



**CONCILIATION COURT
STRATEGIC BUSINESS PLAN
FY 2011/2012**

COUNTY VISION

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

DEPARTMENT MISSION

The mission of the Conciliation Court is to provide dispute resolution, education, assessment, and therapeutic services to Pinal County residents and the Family Court so they can resolve family and domestic controversies in the best interest of the child.

SUMMARY OF MAJOR SERVICES PROVIDED:

Major service delivery areas include:

- Mediation *
- Child Custody and Parenting Review (CCPR)*
- Limited Focus Child Custody and Parenting Review (LFCCPR)*
- Child Interview *
- Counseling *
- Parent Coordination *
- Parent Education *
- High Conflict Parenting Class
- Early Resolution Conference (ERC)
- Decree Assistance Project (DAP)

*Statutory references/requirements

ISSUE STATEMENTS

Issue 1 - Growth/Increased Demand for Services

The continuing demand for services, the increased complexity of family dynamics, and population growth in Pinal County, combined with the continued under-resourcing of the Conciliation Court, if not addressed, will result in:

- Increase in delays in case resolution/conclusion which increases family conflict
- Decrease in availability and quality of necessary information provided to Judges to enable Judges to make informed decisions
- Decreased access to the Court for Pinal County residents to resolve their family disputes.

Issue 2 - Intradepartmental Integration

The continuing lack of communication and coordinated operations between the Conciliation Court and the Superior Court / Family Court Divisions leads to duplication of services, separation of services, delay in initiation and completion of services and inefficiencies which, if not addressed, will result in:

- Increase in delays in case resolution/conclusion which increases family conflict, dissatisfaction by residents, judges and staff
- Increase in inefficient use of limited Conciliation Court resources which causes increased dissatisfaction by judicial officers, residents and staff
- Increase in number of cases where Judges do not receive necessary information to assist with case resolution thus decreasing satisfaction of Pinal County residents, judges and staff

Issue 3: Departmental Support and Development

Best practices in the delivery of Conciliation Court services include providing ongoing training, education and professional development of staff to enable efficient, quality service delivery. The historical and continuing lack of a staff development programs, if not addressed, will result in:

- Decrease in growth of Conciliation Court professional staff and services
- Increase in substandard and outdated services due to lack of implementation of continual changes in best practices, professional standards and the law
- Increase in negative impact upon staff commitment and morale to produce high quality work product thus meeting the challenges of the needs of Pinal County families and judges

Issue 4: Appropriate Utilization and Understanding of Conciliation Court's Scope of Services

The increased misunderstanding of the scope of services and appropriate utilization of the services provided by Conciliation Court by users which include parties requesting services and/or judges who refer parties for services will, if not addressed, result in

- Decrease in satisfaction of residents of Pinal County who need timely access to Family Court
- Increase in delayed justice for residents of Pinal County who need timely access to Family Court
- Increase in dissatisfaction of Judges who would benefit from the information and services Conciliation Court provides to assist them in the decision making process

COUNTY PRIORITY ALIGNED TO:

Services delivered by Conciliation Court align with the current County Priorities and Strategic Goals as follows:

- **Accountability:** By utilization of a variety of electronic forms, website, online surveys and online payment options as well as continuing to provide cost-effective, time efficient services to the community.
- **Public Safety:** By providing conciliation services, Conciliation Court assists families, children, and the courts in domestic relations cases.

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1: Provide Timely Mandated Service

By 2013, Conciliation Court users which include parties requesting services and/or judges who refer parties for services will experience timely justice as evidenced by:

- 75% of the evaluation cases being completed within 60 days of court ordered first appointment
- 100% of mediation cases being completed within 30 days of court ordered first appointment
- 100% of counseling cases completed within 60 days of court ordered first appointment
- 100% of all Early Resolution Cases completed within 60 days of court ordered first appointment
- 75% of all Decree Assistance cases will be completed within 30 days of the initial Default Hearing

Strategic Goal 2: Integrated and Enhanced Services

By 2013, all users which include parties requesting services and/or judges who refer parties for services will receive targeted and appropriate services regarding the child's best interest, as evidenced by:

- 75% maintenance of the 10 current service levels provided and to support increased demand for the services
- 85% of users surveyed indicate that services were appropriate

Strategic Goal 3: Increased Access to Justice

By 2013, all users which include parties requesting services and/or judges who refer parties for services will have improved access to justice provided by Conciliation Court as evidenced by:

- 75% increase in visits to the department website from 500 to 1000

By 2014, all users which include parties requesting services and/or judges who refer parties for services will have improved access to justice provided by Conciliation Court as evidenced by:

- 30% of services will be offered outside of the main office

Strategic Goal 4: High Quality Services through Best Practices

By 2013, Conciliation Court staff will improve best practices standards as evidenced by:

- 90% of all staff attending 100% of required training
- 100% compliance with domestic violence safety policies and procedures
- 100% of file audits will demonstrate compliance with industry best practice standards as defined by policy

CROSS CUTTING ISSUES

Issue #1: Integration into the Case Management System

Goal: Services provided by Conciliation Court to be included in the AJACS Case Management System

Cross Cutting with: Clerk of the Superior Court

Need: To provide integrated services within the Family Court, maintain current files to include all calendar and appointment dates and outcomes visible to judicial officers and Conciliation Court staff, improve efficiency and reporting.

Issue #2: Location of Conciliation Court's Primary Offices

Goal: Relocation of Conciliation Court's Primary Offices

Cross Cutting with: Superior Court, Budget, Facilities

Need: To be more conveniently located into the Superior Court building. This will enable the judicial officers the option of referring for services and will enable the Conciliation Court staff to better meet the needs of the court.

ANNUAL PERFORMANCE MEASURES:

STRATEGIC GOAL: PROVIDE TIMELY MANDATED SERVICE			
MEASURE TYPE	MEASURE DESCRIPTION	Annual Target FY 2012	Strategic Goal Target
Key Performance	% of evaluation cases being completed within 60 days of the court ordered first appointment	75%	75% by FY 2013
Output	# of reports provided to the Court	180	
Key Performance	% of mediation cases will be closed within 30 days of court ordered first appointment	100%	
Output	# of mediation cases closed	300	
Key Performance	% of all ERC cases will be closed within 60 days of court ordered first appointment	100%	
Output	# of ERC cases closed	300	
Performance	% of counseling cases referred will move forward in the court system within 60 days or less	75%	
Output	# of counseling reports submitted	45	
Performance	% of all Decree Assistance cases will be completed within 30 days of the initial Default Hearing	75%	
Output	# of Decree Assistance cases completed	350	

STRATEGIC GOAL: INTEGRATED AND ENHANCED SERVICES			
MEASURE TYPE	MEASURE DESCRIPTION	Annual Target FY 2012	Strategic Goal Target
Key Performance	% maintenance of the 10 current service levels provided and to support increased demand for the services	75%	75% by FY 2013
Output	# of total cases meeting timely closure	1175	
Performance	% of users surveyed indicate that services were appropriate	85%	
Output	# of users surveyed responses	200	
Performance	% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Conciliation Court Department.	75%	
Output	# of respondents who state they are satisfied or very satisfied with the department's services	200	

STRATEGIC GOAL: INCREASED ACCESS TO JUSTICE			
MEASURE TYPE	MEASURE DESCRIPTION	Annual Target FY 2012	Strategic Goal Target
Key Performance	% of services to be offered at alternative locations	30%	30% by FY 2013
Output	# of services offered at alternative locations	3	
Key Performance	% increase in visits to the department website	75%	
Output	# of website inquiry responses	1000	

STRATEGIC GOAL: HIGH QUALITY SERVICES THROUGH BEST PRACTICES			
MEASURE TYPE	MEASURE DESCRIPTION	Annual Target FY 2012	Strategic Goal Target
Key Performance	% of file audits will demonstrate compliance with industry best practice standards as defined by policy	100%	100% by FY 2013
Output	# of total evaluation reports provided to the Court	180	
Performance	% domestic violence cases with full compliance with domestic violence safety policies and procedures	100%	
Output	# of cases that indicate domestic violence	1500	
Performance	% of all staff attending 100% of required training	90%	
Output	# of staff that attended 100% of required training	11	

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund		
CT-EDUCATION & INFO	2630411	\$64,000
General Fund Total		\$64,000
Fund 125		
CRTS/DOMSTIC RELATNS ED & MED	2630213.8000052A 2630413.9000152A 2630413.9000153A	<u>\$17,602</u>
Fund Total		\$17,602
Fund 127		
COURTS/CHILDRNS ISSUES ED FUND	2630214 2630314 2630314.9000155A 2630324 2630324.9000155A 2630333 2630333.9000155A 2630414 2630414.9000155A	<u>\$115,494</u>
Fund Total		\$115,494
Fund 195		
COURTS/CIVIL ADR	2630132 2630315	<u>\$11,900</u>
Fund Total		\$11,900

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund				
CT-HUMAN RESOURCES	3	0	2630110	\$32,308
CT-TRAINING	2	0	2630131	\$20,027
CT-RECORDS MANAGEMENT	1	0	2630140	\$4,934
CT-VEHICLE MANAGEMENT	1	0	2630150	\$4,209
CT-BUDGET/FINANCE/PURCHASING	2	0	2630160	\$19,010
CT-DEPARTEMENT DIRECTOR	1	0	2630170	\$42,089
CT-CASE FLOW MGMT	5	0	2630211	\$63,081
CT-SETTLEMENT	7	0	2630311	\$149,109
CT-EVALUATION	5	0	2630321	\$137,219
CT-COUNSELING	4	0	2630331	\$11,624
CT-EDUCATION & INFO	8	0	2630411	\$29,927
General Fund Total				\$513,537
Fund 37				
COURTS/EXPEDITED CHILD	1	0	2630212	<u>\$45,034</u>

SUPPORT			2630312 2630322 2630412	
Fund Total				\$45,034
Fund127				
COURTS/CHILDRNS ISSUES ED FUND	2	0	2630214 2630314 2630314.9000155A 2630324 2630324.9000155A 2630333 2630333.9000155A 2630414 2630414.9000155A	<u>\$115,494</u>
Fund Total				\$115,494

SUPPLEMENTAL FUNDING

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
ABC New Project	N/A	N/A	N/A
XYZ New Project	N/A	N/A	N/A