

“Doing More with Less”

Not just a slogan anymore! Its here to stay.

JD Peacock II, Okaloosa County

Court Related Budget

- ▶ CFY 1516 Operational Budget (Oct 16, 2015)
 - ▶ 79.62 Court FTE
- ▶ CFY 1718 “Needs Based” Budget Request (May 31, 2017)
 - ▶ 61.10 Court FTE
- ▶ Differences in 18 Months
 - ▶ 18.5 Court Employees (38,480 work hours) **Lost**
 - ▶ Over 23% of human resources lost!

Court Related Outputs

- ▶ CFY 1516 Operational Budget (Oct 16, 2015)
 - ▶ New Circuit Criminal Cases = 3,000
 - ▶ Total Docket Entries = 1,534,750

- ▶ CFY 1718 “Needs Based” Budget Request (May 31, 2017)
 - ▶ New Circuit Criminal Cases = 3,200 (6.6% Increase)
 - ▶ Total Docket Entries = 1,535,650 (Near the same work volume)

Our workload has not been reduced!

Re-organization

What we did in Okaloosa County

- ▶ Previous Court Organization Structure
 - ▶ Civil Division
 - ▶ Felony Division
 - ▶ County Criminal Division
 - ▶ Civil Traffic Division
 - ▶ Appeals Division
 - ▶ Domestic Relations Division
- ▶ All divided physically and by work product. Each had court appearance clerks. Each had counter customer service clerks, including taken phone calls and processing e-fillings and other processes.
- ▶ Nobody knew what the other divisions did. No Cross Training. No Flexibility.

Re-organization

- ▶ A Different Way Forward.
 - ▶ “Challenge Every Process” is our slogan now!
- ▶ Customer Service Team*
- ▶ Call Center for incoming phone calls and web inquiries*
- ▶ Case Initiation Team*
- ▶ eDocketing Team*
- ▶ Court Appearance and Judicial Services Team*

***Clerks are cross trained to handles all case types**

Keys to Success

Change is Hard no matter the reason why

- ▶ **Communication, Communication, Communication!**
 - ▶ What are we doing, why are we doing it, how are we going to accomplish it?
 - ▶ These questions need to be communicated to all levels of the organization.
 - ▶ Concentrate on written procedures.
 - ▶ Lots of unwritten Practices.
- ▶ **Tone from the top of the organization.**
 - ▶ Your middle managers can kill incentive to accomplish change.
- ▶ **Measure what we are doing!**
 - ▶ Can't know if its working without metrics.

Helpjuice Knowledge Base

The screenshot displays the Helpjuice Knowledge Base admin interface. The browser address bar shows the URL: <https://okaloosaclerk.helpjuice.com/admin/categories/29104-diss>. The interface includes a top navigation menu with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is a breadcrumb trail: 'Dems question if Clint...'. The main content area is divided into a left sidebar and a central list of questions.

QUESTIONS

- Everything
- Published 380
- Draft 0
- To Review 0

CATEGORIES

- Dashboard
- General Court Inf...
- Probate
- Traffic
- Jury
- Dissolution
- Injunction
- Drivers License
- Small Claims
- Foreclosure
- Child Support
- Evictions
- Payment Plan
- Passport
- Marriage License
- Court Date

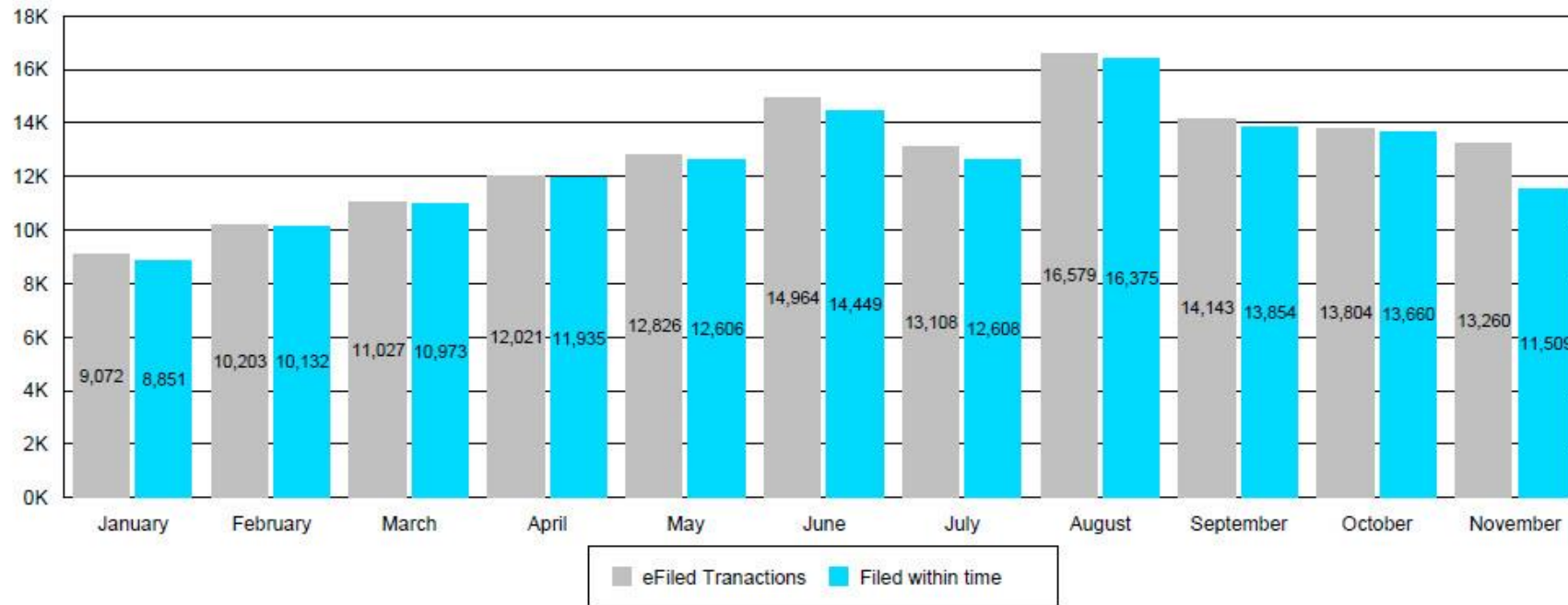
Actions **SORT BY** Position

<input type="checkbox"/>	<input type="checkbox"/>	What is a Simplified Dissolution of Marriage? Updated 5 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	What is an Uncontested Divorce? Updated 8 months ago by John Anderson	
<input type="checkbox"/>	<input type="checkbox"/>	What do I do if I want an Uncontested Divorce but I cannot locate my spouse? Updated 4 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	What is a Contested Divorce? Updated 8 months ago by John Anderson	
<input type="checkbox"/>	<input type="checkbox"/>	How do I file a simplified dissolution? Updated 5 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	I have filed a divorce why hasnt a hearing been set? Updated 8 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	We have a divorce on file, it is not contested. We agree on everything, will there be a court date? Updated 8 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	Simplified Divorce information Updated 8 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	Where do I get a divorce packet? Updated 6 months ago by Courtney Eslinger	
<input type="checkbox"/>	<input type="checkbox"/>	How do I file for annulment? Updated 3 months ago by Courtney Eslinger	

eFiled Transactions Metrics - Timeliness

12/5/2016

1/1/2016 to 11/30/2016 filed within 2 days



Total eFilings: 141,007

Total eFilings handled within 2 days: 136,952

%97.12

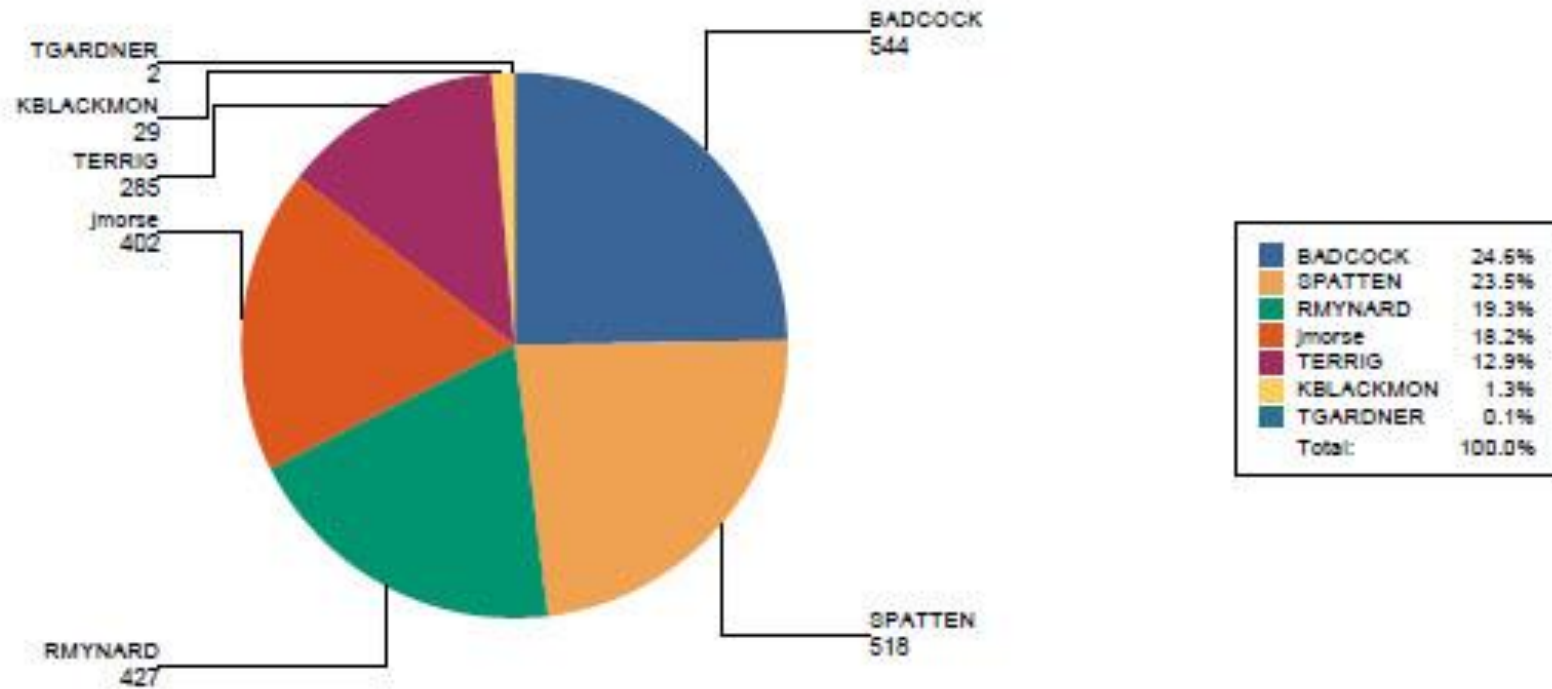
eFiled Transactions Metrics - eDocketing

12/5/2018

11/1/2016 to 11/30/2016

Circuit Civil

Total eFiled transactions: 2,207 transactions for 998 cases



Today ▾

Waiting **3** ^

- 7 min Marriage License **Campbell**
- 6 min Records/Recording **WEST NATALIE**
- 0 min Marriage License **Brittany**

Being Served **4** ^

- 13 min London Bailey **Samuels**
- 12 min Marilyn Smith **Dwighr**
- 6 min Sherry Johnson **Brandon**
- 5 min Alisha Dalton **Stephanie Price**

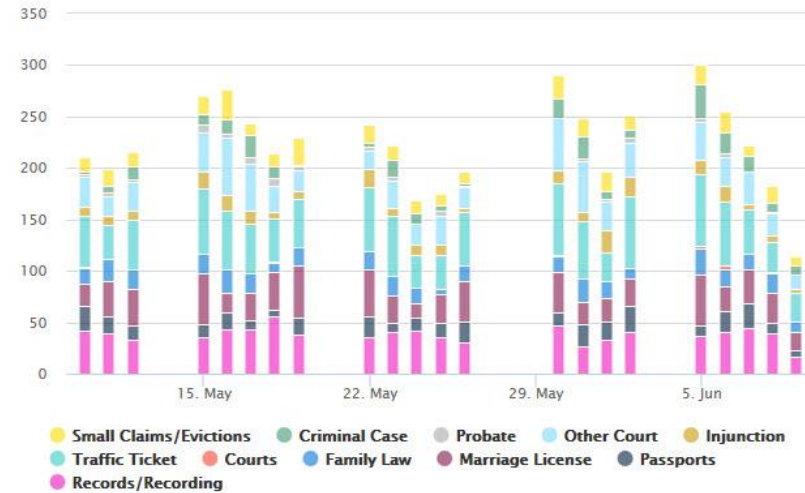
Served **105** ^

- 12:48 PM Criminal Case **West**
- 12:48 PM Traffic Ticket **Fabio**
- 12:47 PM Passports **David**
- 12:43 PM Small Claims/Evict... **Annette**
- 12:43 PM Criminal Case **Shane**
- 12:42 PM Marriage License **Nelson Campbell**
- 12:41 PM Passports **Steven**
- 12:38 PM Traffic Ticket **Alfred Afari Mintah**
- 12:38 PM Traffic Ticket **Dana Fite**

05/10 - 06/09 ▾

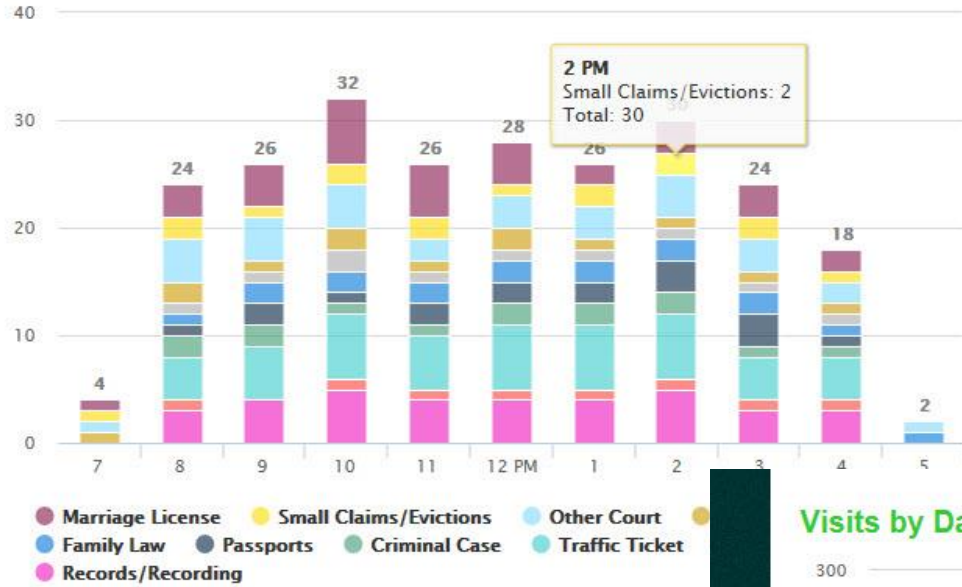
All Lines ▾

Daily Visitors

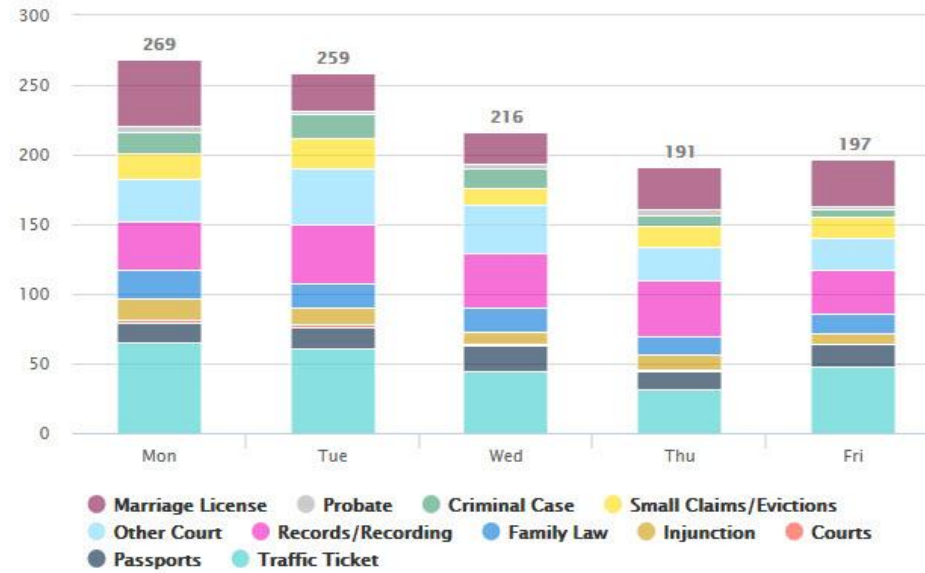


Waiting **3+** Being Served **4+** Served **4820+** No Shows **63+** Cancellations **32=** Visitors **4922**

Average Hourly Visits



Visits by Day of Week



▶ Questions?