

Washtenaw County Trial Court 2012 Year End Report

(22nd Circuit Court and Washtenaw County Probate Court)

February 2013

Our Vision and Our Judges

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The Vision of the Washtenaw County Trial Court: *To create a single trial court united in purpose, with assignment by division, coordinated judicially and administratively to provide fair and efficient justice of the highest quality.*

The Washtenaw County Trial Court consists of the 22nd Circuit Court, (Civil/Criminal Division, Juvenile Division and the Family Division), the Friend of the Court, and the Washtenaw County Probate Court.

The Washtenaw County Trial Court is served by five elected Circuit Court judges and two elected Probate Court Judges. The Judges of the Trial Court are cross-assigned and can preside over any case types in accordance with a Supreme Court approved Local Administrative Order.

The Honorable Donald E. Shelton, Chief Circuit Court Judge and Chief Probate Judge

The Honorable David S. Swartz, Chief Judge Pro Tem and Presiding Judge of Civil/Criminal Division

The Honorable Archie C. Brown, Presiding Judge of Family Division

The Honorable Timothy P. Connors, Circuit Court Judge

The Honorable Melinda Morris, Circuit Court Judge

The Honorable Darlene A. O'Brien, Probate Court Judge

The Honorable Nancy C. Wheeler, Probate Court Judge

Profiles for all of our judges can be found at http://washtenawtrialcourt.org/general/judge_profiles

One of the most significant events for the Trial Court in 2012 was the retirement of the Honorable Melinda Morris, who had served as Washtenaw County's first female elected Circuit Court judge since 1988. Judge Morris served this community with distinction for 24 years and we owe her a debt of gratitude for her commitment to justice in this court.

For the first time in over a decade we had a circuit court election with no incumbent in the race. Carol Kuhnke was elected to fill that seat and took office on January 2, 2013. We welcome Judge Kuhnke to her career as an elected judge.

Message from the Chief Judge

We are pleased to present this 2013 Annual Report of the Washtenaw County Trial Court. As you can see, this has been a year of significant progress, in spite of significant challenges. As the result of severe budget reductions, the Court was forced to close for 10 business days during the year and our employees were forced to take that time off - without pay. Thanks to our hard working staff, we have done our best to accomplish in 50 weeks what normally takes 52 weeks. Because of the nature of the judicial process, however, the Court simply cannot "work harder" to produce the same timely justice for our residents. And, to be blunt, when the courthouse is closed for the equivalent of two business weeks, access to justice suffers. At the same time, the dramatic reduction in county/court employee benefits caused a large number of experienced court staff to leave government employment and the Court faces significant training challenges as a result

Notwithstanding these obstacles, the Court is determined to provide courteous and helpful assistance to all of our customers. I am especially proud of the way our staff has responded to our customer service goals. Most people are not in the courthouse because they want to be here and that makes it very important that they be treated with courtesy, respect and responsiveness. I thank our staff for so cheerfully meeting that responsibility.

Advances in technology have historically enabled us to provide judicial services more efficiently, and the Washtenaw Trial Court has led the way in using modern technology to improve both the fairness and the responsiveness of the courts in our county. As you will see in this report, however, our aging technology, particularly our aging case management system, now poses the biggest danger and challenge for the Court.

A technological failure in our case management system would cripple our entire court system so we are moving as rapidly as possible to obtain and implement a new case management system during the forthcoming year.

Finally, I want to thank the Washtenaw County Board of Commissioners and staff for their support of the Court. While the Court and the County are independent branches of government

Sincerely,

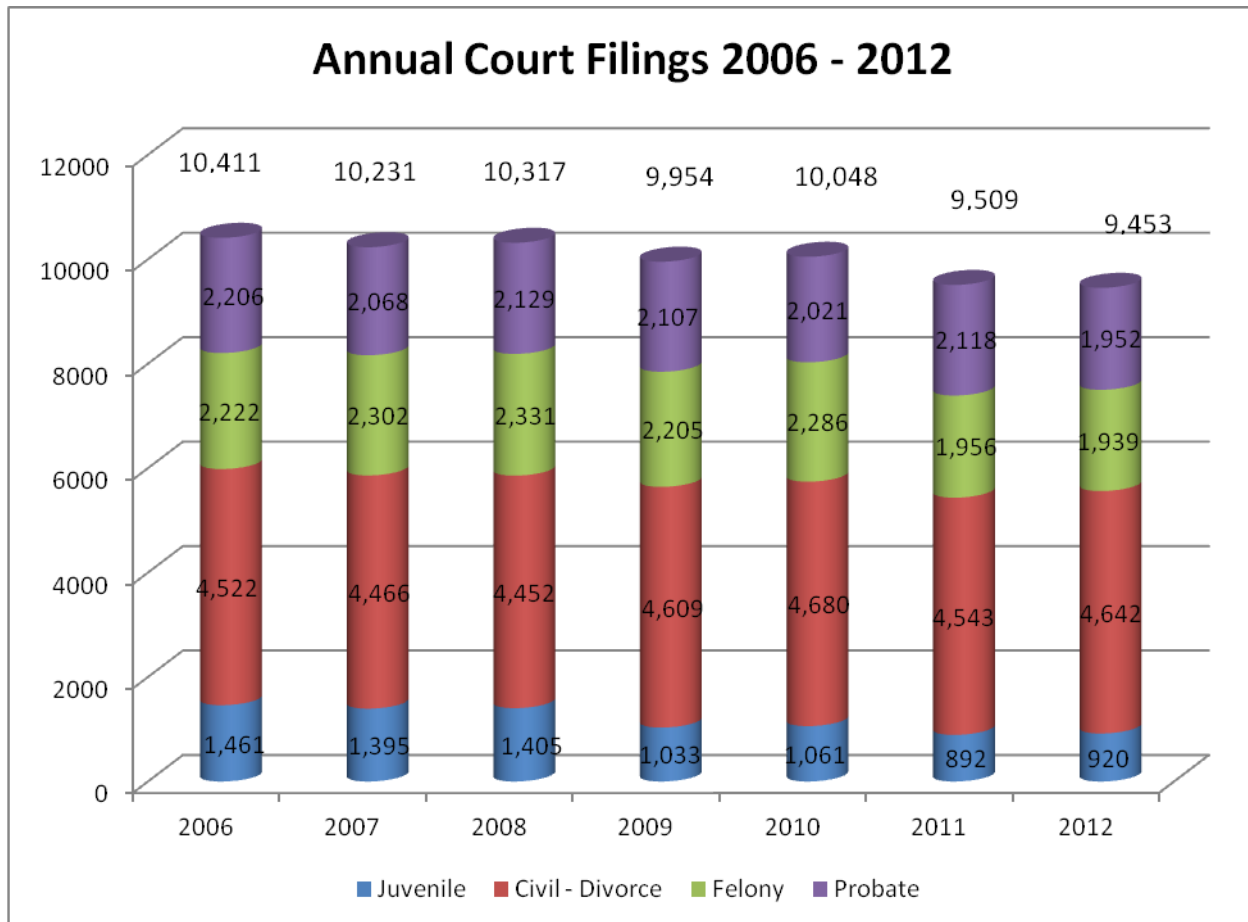
A handwritten signature in black ink, appearing to read "D. Shelton". The signature is fluid and cursive, with a large initial "D" and "S".

Donald E. Shelton
Chief Trial Court Judge and Chief Probate Court Judge

2012 Year in Review

Case Filings:

The overall combined caseload of the Washtenaw County Trial Court (based on new case filings) reached a seven year low in 2012, with almost 1,000 fewer filings than in 2006. Criminal filings and Probate filings both reached seven year lows in 2012 while Personal Protection Orders reached a seven year high. Domestic filings and civil filings remained on par with previous years. The Juvenile caseload (Delinquency and Neglect & Abuse) filings increased by a slim margin over 2011 but remain very low when compared to 2006-2008.

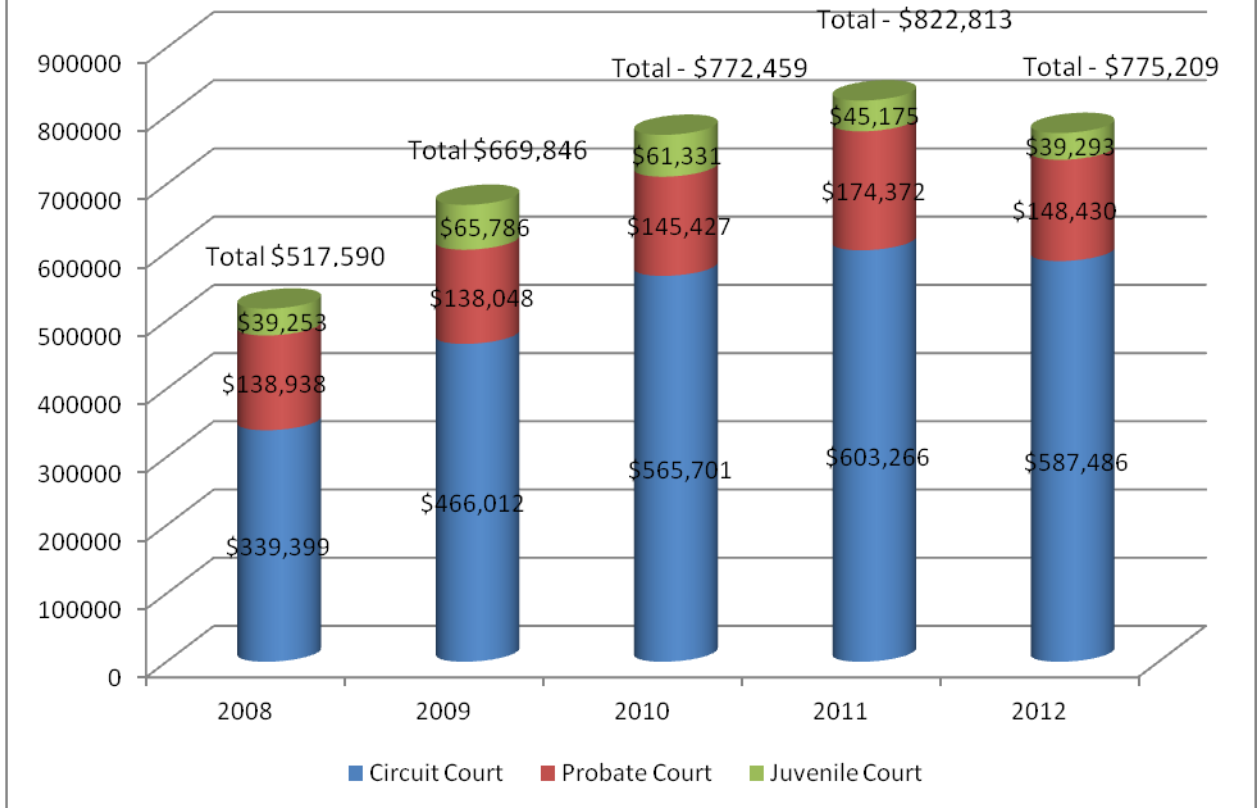


Detailed case filing charts can be found at the following link:
http://washtenawtrialcourt.ewashtenaw.org/Performance_Measures/index_html

Complete Building Renovations and Major Consolidation/Merger Tasks: In 2011 the Trial Court underwent a significant reorganization when we closed the Juvenile Center on Platt Road and transferred those staff and customers to the downtown courthouse. During that process we changed the organizational structure of every division of the court and also began a very significant remodeling of the first and third floors of the courthouse. The remodeling of the building continued into the first quarter of 2012 and was essentially completed when court administration, the Eastern Michigan Legal Resource Center and the Washtenaw County Bar Association were moved into their new suites. Work on the basement of the courthouse continued through the end of the year and should be completed in the first quarter of 2013. As you will read later in this report, significant staff training & re-training continues to this day.

Revenue: The Trial Court continued to place a strong emphasis on collection of revenue in 2012. Despite a persistently weak economy, as well as a reduced probate and criminal caseload, we continued to produce strong revenue results, collecting a total of \$775,209 that went into the county general fund. While not as high as our 2011 collections figures, we continued to show significant improvements compared to when we started our collections initiative in 2008.

Trial Court Retained Revenue 2008 - 2012



2012 Budget Overview

Since 2009, the Trial Court has made structural changes (revenue increases and expenditure reductions) to our budget of just over \$1.5 million dollars. In 2012, the Trial Court had a lump sum budget of \$ 17,275,863. As our operational budget has decreased over the past several budget cycles, and we have reduced our staffing levels due to the bad economy, it has been increasingly difficult to manage the court effectively. Despite those significant challenges, we are pleased to report that due to the hard work of administrators and supervisors, including the creative streamlining of numerous court operations, we ended 2012 with a general fund surplus of just over \$837,000 that was returned to our funding unit. At a time when many governmental operations are running in a financial deficit, we are very proud of our prudent use of taxpayer dollars during these trying times.

Technology: Technology continues to play a significant role in the operation of our court. We logged a combined 1,271 I.T. service tickets in 2012. At the end of the year we had 24 pending service request tickets.

In June, we replaced the court recording equipment in eight of our courtrooms with the newest version of Jefferson Audio Visual Systems (JAVS) court recording equipment. This was a very large undertaking by both our court I.T. staff as well as our in-court Recorder staff who had to adjust to new software. We also began planning for the conversion of our 9th courtroom from a FTR recording system to a JAVS recording system as well as the installation of new JAVS video conferencing systems in two courtrooms.

Continued Focus on Improving Customer Service: In 2012 we had a significant focus on improving customer service in many different venues:

Customer Service Survey: In early 2012 we solicited the assistance of the University Of Michigan School of Social Work in developing a Customer Satisfaction Survey for our court. The survey began in March and was published in May with very positive results. The survey was then placed on an online Survey Monkey account and is available on the front page of our website as well as on kiosks that are located throughout the courthouse for customer use. That survey continues to this day and is regularly monitored. A copy of the initial report can be found at the following link:

http://washtenawtrialcourt.ewashtenaw.org/general/administration/2012_Quality_Eval.pdf

Advanced Customer Service Training: The State Court Administrator's Office held an Advanced Customer Service training session specifically for our staff on July 10th.

Trial Court Performance Dashboard: In March 2012 we created and posted to our website our first ever performance dashboard so that the public may view our

performance in various metrics. The entire performance dashboard can be viewed at http://washtenawtrialcourt.org/Performance_Measures

Trial Court Media Guide: The Trial Court Media Guide was updated and published in May and was distributed to various metro-Detroit media outlets. We continue to receive very positive feedback from media agencies regarding the usefulness of this guide. That document can be found at the following link;
http://washtenawtrialcourt.org/general/media_guide/Media_Guide_05_12.pdf

Staff & Customer Safety Focus: The safety of our staff as well as the users of our court continues to be an important focus of our court. The Washtenaw County Sheriff's Court Security staff continues to provide high quality security services for our building. In collaboration with the Sheriff's Office, we completely updated our Emergency Response Plan and published it in June. Following the publication of that plan, we conducted a severe weather evacuation drill as well as a fire evacuation drill and both evacuations went extremely well.

Focus on High Quality Indigent Legal Defense: Washtenaw County is very fortunate to be one of only a few counties in Michigan to have a county operated Public Defender Office. In February 2010 the Trial Court altered the manner by which we provide back-up legal defense for those cases that the Public Defender's Office cannot represent due to a conflict. We contracted with two law firms to provide that service and were able to provide high quality legal services at a reduced expense. Those contracts were due to expire in February 2013 but we were able to negotiate extended contracts with both law firms in November 2012 so we will have continuity in this service for the next year.

Judicial Case Assignment Evaluation & Changes: With the retirement of The Honorable Melinda Morris at the end of 2012, and the election of Carol Kuhnke, the Trial Court took the opportunity to evaluate our judicial docket assignments. Significant changes were approved that resulted in extensive modifications in the eNACT case assignment system as well as adjustments by the local Bar Association, attorneys and customers.

Staff Celebrations: With the move of our Juvenile Center operations into the downtown courthouse, the loss of a large amount of experienced staff, and the stresses of our recent reorganization, our administrative staff, lead by Juvenile Administrator Linda Edwards-Brown, made a concentrated effort to provide some team building/ morale building activities. In 2012 we held a Baseball Opening Day picnic, a Moveable Feast luncheon event, an Ice Cream Social, a Halloween contest, and a December Holiday Party. All of these events were well attended and enjoyable.



Juvenile / Probate/Recorder Division

2012 saw a slight increase in the number of delinquency petitions submitted to the court. However, more telling than the number of petitions, was the type of petitions and the number of repeat offenders. In 2012, the number of petitions for home invasions and domestic violence increased significantly. We also experienced the highest increase in the last ten years in out-of-home placements.

Following our merger & reorganization in 2011, our clerks completed a full year of cross-training. Learning additional and new tasks every four months was daunting; however, the clerks adapted and most are now able to process and answer questions related to both probate and juvenile matters. The reporters will begin a new rotation in January 2013. The changes in the judges' dockets will require some of them to juggle a wider range of case types. However, if past behavior is an indicator of future behavior, they will quickly master the changes. Some other accomplishments from this division are listed below:

- ★ We were able to get caught up on the back-log of required guardianship investigations.
- ★ Brian LaBarre joined our ranks as a volunteer.
- ★ The Juvenile Referees now prepare Take and Place orders electronically.
- ★ Five new Court Assigned Special Advocates (CASA) volunteers joined our ranks.
- ★ Juveniles in our juvenile drug court completed a financial literacy course through Juvenile Achievement.
- ★ We partnered with Eastern Michigan University for an Adolescent Diversion Program, targeting Disproportionate Minority Contact (DMC) within the juvenile justice system.
- ★ With a grant from the Department of Defense and the US Army, we added Science, Technology, Engineering and Math (STEM) to our summer camps experience. STEM is an academic enrichment program designed to encourage under-represented minority and disadvantaged high school students to pursue careers in science, technology, engineering, and mathematics.

- ★ 426 youngsters participated in the summer sports camps sponsored by the court.
- ★ Intensive probationers got up close and personal with floats from America's Thanksgiving Day Parade.
- ★ Juvenile probationers toured the Ford Rouge Plant in Dearborn.
- ★ The collaboration with Starry Skies Equine Rescue and Sanctuary (horse rescue) continued throughout 2012, under the leadership of Michele Rutsey and Kassie Weiland .
- ★ Juvenile probationers performed community service work at Food Gatherers.
- ★ Bill Malcolm represented Washtenaw County Juvenile Court on a statewide Juvenile Justice panel sponsored by the Michigan PTA.
- ★ Referee Molly Schikora and CASA Coordinator Joyce Tesoriero participated in a panel for the Child Welfare Collaboratory at the University of Michigan, School of Social Work.
- ★ Julia Owdziej, Jason Herter and Linda Edwards-Brown were featured in the Washtenaw County Legal News.
- ★ Donna White attended the Association for the Treatment of Sexual Abusers (ATSA) annual conference.
- ★ Jessica Ashmore was a panelist for the University of Michigan's MLK Symposium on working with sexual offenders, where she presented to a large group about her professional experience in working with juveniles who sexually offend.
- ★ Paula Madden joined the county-wide suicide prevention taskforce.
- ★ Linda Edwards-Brown attended the Statewide Child Abuse and Neglect Conference sponsored by the University of Michigan School of Social Work and the Michigan Department of Human Services.
- ★ Deborah Shaw represented the juvenile court in the first-ever, state-wide "Datapalooza".
- ★ Deborah Shaw wrote an article for Inter-Com, the Michigan Probate Court Association newsletter, on Juvenile Court Report Cards.

- ★ Linda Edwards-Brown was elected president of the Michigan Association for Family Court Administration for a two year term.

Circuit Court Services Division

At the start of 2012, Court Services was just getting settled into their new and renovated space, while implementing a reconfigured and expanded organizational structure. 2011 had been a year of planning and training. 2012 was a year that saw the effects of our earlier court wide efforts.

The past year saw Court Services adjusting to their new office space. This space has proved to be more spacious and efficient than the old Court Services operation and has allowed our units to better serve the public.

Throughout the year Court Services continued with a much higher than normal amount of staff turnover. Much of this turnover was due to carefully reviewing new hires during their probation period to insure that we maintained employees who showed us that they possessed the appropriate skills and most importantly, attitude.

Central Assignment and Jury Services has now operated together as a three staff unit for more than a year. Even with higher than normal staff changes, the unit has seen two Central Assignment clerks becoming fully trained on the Jury Management System (JMS) and jury assembly processes. The third clerk has begun her jury system training and is looking forward to taking over the primary responsibilities come January.

Central Assignment lost their only trained Case Evaluation Clerk during the year to a promotion opportunity with the Friend of the Court (FOC). These critical duties were assigned to one of the remaining Central Assignment staff who has embraced the challenging responsibilities and done an outstanding job at mastering this demanding position.

During 2012, the Jury Office sent out 15,000 questionnaires to the residents of Washtenaw County to qualify as a potential juror. Of this pool, we then summoned 3,087 candidates to report for jury assembly; of which 2730 reported for service (357 failed to appear). We sent 1,430 jurors to a courtroom where 454 were seated on a jury trial.

Of those summoned jurors who failed to appear; they were either rescheduled to appear at a later date, determined to no longer be eligible for jury service, or faced a Show Cause Hearing for failure to appear. Several were held in contempt, fined, and still mandated to appear for future jury service.

The Civil/Criminal unit went down one position, from five to four this past year. The position was moved to the Domestic Unit to address critical staffing issues there. The Civil/Criminal Unit had some staff changes as well during this year of settling in. The unit continued with cross training of job duties. Even with these changes, staff has continued to rise to the challenges and has been able to keep up with the standards for processing that have been put in place. The unit has also maintained an outstanding level of customer service.

The Records Unit saw a 50% staff turnover during the past year. Basic training and cross training have continued throughout the year. Services to the court and the public have been maintained at a professional level.

The newly created Domestic/PPO/FOC Cashiering Unit saw a totally new staff to start the year (100% turnover rate from prior year employees). Continual training and review occurred throughout the year.

Some staff were able to attend Michigan Child Support Enforcement System (MiCSES) training to improve their knowledge of state child support procedures and the cashiering processes. This training has greatly helped to minimize errors in the processing of FOC payments. The training also assisted in providing greater knowledge to staff which allows for the enhanced ability to answer questions for FOC clients at the counter or from telephone inquiries. The remaining staff of the unit is scheduled to attend training in 2013.

Several new procedures/processes were put in place within the unit including:

- Establishing a judge's log to account for required judge's copies of pleadings (this has increased accountability and helped ensure that required copies are received and forwarded to the judges).
- Creating an e-form in the OnBase scanning system for all calls transferred from the phone queue to FOC personnel (this has increased accountability for telephone communications to FOC).
- FOC SMILE attendance letters were prepared and sent to the parties more promptly and letters that were returned for bad or incorrect addresses were re-sent (this helped achieve some of the highest numbers of attendance).
- Tracking of SMILE attendance for the courts (we now enter the attendance letters on eNACT, scan and index them into the OnBase file and file the original in the court file).

With the reassignment of staff from the Civil/Criminal Unit and the creation of a new position within the Domestic Unit, the group has been able to maintain next day service for

acceptance and processing of court documents on a consistent basis. The standard that had been set was to process within two days; meaning that the Register of Actions would show the entry within 2 days from receiving the document. Most often, the Domestic Unit is entering documents on the ROA within one day. It has also allowed the unit to assign the equivalent of one more person to answer calls in the phone queue to help address wait times for FOC callers.

The Domestic Unit opened 3,283 new cases during the year. During that same period, the unit scanned and indexed over 99,000 incoming documents.

Service to the Community

As an ongoing outreach, Nancy Petosky from Court Services, along with help from many others, was able to send out 70 boxes this past year to our military troops overseas.

The Domestic/PPO/FOC Cashiering Unit participated in the "Wish List" program to purchase Christmas toys and clothes for a six year old boy in need.

Friend of the Court (FOC) Division

Below are some of the department's notable accomplishments for the year, including numbers that reflect the sheer volume of casework handled by the FOC. This was a rebuilding and consolidating year for the FOC following a year (2011) that saw the loss of 1/3 of the staff and their collective 350 years of FOC/court experience. Now, 40% of staff hold "new" positions or roles, i.e. held for a year or less. So, training/cross training was the single largest effort in the office. Most training was in-house and on-the-job. We also took advantage of training offered by DHS, SCAO, MACM and other entities. In addition, we visited other counties and hosted visits by experts from other counties.

Numbers:

- ★ We collected and distributed (with SDU) \$21,310,344 in current child support payments for FY 2012. Obligations for the year were \$34,854,074, for a 61.1% collections/obligations ratio, a slight improvement over the prior year's 60.5% ratio.
- ★ We processed tens of thousands of income withholding notices and thousands of address changes.
- ★ We handled over 14,000 walk-in customers.
- ★ Staff processed and loaded about 5,000 court orders.
- ★ Staff filed 2,315 Order to Show Causes on support matters.
- ★ The FOC issued 770 Bench Warrants for failure to appear.

- ★ We disposed of 751 bench warrants following arrest or prior to arrest by an agreed payment on arrears.
- ★ Staff screened and reviewed over 2,400 cases referred for support review and modification.
- ★ We reduced the average turnaround time for a support review by 50% (from six months to three months).
- ★ FOC staff issued 1,429 support recommendations and 1,515 Uniform Support Orders after a recommendation.
- ★ FOC staff also issued 705 recommendations on matters not including child support.
- ★ We opened over 1,300 new support cases and closed a comparable number of cases.
- ★ Staff handled over 500 parenting time complaints. Most of the contested cases were resolved by a joint meeting with the parties. 14 cases required a show cause hearing.
- ★ We drafted several hundred consent orders pursuant to mediation, evaluation, referee hearing or upon request of the parties.
- ★ We partnered with Catholic Social Services and SafeHouse on the third year of a three year Federal Office on Violence against Women (OVW) grant to fund access and visitation services in cases involving domestic violence. FOC secured supplementary funds for access and visitation services through an SCAO grant. In 2012, the program provided service to 35 families with FOC cases.
- ★ Washtenaw FOC was designated as a pilot county for 2013 in the DHS/UM Retooling Child Support federal grant. Washtenaw will participate in the “predictive modeling” project where we will seek to measure the impact on child support collections of various enforcement tools. For example, in partnership with agencies such as Work First, we will seek to facilitate employment for parents who could and would pay support if they had a steady income.

Service to the Community

Team 4 Fun collected hundreds of dollars for various charities, including the Humane Society, Susan G. Komen, and United Way Stuff the Bus.

Kelly Fleming served on the Board of the Family Support Council (FSC) and chaired the Friend of the Court training module for the annual conference. Cynthia Bostwick and Sarah Rowe presented workshops at the conference.

Eliza Callow, Eugenia (Jean) Patru, and Alan Zoltowski served on the board of the Michigan Association of Court Mediators (MACM). Jean was a principal coordinator of the annual MACM conference, featuring speaker Dr. Joan Kelly. Alan continued to maintain the MACM website and support the FOCA website.

Barb Kelly again facilitated the annual interdisciplinary Family Court Forum. This year's topic was "Risk of Harm and Best Interests: When Protective Services and Custody Collide".

Judah Garber served on the board of the Friend of the Court Association (FOCA) as immediate Past President and as Region 8 (SE Mich) Chair.

CHALLENGES & CONCERNS

Like any other court, the Washtenaw County Trial Court faces a myriad of challenges throughout any given year. In 2012, our primary challenges occurred in three areas; our aging case management system, managing budget reductions, and personnel/training.

Case Management System: In December 2005, the vendor for our eNACT case management system (Court Specialist Incorporated (CSI)) closed their operations, leaving all of the courts in Washtenaw County with a non-vendor supported case management system. We were fortunate enough to have an in-house Systems Manager named Scot Cannell who knew the eNACT system extremely well. The bad news was that we were no longer vendor supported and could no longer make significant modifications or upgrades to the system. We were also in the precarious situation of having all courts in this county reliant on one employee's knowledge of the system. The good news was that the county was no longer paying annual support/maintenance payments to CSI in the amount of \$83,042. In the past seven years, we have "saved" over \$581,000 by not paying a vendor for annual support & maintenance

The various courts in the county operated with eNACT as their case management system until 15th District Court converted to the Michigan Supreme Court Administrators Office (SCAO) operated Judicial Information System (JIS) when they left the downtown courthouse in January 2011. The Trial Court (Circuit, Juvenile and Probate) as well as 14A District Court and 14B District Court remained on the eNACT system that was operated by Trial Court Administration.

Due to the precarious situation of operating a large urban court with a non-vendor supported case management system, in 2007 the Trial Court, in collaboration with 14A District Court and 14B District Court, began negotiations with the Michigan Supreme Court Administrator's Office (SCAO) to participate as one of two pilot sites to develop the new Supreme Court case management system then referred to as Next Generation JIS. In September 2007, the Washtenaw County Trial Court, 14A District Court and 14B District Court joined the Berrien County Trial Court as the two pilot court systems to assist in the development of the new state operated JIS Next Generation case management system. A total investment of \$1,424,312

was made by the courts in Washtenaw County. UNIYSIS was selected by the SCAO as the vendor for this new system.

The project began with high expectations in September 2007 and had an estimated completion date of May 8, 2009. The Washtenaw County Trial Court expended a tremendous amount of staff time and resources to the endeavor. Our Systems Manager Scot Cannell traveled to Lansing two to three days per week to participate in the design meetings for Next Generation JIS system. In early 2009, Scot developed significant health issues, but continued to work on the project with JIS.

Four years passed with no completion or implementation of any modules of the Next Generation JIS system. In the intervening time, our System Manager Scot Cannell medically retired from the Trial Court in December 2011 leaving the entire court system without a vendor or an in-house expert to manage the eNACT system. The completion of the Next Generation JIS system was 2 ½ years overdue and there were no indications that the project would be completed in any reasonable timeframe.

In October 2012, the SCAO finally implemented the civil case type module of Next Generation JIS in Berrien County. Criminal, Domestic, Juvenile and Probate case type modules have yet to be developed or implemented and it has been five years since the project began. When a specific timeline could not be provided for the completion of Next Gen JIS, the Trial Court began investigating alternative case management systems. In September 2012 we began investigating alternative case management systems when Tyler Technologies provided a one day presentation of their Odyssey system. We have been negotiating with our funding unit as well as Tyler Technologies since that time.

Budget Reductions: Like any other government operation, the Trial Court has been undergoing structural budget cuts since 2008. Each year it gets more challenging to find effective ways to reduce our operational budget without negatively impacting customer service. On top of previous cuts in 2010 & 2011 that included the elimination of eleven staff positions, we structurally reduced our operational budget by an additional \$347,678 in 2012. We have far fewer staff, and as outlined in the next paragraph, a much less experienced staff, than in years past. In addition, the Trial Court closed to the public for eight days in 2012 as a result of unpaid employee furlough days. These unpaid days off have hindered our productivity due to the backlogs caused in mail processing in all divisions of the court. We will again sustain eight unpaid employee furlough days in 2013. These are indeed challenging times.

New Staff / Staff Adjustments & Training: As has been outlined in earlier sections of this report, 2011 and early 2012 saw a tremendous amount of

staff turnover in the Trial Court. This was a result of a many factors that included the stress of a significant organizational restructuring, significant changes to our employee health care benefits, and reduced wages due to unpaid furlough days. We experienced especially high turnover rates in all areas of our clerking operations. As a result, we had an overall clerk turnover rate of almost 80%. We experienced the perfect storm of fewer staff, and fewer of our remaining staff with court experience. As we went through a very vigorous (and tiring) hiring process, we then had the challenge of training new staff without the assistance of a large pool of experienced staff to assist in that process. These challenges, in turn, lead to difficulties in providing high quality service to our customers. As 2012 progressed, we settled down as staff were finding their way and gaining valuable experience. We look forward to increased staff productivity and service in 2013.

PERSONNEL CHANGES

Circuit Court Administration: There were no staffing in changes in Court Administration in 2012.

Juvenile / Probate / Recorders: Rainelle Green, Joyce Tesoriero, Corey Mason, Jill Stante, and Tonia Hayes joined our staff in 2012.

Circuit Court Services: Ursula Amison, Laura Barrera, Paula Fillinger, Derrick Glahn, Kyle Johnson, Tracine Pickett, Brendan Rachels, LaWanda Smith, Mike Streeter, Ruthie Thomas, Shakia Williams, and Kristyn Younglove joined the Court Services staff in 2012.

Friend of the Court: The following staff joined the FOC in 2012, ("N" = new to the court, "P" = promoted from another department: Kathy Callery (T), Jennifer Greenshields (N), Samuel Hayes (N), Jamie Giordano (N), Lisa Telgren (P), Misty Taylor (P) and Sue Watson (P). The following staff were promoted in 2012: Jayne Armstrong, Catherine Brennan, Kathy Callery, Sheree Davis, Cristen DeBord, Miriam Rashidinejad, Lisa Telgren.