

# SHASTA

Population: 179,412 • Authorized Judges: 11 • Staff: 185 FTE

Civil Filings: 2,923 • Criminal Filings: 36,198 • Family/Juvenile Filings: 3,169 • Other Filings: 1,179

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## OPERATIONAL CHALLENGES

Provide better service to the public by increasing staffing levels court-wide.

- **We have much greater demand for services than our staff can accommodate.**
- **Guardianship filings have increased by 22% and court investigator staff cannot complete investigations of proposed guardians in a timely manner.**

Protect families with emergency orders by adding staff to courtrooms in order to prepare orders after hearing before they leave the courtroom. Restore family stability with mediated custody agreements.

- **2-3 month delay in Custody Mediations.**
- **Several months behind in processing Family Law judgments due to complexity of the documents and chronic understaffing.**
- **Family Calendars are overcrowded, with only two judicial officers handling thousands of cases. Court is routinely in session into the lunch hour and past 5:00pm. The increase in criminal filings noted below has placed a greater demand on resources such that Family Law and general civil cases are grossly under served.**

Hire additional staff and fill vacant positions that have been held in order to stay within budget. Ensure court staff are available when and how people need them.

- **The public is limited in accessing services because of court closures in their area.**

Reduce wait time to respond to record/background checks to help people get hired.

- **We lack the resources to adequately address record checks submitted by prospective employers.**
- **38% increase in misdemeanor filings diverts already limited staff resources.**

Reduce wait time for businesses and individuals to get writs issued in order to collect money owed in civil disputes.

- **Fill vacancies in order to adequately staff operations and meet public demand.**

Utilize technology to offer court services to better serve those areas that are under resourced.

- **Closure of all of our branch courts forces many across a large county to rely on postal service or long drives to access court services.**
- **We continue to look for more efficient ways to provide service, but many areas do not have the infrastructure to support modern service methods.**

## PRIORITIES FOR REINVESTMENT

**Assuming an additional investment in operations funds, we intend to...**

- Hire a Court Investigator and several clerks for window and phone service to reduce public wait times.
- Add a half-time or full-time self-help attorney to serve more unrepresented litigants each day.
- Provide staff with greater employer contribution to health insurance given the higher premiums charged in Northern California thereby reducing staff turnover.
- Add courtroom staff to assist in the preparation of documents so that restraining orders are in place and scanned to law enforcement before litigants leave the courthouse.
- Complete active shooter training in all facilities in order to protect staff and building occupants during emergency.
- Prepare for implementation of a new case management system, replacing one that is 25 years old.

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