

MULTI-YEAR FINANCIAL PLAN (MY PLAN)

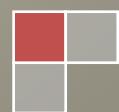
Extended through Fiscal Year 2017-18

The Superior Court of California, County of Orange has extended its strategic financial plan through Fiscal Year 2017-18. The Court's focus remains the same – to provide the highest quality of justice and court services to the community. Plans for resource allocation will continue to reflect the Court's investment and spending priorities in support of the Court's mission and strategic goals.

Over the past five fiscal years, the Court has made numerous improvements to enhance services and to make it more convenient for court users to access services. By embracing technology and innovative thinking, the Court is now operating more efficiently and is able to serve the public despite multi-million dollar decreases in its general operating budget.

The Court continues to move toward a paperless and file-free environment. Court business can now be conducted more easily and efficiently in person, by phone, and in most cases, online. By investing in employees through continuous training and development, the Court strives to provide the highest quality of service to the people of Orange County.

Hon. Charles Margines, Presiding Judge
David H. Yamasaki, Court Executive Officer
June 30, 2017



Accomplishments

Strategic Goal 1: Justice and Service

The Court strives to deliver the highest quality of justice and services by implementing initiatives that make it easier for the public to conduct their business with the Court. Some examples include **Reserve a Court Date** (making online appointments), **eJuror and postcard summons**, **eFiling for Civil and Probate**, **Mobile-Friendly Website**, **Courtroom Video Conferencing**, and **Interactive Voice Response System**. The Court also opened the **Superior Court Service Center** in South County to provide self-help assistance and a place where the public can pay fines, file court papers, and get questions addressed.



Strategic Goal 2: Access to Justice



Self-Help Portal and My Court Card are accessible 24/7 to provide online help to self-represented litigants. Users can download needed forms, sign up for free workshops, keep track of case progress, access online tutorials and e-learning content, and receive expedited services when visiting Self-Help Centers at the courthouses. The Court has also adopted a **Language Access Plan** to address the needs of users with limited English proficiency. Every year, the Court provides interpreters in over 65 languages.

Strategic Goal 3: Accountability for Using Public Resources

The Court embarked on an ambitious **Records Scanning Project** to convert Criminal, Civil, Probate, Family Law, and Juvenile paper case files to digital images. Almost 25 million pages of documents were scanned, and more than 260,000 exhibits were relocated. This endeavor enabled the Court to gain efficiency by making all records electronic, provide easier access to staff and the public, and realize an ongoing savings of over \$800,000 per year.

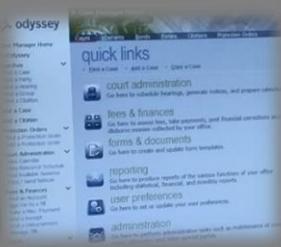


Strategic Goal 4: Highest Quality Judicial Officers and Staff

Court employees are held to the highest ethical standards. All staff must attend regular trainings, such as the **Code of Ethics**. Over 1,000 staff have completed the recently updated course. In addition, the Court expanded leadership training and development opportunities to all staff, supervisors, and managers. Leadership training includes **Learning to Lead**, **Institute for Court Management**, **Core-40 for Supervisors**, and **Leadership Development Institute**.

Strategic Goal 5: Innovations & Efficiency

The Court was honored with a **Court Information Technology Officers Consortium "Innovation in Business Process Award"** and a **National Association for Court Management "Top 10 Court Technology Solutions Award"** for using technology to improve access to justice. Through a competitive process, the Court was awarded \$2.2 million in **Court Innovations Grant** funds to develop and implement innovative practices and services for the public and court users in the near future.



Strategic Goal 6: Comprehensive Infrastructure

One of the Court's recent focal points has been to ensure continuity of business through the retirement of antiquated case management systems. By implementing **Odyssey – Family Law and Juvenile** in 2015, the Court has stopped using a 20-year old system. The Court can now completely support a paperless, file free, environment for Family Law, Juvenile, Criminal, Probate, and Civil case types. Judicial officers have immediate access to case files at their fingertips.