

ACTIVITY REPORTING AND PROPOSAL FORM

JUDICIAL COUNCIL DIRECTIVES

AOC RESTRUCTURING

DATE	2/11/2013
PREPARED BY	Diane Nunn
OFFICE NAME	<u>Center for Families, Children & the Courts</u>
JUDICIAL COUNCIL DIRECTIVE NUMBER	60
JUDICIAL COUNCIL DIRECTIVE	E&P recommends that the Judicial Council direct the Administrative Director of the Courts to consider maximizing and combining self-help resources with resources from similar subject programs, including resources provided through the Justice Corps and the Sargent Shriver Civil Counsel program, and return to the council with an assessment and proposal.
SEC RECOMMENDATION	Self-represented litigants in small claims, collection matters, foreclosures, and landlord-tenant matters are frequent users of court self-help centers. A majority of self-help clients seek assistance in family law matters. Consideration should be given to maximizing and combining self-help resources with resources from similar subject programs, including resources provided through the Justice Corps and the Sargent Shriver Civil Counsel program.
RESPONSE (check applicable boxes)	
<input checked="" type="checkbox"/> This directive has been completed and implemented:	
<p>To achieve greater efficiencies and greater oversight, AOC organizational restructuring approved by the Judicial Council in August 2012 placed self help and similar programs in the Judicial and Court Operations Services Division. The programs are Justice Corps, Family Law Facilitators, Self-Help Centers, Model Self Help Programs, Family Law Information Centers, Self Help Assistance and Technology, Equal Access legal services and partnership grants, Shriver Civil Representation Pilots, California Courts Online Self-Help Center content. The Legal Services Office provides subject matter consultation in small claims, landlord-tenant matters, and other case types involving high proportions of self represented parties. A formal protocol for coordination of self help resources within the Judicial and Court Operations Services Division has been developed in order to optimize the effectiveness of the new organizational structure and to maximize efficiencies following the workforce reduction of 4 positions formerly dedicated to self help services in CFCC.</p> <p>With the reductions in workforce, in addition to working on self-help programs, remaining staff must also cover assignments in family, family violence, juvenile, and court operations special services.</p>	



Implementation of rec
60.docx
Microsoft Office Word
Document
18.1 KB

This directive is forwarded to the Judicial Council with options for consideration:

File Attachment

Other:

File Attachment

TIMELINE AND RESOURCES FOR IMPLEMENTATION

**IMPLEMENTATION
DATE OR
PROJECTED
IMPLEMENTATION
DATE**

**RESOURCES
REQUIRED FOR
IMPLEMENTATION**

ADDITIONAL IMPLEMENTATION INFORMATION (complete only applicable sections)

**PROCEDURES/
POLICIES UPDATED
OR DEVELOPED**

File Attachment


**TRAINING
UPDATED OR
DEVELOPED**

File Attachment

SAVINGS

CFCC workforce reduction of 1 Sr. Attorney, 1 Sr. Court Services Analyst, and 2 Administrative Coordinators result in salary and benefits savings=\$463,912. Per funding source, the savings in salaries and benefits is: Admin-General Fund - \$309,476; and, Family Law Trust Fund - \$154,435. These savings are also included in the activity report for recommendation 59.

File Attachment

<input type="checkbox"/> COST	 File Attachment
<input type="checkbox"/> EFFICIENCIES	 File Attachment
<input type="checkbox"/> SERVICE LEVEL IMPACT	 File Attachment
<input type="checkbox"/> OTHER	 File Attachment
ADMINISTRATIVE DIRECTOR OF THE COURTS (ADOC) REVIEW AND APPROVAL	
ADOC REVIEW	Administrative Director of the Courts Review Date: <input type="text" value="2/7/2013"/>
EXECUTIVE AND PLANNING (E&P) COMMITTEE REVIEW	
E&P REVIEW	Executive and Planning Review Date: <input type="text" value="2/14/2013"/>

Implementation of Judicial Council Directive #60

Judicial Council Directive #60

E&P recommends that the Judicial Council direct the Administrative Director of the Courts to consider maximizing and combining self-help resources with resources from similar subject programs, including resources provided through the Justice Corps and the Sargent Shriver Civil Counsel program, and return to the council with an assessment and proposal.

Corresponding SEC Recommendation

Self-represented litigants in small claims, collection matters, foreclosures, and landlord-tenant matters are frequent users of court self-help centers. A majority of self-help clients seek assistance in family law matters. Consideration should be given to maximizing and combining self-help resources with resources from similar subject programs, including resources provided through the Justice Corps and the Sargent Shriver Civil Counsel program.

Directive #60 Assessment and Proposal

Judicial Council Directive 60 requires the Administrative Director of the Courts is to return to the council with an assessment and proposal for maximizing and combining AOC's self-help resources with resources from similar subject programs. The AOC organizational structure adopted by council in August 2012 places all staff working on self-help and related programs in the same division. Additional consultation is provided by LSO staff. A formal protocol for resource coordination is proposed.

1. Organizational Restructuring

In order to realize greater efficiencies and effective oversight, AOC restructuring has placed resources for self-help and similar subject programs within the Judicial and Court Operations Division. On August 31, 2012, the Judicial Council approved a new organizational structure for the Administrative Office of the Courts, proposed by the interim Administrative Director of the Courts and incoming Administrative Director of the Courts. The new organizational structure reduced the AOC Executive Team to four positions (Administrative Director, Chief of Staff, Chief Operating Officer, and Chief Administrative Officer) and realigned and renamed existing divisions into offices housed under one of three newly created divisions (Judicial Council and Court Leadership Services Division, Judicial and Court Operations Services Division, and Judicial and Court Administrative Services Division). The approved organizational structure became effective on October 1, 2012.

2. Workforce Reductions

Workforce reductions in CFCC have eliminated four positions that worked on self-help and related programs. With these reductions in workforce, in addition to working on self-help programs, remaining staff must also cover assignments in family, family violence, juvenile, and court operations special services.

3. Coordination of Self-Help Resources

Division self help staff work on multiple assignments in different self-help and related programs, including: self-help centers, model self help services, family law information centers, equal access legal services and partnership grants, family law facilitators, the Sargent Shriver Civil Representation Pilot Project, Justice Corps, the self-help website, and self help technology and assistance. These same staff also fulfill specific responsibilities in family, family violence, juvenile, and court operations services.

Self help staff consult with Legal Services Office for subject matter expertise on small claims, and Shriver Sargent Shriver Civil Representation pilot projects in housing, probate, and alternative dispute resolution services.

4. Communications and Coordination Protocol

In order to optimize the effectiveness of the new organizational structure and to maximize the efficiency of remaining staff, the following formal protocol for communications and coordination of resources has been developed.

- 1) An email group has been established for this group to ensure that information of interest to all is shared easily, and that the various court groups that staff works with receive information that may be of interest to them across the spectrum of these services.
- 2) Staff will meet every two months to update each other on projects and to consider ways to provide additional assistance to the courts. Regular topics on the agenda will include:
 - a) General update on programs
 - b) Ideas for expansion of Justicecorps and other student service to self-help centers
 - c) Enhancing resources for courts who wish to use volunteers to supplement staff in self-help programs
 - d) Developing educational resources, conferences and training sessions for court staff to assist them in providing services
 - e) Technology projects that will assist self-help centers and self-represented litigants directly
 - f) Coordination of efforts to provide services to persons with limited English proficiency
 - g) Updates on program evaluation strategies including the evaluation mandated by the legislature for the Sargent Shriver Civil Counsel Act
 - h) Coordination with Judicial Council Advisory Committees and Task Forces on issues regarding self-represented litigants
- 3) Staff will coordinate on grant proposals, budget change proposals, and other efforts to increase resources for the branch to provide assistance to self-represented persons