# A Report on Services Provided by Staff to the Judicial Council

June 27, 2014

# Today's Report

- Information only

- Represents collaborative effort of all offices

# Reasons for Initiative

- Organization experienced budget cuts/staff reductions due to VSIP, layoffs, retirement

- Need for review of remaining staffing/services to determine impact of staffing reductions

- Development of recommendations for council on how to prioritize services to utilize remaining staff most effectively

# Reasons for Initiative (continued)

- Executive Office determined it vital to first catalog and review all services provided before recommending priorities

# Developing the Catalog of Services

- Worked with each office to obtain information about their services

- Services catalogued represent services remaining after offices eliminated or suspended activities in light of budget reductions

# Executive Office Review

- Catalog of services provided to Executive Office

- Series of meetings held to review the catalog of services

- Executive Office determined services were critical in service to the branch

# Services Aligned with Access 3D

- During this review of services, the Chief Justice announced her vision for Access 3D
  - Equal Access
  - Physical Access
  - Remote Access
- Document developed to demonstrate how the services provided directly align and are in direct support of Access 3D

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# AOC Services Aligned with Access 3D (Attachment 1)

- Contains the tenets of the Chief Justice's Access 3D initiative and high level descriptions of how AOC offices are in direct support of this initiative

- Staff to the council provides the underlying systems, support, and technical expertise to the branch needed for equal, physical, and remote access

# Catalog of Services Provided by the Administrative Office of the Courts (Attachment 2)

- Detailed catalog of AOC services by offices, program, and unit

- Includes current organization charts and staffing as of April 30, 2014

# Services Provided

- All three attachments demonstrate broad and varied services, displayed differently

- High-level descriptions of staff services included do not quantify or reflect the amount of work that occurs behind the scenes

- Represents initial step in multi-phased project

# Next Steps

- Quantify workload to determine staffing level
  - Labor- and time-intensive
  - Will require working with every office for analysis
  - May result in several outcomes:
    - More staff than services require?
    - Insufficient staff to perform services adequately?

# Next Steps (continued)

- The result of the next phase will be presented to the council for critical decisions:
  - Prioritize services to align with staffing levels?
  - Realign staffing to support critical service areas?
  - Eliminate services?

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# Next Steps (continued)

- Return to the council in August to provide an update on our efforts to develop/finalize a methodology for next phase

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Questions?