate concerning the prevention of future legal problems.

### - Professional Integrity

It is important to maintain the appropriate professional expertise in relevant areas of law and demonstrate trustworthy conduct and accountability. Through this focus, the Legal Department is able to provide informed, independent judgment to the judiciary and administrative managers for whom we serve.

### - Effectiveness

Attention to deadlines and time-sensitive tasks is critical to Legal Department operations. The Legal Department strives to work efficiently, with an awareness of resource constraints, without sacrificing quality results.

# LEGAL DEPARTMENT

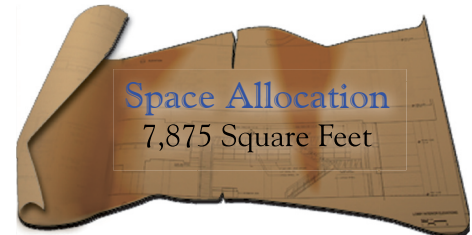
Seniority: Over 10 Years - David Rowland; Deborah Tracy; Sara Prugh; Ari FitzGerald  
 Over 5 Years - Kate Ueda; Jennifer Mooney; Leeisa Barbas; Christopher Nauman



From left to right: Karen Minton, Jocelyn Juarez, Amanda Felice, Jon Rosser, Adam Brand, Chris Nauman  
 Middle: Deborah Tracy, Leeisa Barbas, Jennifer Mooney, Christina Porrello, David Rowland  
 Bottom: Will Parker, Randall Childs, Sara Sopkin Prugh, Jay Boza, Trish Cohen, and Kate Ueda

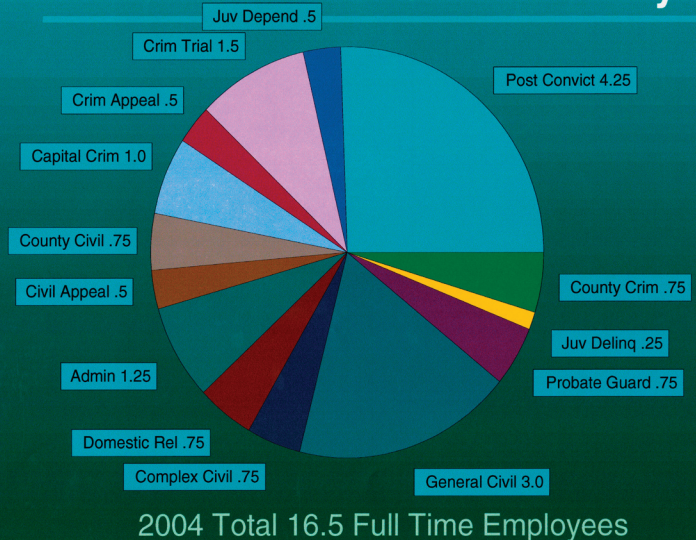
## Specialized Software

- Banner (criminal, civil, juvenile, and probate)
- Lexis Nexis and Westlaw (legal research)
- Paradox (motion relief tracking and library management)



Attorneys are assigned to judges and various divisions to research motions, prepare motions, attend evidentiary hearings and prepare final orders. In a addition they review all post conviction relief motions filed by defendants.

## Distribution of Staff Attorneys



# IN MEMORY OF JUDGE ROBERT J. SIMMS (October 4, 1947 - April 9, 2004)



Plaque honors Simms' legacy as he mentored aspiring young lawyers.



Judge Robert J. Simms served as a circuit judge in the Thirteenth Judicial Circuit for almost fifteen years before his life abruptly ended on April 9, 2004, at the age of 56. In his honor, his colleagues on the bench have named the 5th floor library (for the use of the judiciary), located in the George Edgecomb Courthouse, as The Honorable Robert J. Simms Memorial Law Library.



Chief Judge Manuel Menendez, Jr., Rosalie Simms, daughter Jacqueline and her fiancé, and Judge James M. Barton, II pause for a moment at the dedication ceremony.