



FILL THE GAP ANNUAL REPORT 2019



Court Services Division
Administrative Office of the Courts
Arizona Supreme Court

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ARIZONA SUPREME COURT FILL THE GAP

ANNUAL REPORT 2019

CRIMINAL CASE MANAGEMENT REENGINEERING

Introduction

Pursuant to A.R.S. § 12-102.01 (D), the Supreme Court reports annually “to the governor, the legislature, each county board of supervisors, the joint legislative budget committee and the Arizona Criminal Justice Commission on the progress of criminal case processing projects and the enforcement of court orders, including the collection of court ordered fees, fines, penalties, assessments, sanctions and forfeitures.” Arizona Revised Statutes § 12-102.02 (D) also requires the Supreme Court to report annually on the expenditure of fund monies for the prior fiscal year and the progress made in improving criminal case processing.

Historically, federal, state and local governments made substantial investments in placing more police officers on the street and building more prisons. These efforts sought to increase public safety, but also created a backlog in the rest of the criminal justice system. In essence, funding targeted the front and back ends of the criminal justice system, creating a “gap” in the middle. Funding for those entities in the “gap” did not keep pace. The Fill the Gap initiative was intended to address this problem. The funding that resulted from this initiative continues to aid in the progress of accomplishing several improvements in criminal case processing throughout Arizona.

Case Processing Standards

Rule 8.2 of the Arizona Rules of Criminal Procedure establishes timelines for processing criminal cases as follows: 1) For in-custody defendants, the time to disposition is within 150 days from the date of arraignment; 2) For out-of-custody defendants, the time to disposition is within 180 days from the date of arraignment; 3) If the case is categorized as complex, the time to disposition is within 270 days from arraignment; and 4) For defendants charged with first degree murder in which the state has filed an intent to seek the death penalty, the time to disposition is within 24 months from the notice date. Rules of criminal procedure specifically address the protection of defendants’ rights in individual cases.

The National Center for State Courts (NCSC) published the *Model Time Standards for State Trial Courts* in 2011. The Arizona Judicial Branch established the Steering Committee on Arizona Case Processing Standards through Administrative Order 2012-80. This committee was charged with “reviewing the national time standards for processing all major case types in limited and general jurisdiction courts and developing and recommending state case processing time standards for Arizona.” This committee has recommended, and the Supreme Court has adopted, case processing time standards for 22 case types, including felony cases,

DUI cases, and other non-DUI misdemeanor cases, as well as juvenile delinquency and status offenses.

Funding Sources

Arizona Revised Statutes § 41-2421, enacted in 1999, created three main funding sources for Fill the Gap efforts: a state general fund appropriation; a seven percent (7%) Fill the Gap surcharge; and a five percent (5%) set-aside of funds retained by local courts when revenues exceed the 1998 benchmark. It should be noted that counties with populations exceeding 500,000 (Maricopa and Pima) have not been eligible for general fund appropriations since fiscal year 2005 as directed by legislation. The general fund appropriation was later eliminated altogether in fiscal year 2009 as directed by legislation. The 7% surcharge earmarked for the courts is deposited in the State Aid to the Courts Fund and administered by the AOC pursuant to A.R.S. § 12-102.02. The 5% set-aside funds are collected by the courts, kept locally, and approved by the Supreme Court for local court use.

In addition to the general fund appropriation being eliminated in fiscal year 2009, over half a million dollars have been swept from this fund to assist with the state budget deficits between fiscal years 2009 and 2017. Maintaining staffing and adequate resource levels continues to be a struggle for many courts due to lack of funding at all levels, making initiatives for improvement difficult to achieve.

County Project Overview

As defined by statute, the purpose of the State Aid to the Courts Fund is to provide state aid to the superior court, including the clerk of the superior court, and the justice courts in each county for the processing of criminal cases.

Within each county, the presiding judge of the superior court, the clerk of the court and the presiding justice of the peace must develop a plan in coordination with the chairperson of the county board of supervisors or their designee which is submitted to the AOC. The proposed plan details how the funds will be used, how the plan will assist the county in improving criminal case processing, and specifically how each court entity will use the funds.

Counties may apply to use the funds for any purpose that improves criminal case processing. Solutions in each county are different due to varying factors such as funding, caseload size, staffing, geography, and interaction with local criminal justice agencies. Considering funding sweeps, some of the less populous counties have previously chosen to allow funds to build over time until a balance of funds was sufficient to implement meaningful projects. The following describes how counties used Fill the Gap funds in fiscal year 2019.

Apache County

Fill the Gap funds allow the county courts to retain current staffing levels and provide staff with the necessary tools and training to effectively perform their duties. Apache County uses these monies to fund a portion of the costs associated with a part-time judge pro tempore, travel expenses and the maintenance for the court's computer equipment.

The Superior Court in Apache County continues to improve court processes with greater use of technology. Plans for scanners to be installed in all justice courts are ongoing. The Round Valley Justice court along with the Puerco Justice Court is utilizing the video conferencing system for initial appearances, which has had a positive impact on caseflow management.

Funding provided assisted with ACAP device fees. These computers are an essential tool for clerks and judges, and were utilized for electronic document management, use of online judicial resources, and electronic calendar management of criminal cases. Hearings can be scheduled while on the bench, thus reducing continuances. Computers on the bench also assist with eliminating delays during the hearing due to paper files not needing to be retrieved, as the documents can be retrieved online.

Data clean-up is also an ongoing project for the Clerk of the Superior Court and the limited jurisdiction courts. The Superior Court and Clerk of the Court are working in conjunction to clean up data in the case management system; more specifically, case status changes. In addition, a training manual for the limited jurisdiction courts to assist in the workflow process is being developed.

APACHE COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	47%
Percent of criminal felony cases disposed of within 180 days	66%
Percent of criminal felony cases disposed of within 365 days	89%
Average (mean) number of days required to adjudicate all criminal felony cases	346

Cochise County

Cochise County Superior Court continues its Early Resolution Court (ERC) and the Deferred Incarceration Sanction Programs, both of which have significantly reduced the county's jail population.

Fill the Gap funding provided for a Superior Court Judge, judicial assistant, court reporter, and a deputy clerk. Moreover, funding provided for a Pre-Sentence Investigator as an essential component to the judicial process and produced multiple reports (163) to the court for misdemeanor and felony cases. Cochise county has six Justices of the Peace, and by utilizing Fill the Gap funds for the Justice of the Peace Pro Tempore, they have been able to attend mandated training and conferences held throughout the State of Arizona to fulfill their COJET training requirements. The Justices of the Peace Pro Tempore have provided coverage for felony and misdemeanor initial appearances. In addition, the Justice of the Peace, precinct 5, continued to cover CARE Court.

The court continues to sponsor meetings between clerks and court staff to improve data quality with a goal of improving case management reporting and progress related to time standards.

COCHISE COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	61%
Percent of criminal felony cases disposed of within 180 days	81%
Percent of criminal felony cases disposed of within 365 days	94%
Average (mean) number of days required to adjudicate all criminal felony cases	120

Coconino County

Coconino County continues to use Fill the Gap funds to provide partial funding for its Recovery Court Program. This program has been successful in expediting felony case processing and reducing the recidivism rate. Fill the Gap monies partially fund the Recovery Court's judge, coordinator, surveillance officers, and administrative support staff. Additionally, they fund training and travel, as well as other operational expenses such as treatment, urinalysis testing, and program incentives. In fiscal year 2019, Recovery Court had 48 new participants. In this fiscal year, the average time to enter the program was shortened to an average of 62 days. A treatment component which provides a minimum of 192 hours of outpatient group- and individual counseling continues to be an additional part of the Recovery Court. On average, 71% of the Recovery Court participants were employed or in school, with 96% of the graduates employed. Any alcohol and drug use was monitored through various modalities to deter use.

Page and Fredonia Justice Courts

Fill the Gap funding aided with the Page/Fredonia DUI/Drug Court. This voluntary four-phase, twelve-month court supervised substance abuse treatment program allowed citizens of Page and Fredonia to reside close to their communities and support systems which contributes to their success.

Williams Justice Court

Funding from Fill the Gap helped the Williams Justice Court to support the implementation of the Electronic Document Management System (EDMS). Funding of hardware assisted the court in streamlining and expediting the flow of cases, increasing efficiencies in criminal case processing, in addition to improving time management for these cases.

COCONINO COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	42%
Percent of criminal felony cases disposed of within 180 days	70%
Percent of criminal felony cases disposed of within 365 days	92%
Average (mean) number of days required to adjudicate all criminal felony cases	164

Gila County

Utilizing funds provided by Fill the Gap, Gila County's local Scanning Program has entered its fifth year. This project allows all limited jurisdiction courts in the county to have scanning equipment. The goal of the program is to introduce (or enhance) the scanning processes to limited jurisdiction courts in anticipation of the transition to the limited jurisdiction case management system. The improvement to business practices has facilitated criminal case processing by streamlining case management. Courts also report that digitization has reduced the time spent producing documents for requests from the public or agencies in addition to simplifying document retrieval. Results of surveys submitted to courts indicated a better preparation for the move to a document-imaging case management system.

GILA COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	35%
Percent of criminal felony cases disposed of within 180 days	73%
Percent of criminal felony cases disposed of within 365 days	93%
Average (mean) number of days required to adjudicate all criminal felony cases	157

Graham County

The Superior Court in Graham County continues to partially support the costs of a judge pro tempore and a pre-trial services officer using Fill the Gap funds. The judge pro tempore primarily covers the juvenile, family relations, and probate caseloads, which frees up the presiding judge to hear the bulk of the criminal caseload. The judge pro tempore also hears conflict criminal cases and settlement conferences, helping to expedite the processing of criminal cases. The pre-trial services officer provides supervision to include compliance monitoring, reporting, and hearing notification services for pre-adjudicated adult criminal defendants. The pre-trial services officer performed assessments with the PSA Court Tool, assisting in release decisions and allowing courts to place individuals on pre-trial services supervision much earlier at initial arraignments.

Fill the Gap funds were also used to cover support and maintenance costs of computer equipment on behalf of the Pima Justice Court.

GRAHAM COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	59%
Percent of criminal felony cases disposed of within 180 days	84%
Percent of criminal felony cases disposed of within 365 days	95%
Average (mean) number of days required to adjudicate all criminal felony cases	162

La Paz County

The Superior Court in La Paz County continues to use Fill the Gap funds for staff positions which aid in improving and expediting criminal case processing. These funds provide approximately half of the salary and employment costs of a county field trainer, judicial IT network administrator, and pre-sentence investigative probation officer.

Field Trainer: The field trainer regularly provides training to all county courts regarding the

case management system, statistics, data clean-up, and works on necessary reports for the conversion to the new case management system.

Judicial IT Network Administrator: The network administrator provides the technical support necessary to ensure expedient case adjudication. The Superior Court completed a server refresh project that included four servers to upgrade the document management system. A comprehensive strategic IT plan that included the superior court, clerk, three justice court and two magistrate courts was completed.

Pre-Sentence Investigator: The pre-sentence investigative probation officer prepares timely reports, minimizing criminal case processing and time to disposition. The La Paz County Adult Probation Department investigated and completed 242 pre-sentence reports. The filing of these reports occurred within the statutory time limit 98% of the time. The department adhered to the local court standards to maintain the three-week duration from change of plea to judgment and sentence.

Fill the Gap funds were also used to cover support and maintenance costs for the court's computer equipment.

LA PAZ COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	10%
Percent of criminal felony cases disposed of within 180 days	40%
Percent of criminal felony cases disposed of within 365 days	81%
Average (mean) number of days required to adjudicate all criminal felony cases	345

Maricopa County

Advances were made in criminal case processing using Fill the Gap funds for resources which maintained existing processes and developed new ones. Maricopa County uses these funds to support various personnel who aid in this regard:

- The Superior Court received funding for 32 positions: 4 commissioners, 5 bailiffs, 4 judicial assistants, 15 judicial clerks, 1 judicial clerk lead, and 3 judicial clerk supervisors.
- The Clerk's Office received funding for 48 positions: 22 courtroom clerks, 2 courtroom services supervisors, and 24 justice system clerks.

In collaboration with the Clerk's Office, the Superior Court has managed to successfully develop and improve the following programs to enhance criminal case processing:

- The six Master Calendar Commissioners heard 30,900 matters in fiscal year 2019, which included initial pretrial conferences, non-witness violation hearings, changes of plea, settlement conferences, sentencings, and trials.
- The Initial Appearance Court (IAC) operates 24 hours a day, 7 days a week and manages eight daily calendars. IAC held 87,684 hearings and the number of

defendants seen totaled 62,778. In addition, the IAC Commissioners review all electronically submitted search warrants and in FY19 they reviewed 6,773 requests for warrants and 6,536 electronic search warrant returns.

- There were 24,434 cases filed with the Early Disposition Court (EDC) and Regional Court Center (RCC) in fiscal year 2019 of which 6,286 were issued a Summons.
- The Not-Guilty Arraignment (NGA) calendars are heard on Tuesday, Thursday, and Friday mornings. The average number of cases appearing on each of these calendars is between eighty (80) to ninety (90) defendants. In FY2019, 13,109 hearings were held for 12,592 defendants on the NGA calendar.
- The Bond Forfeiture (BF) calendar processed 2,262 matters, resulting in approximately \$2,029,304.00 in forfeited bonds and a total of \$2,835,772.00 in total bonds (cash and paper) collected in fiscal year 2019.
- Settlement Conference on Demand (SCOD) allows attorneys to contact staff and obtain settlement conferences without contacting multiple judicial divisions. The average number of monthly requests received was 169 in fiscal year 2019.
- The Probation Adjudication Center (PAC) resolves requests to revoke probation in a timely and efficient manner by consolidating hearings and co-locating the court operations with other justice partners. In fiscal year 2019, there were 19,394 probation violation cases arraigned by two (2) commissioners, compared to 18,546 cases in fiscal year 2018. The court and its co-located partners (Adult Probation Department, Public Defender, Sheriff's Office, and County Attorney), can facilitate an admission to a probation violation, hear a disposition recommendation from the Adult Program Department, and complete sentencing all at the first hearing scheduled in the PAC. This process results in substantial savings in jail days.

The Court has completed the case management enhancements in the Probation Adjudication Center. The judicial officer creates all dispositions in an electronic environment which is accompanied by the capturing of the defendant's electronic fingerprinting in the courtroom.

- The Post-Conviction Relief (PCR) Unit is centralized within the Criminal Department. There were 1,210 petitions for Post-Conviction Relief filed and 1,209 petitions completed in fiscal year 2019. The average monthly pending inventory for fiscal year 2019 was approximately 1,034 cases.

MARICOPA COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	60%
Percent of criminal felony cases disposed of within 180 days	77%
Percent of criminal felony cases disposed of within 365 days	91%
Average (mean) number of days required to adjudicate all criminal felony cases	169

Mohave County

Mohave County uses Fill the Gap funds for operating expenses and personnel to aid in

improving and expediting criminal case processing. These monies funded one court commissioner and one judicial assistant in full, as well as a second commissioner and another judicial assistant at 0.5 FTE. These staff alleviate heavy caseloads in both criminal and juvenile matters in addition to processing all Orders of Protections and Injunctions.

The court has experienced an increase in criminal, juvenile and civil filings. To maintain effective criminal case processing, a fourth criminal division was needed, and funding was provided. The additional criminal division began operating in mid-August 2019.

Fill the Gap funds were also awarded for installing a jury box in the Bullhead City Justice Court to ensure the timely disposition of cases when calendared, without multiple continuances and disruption of both the superior and justice courts.

MOHAVE COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	25%
Percent of criminal felony cases disposed of within 180 days	51%
Percent of criminal felony cases disposed of within 365 days	85%
Average (mean) number of days required to adjudicate all criminal felony cases	180

Navajo County

Navajo County continues to use Fill the Gap funds for various positions and services to assist in criminal case processing:

- Superior Court: caseload manager, field trainer, contract court reporter services and transcription services.

The caseload manager and field trainer provided essential case management reports and training. Funds were used to cover freelance court reports when local court reporters' schedules conflicted with court schedules.

- Justice Courts: deputy court administrator and judge pro tempore services.

The Deputy Court Administrator provided case management reports and training. The Justice of the Peace Pro Tempore Judges presided over weekend and holiday initial appearances, in addition to assisting with coverage on conflict and change of judge cases.

NAVAJO COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	43%
Percent of criminal felony cases disposed of within 180 days	72%
Percent of criminal felony cases disposed of within 365 days	92%
Average (mean) number of days required to adjudicate all criminal felony cases	140

Pima County

Pima County continues to improve criminal case processing with workflow management and the expanded use of technology. To assist in these efforts, Fill the Gap funds are used for various positions and services:

- The Superior Court: judges pro tempore, 4 pretrial case analysts, 1 judicial administrative assistant, and 1 probation officer.
- The Clerk of Superior Court: 1 unit supervisor, 1 support specialist, 1 programmer, and 1 support clerk.
- Various Justice Courts – Pima County:
 - Pima County Consolidated Justice Courts: 1 adult probation officer, 1 court call center litigation support person, 1 Spanish interpreter, and 1 judicial security officer.
 - Ajo Justice Court: 1 field trainer.

Pima County has developed and improved the following programs to enhance criminal case processing:

- The Pro Tempore Division of Superior Court, staffed by two judges pro tempore, adjudicated and disposed 668 criminal cases (11% of the criminal bench workload) and adjudicated and disposed 828 felony cases (13% of the criminal bench workload) in fiscal year 2019.
- The Pretrial Services Intake Unit of Superior Court operates 24 hours per day, seven days per week. The unit's four analysts are responsible for screening all detainees, conducting background investigations and preparing pre-release reports. In fiscal year 2019, 99.5% of felony arrestees were screened.
- The Assessment Center of the Adult Probation Department produced an average of 140 presentence reports per officer in fiscal year 2019.
- The Clerk of the Superior Court continued to utilize a case document processing center that organizes the distribution of minute entries, presentence reports, and the imaging and storage of criminal case and other hard copy documents. The Document Processing/Imaging Center processes criminal court documents within 3-4 hours of receipt and minute entries are distributed, docketed, and scanned on the day they are received. Over 45,650 criminal documents were processed and distributed in fiscal year 2019. The non-attorney receipt of documents, minute entries, and notices continues to grow in relationship to the Center's ability to process them with 33,465 documents distributed to non-attorney parties in fiscal year 2019. In fiscal year 2019, a total of 94,909 non-attorney parties were added to the case management system.
- Pima County Superior Court provides two full-time probation officers to Pima County Consolidated Justice Court to conduct presentence investigations, prepare presentence reports, ensure defendant compliance with conditions of probation and

prepare petitions to revoke and issue arrest warrants when required. These officers are responsible for supervising defendants convicted of DUI, extreme DUI, and domestic violence charges. During fiscal year 2019, these officers supervised an average caseload of 88 and supervised a total 163 individuals.

- The Pima County Consolidated Justice Court continued the funding of a full-time Spanish language interpreter. In fiscal year 2019, the interpreter provided Spanish interpretation in 2,791 court events and 291 document translations. This position also serves as a dedicated resource for scheduling cases and obtaining outside interpreting services when other languages are required, which has improved the quality and consistency of translation services, thereby reducing delays in criminal case processing.
- The Pima County Consolidated Justice Court is the primary court of jurisdiction for domestic violence cases in Pima County, as well as the venue for numerous criminal matters and preliminary hearings. Fill the Gap funding has allowed the court to staff a dedicated security officer to the courtrooms for domestic violence, DUI and those cases with greater potential for security incidents. During fiscal year 2019, the dedicated security officer responded to 1,425 requests, including escorts and officer presence. The officer also detained 54 individuals and responded to 28 separate emergencies. This position minimized disruptions to court calendars, thus avoiding delays in case processing.
- Court Call Center Litigation Support – Pima County Consolidated Justice Court, with the funds utilized through Fill the Gap, was able to maintain prompt responses to call volume by adding court call center staff. The team answers calls, providing information to the defendants regarding scheduled times for appearance and information on necessary documents, thus saving valuable time in the courtroom and reducing delays of criminal cases. The Court Call Center reported an abandonment rate of approximately 7%, with an average wait time of 4 minutes and an average of 528 inbound calls per day in fiscal year 2019.
- The field trainer provided ongoing standardized training for all courts within the county. The field trainer continues to devote time to training staff with ongoing computer enhancements, while also assisting with data clean up, ensuring cases are entered into the case management system more quickly and accurately.
- Green Valley Justice Court - Fill the Gap funding provided Green Valley Justice Court with:
 - Judge pro tempore services while the judge is out for training and assistance with jury trials;
 - Centralized Bail Bond Acceptance Program – allows the Clerk of Superior Court in Pima County to collect appearance bonds (bail bonds) on behalf of the courts in Pima County;
 - Security Officer – the court was able to obtain a full-time security officer to monitor entries to the building and operate a metal detector;
 - Twice-a-Day Initial Appearance (2XIA) – Together with Ajo Justice Court, Fill the Gap funding helped to meet their financial obligations for participating in this

program which provides twice-daily initial appearance capabilities for all courts located within Pima County to continue to meet statutory mandates in a cost-effective manner. There were 209 2XIA initial appearances in fiscal year 2019.

- Ajo Justice Court – funding provided support and maintenance for computer equipment and the case management system.

PIMA COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	27%
Percent of criminal felony cases disposed of within 180 days	66%
Percent of criminal felony cases disposed of within 365 days	89%
Average (mean) number of days required to adjudicate all criminal felony cases	183

Pinal County

Pinal County uses Fill the Gap funds for various personnel and operating expenses to aid in improving criminal case processing as the population continues to grow:

- Superior Court: 2 full-time judges, 1 judicial assistant, and 1 bailiff.

The Early Disposition Court continues its mission of more quickly disposing of cases that can be identified as involving non-complex resolutions, which supports increased case filing, increases case termination, and reduces time to disposition in Pinal County’s caseload management outcome.

Fill the Gap funds were also used to pay support and maintenance costs for five computer stations within the Superior Court. These computers are used to track and maintain the case files in the case management system.

PINAL COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	54%
Percent of criminal felony cases disposed of within 180 days	74%
Percent of criminal felony cases disposed of within 365 days	92%
Average (mean) number of days required to adjudicate all criminal felony cases	145

Santa Cruz County

Fill the Gap funding was used to support the salary of a part-time deputy clerk, purchase equipment utilized to assist in criminal trials, costs related to staff interpreter exams, and pretrial monitoring services in Santa Cruz County.

The part-time deputy clerk funded by Fill the Gap processed over 60 files per day. This position assists with criminal matters in three local Superior Court divisions, as well as with visiting judges assigned to Santa Cruz County on a weekly basis. The deputy clerk conducted research for criminal files, prepared and scanned all files into the EDMS, creating electronic images, and assisted in preparation of sentencing packets for the Department of Correction, among other duties.

Santa Cruz County utilized Fill the Gap funds to purchase equipment to assist in criminal trials, specifically a remote court reporting system and an audio/visual recording system. The utilization of this system has eliminated the need for a continuance of hearings due to an unexpected absence of a court reporter.

Fill the Gap funding was applied to cover the costs of credentialing exams for staff interpreters. Qualified, competent interpreters are necessary for the timely disposition of cases involving Limited English Proficient (LEP) parties

Funds were also used for continuing a pretrial monitoring service that included court date reminders, progress reports for judges as cases advanced and occasional drug testing. In addition to the assessment function of pretrial services, work was expanded to include reporting Public Safety Assessment (PSA) scores to judges who handle holiday and weekend Initial Appearance Hearings. Staff conducted 244 PSA assessments in fiscal year 2019.

SANTA CRUZ COUNTY - FISCAL YEAR 201	
Percent of criminal felony cases disposed of within 90 days	38%
Percent of criminal felony cases disposed of within 180 days	79%
Percent of criminal felony cases disposed of within 365 days	98%
Average (mean) number of days required to adjudicate all criminal felony cases	133

Yavapai County

The Superior Court in Yavapai County continues to use Fill the Gap funds to supplement the personnel costs of judges pro tempore and an IT program manager.

Fill the Gap funds allow the Superior Court to function at full capacity in both judge pro tempore divisions. Funding assisted with operating expenses related to training programs for the court's leadership to address the effective management of criminal cases.

The Judge Pro Tempore A was assigned 100% of the non-IV-D Domestic Relation cases and Orders of Protection for the Verde Valley Judicial district and handled 100% of the civil cases including injunctions and probate cases. The Judge Pro Tempore B covered criminal Early Disposition Court for Verde Valley and began temporary assignment of Criminal Rule 11 cases, providing capacity for criminal cases to be assigned to other divisions. In addition, the seasonal Judge Pro Tempores covered the Early Disposition Court in Prescott, as well as the overflow of probate cases.

In addition, funding was provided for the IT Program Manager. This position provides invaluable assistance by supporting, managing, coordinating and implementing technology projects. Projects included: coordinating audiovisual renovation in two courtrooms; deploying secondary monitors for all electronic court recording and reporting machines; supporting users of the case management system, assisting with upgrades, and troubleshooting issues; implementing automatic backups for all justice courts within the county, etc. Many ongoing projects were also funded, including: research and implementation efforts for courthouse security, teleconferencing for the interpreter, maintaining the court website, working with backup of county's local data to include For the

Record (FTR), and assist with the technology needs in all 3 main facilities: Prescott Courthouse, Camp Verde Courthouse and the Juvenile Justice Center.

YAVAPAI COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	69%
Percent of criminal felony cases disposed of within 180 days	80%
Percent of criminal felony cases disposed of within 365 days	92%
Average (mean) number of days required to adjudicate all criminal felony cases	194

Yuma County

The focus in Yuma County remains on collecting and analyzing criminal case data to aid in expediting and improving the management of criminal case processing. Fill the Gap funds continue to support various personnel whose primary responsibilities support this mission:

- Superior Court: superior court judge and caseflow manager.
- Clerk of Court: courtroom clerk and data integrity specialist.

Yuma County has once again exceeded the clearance rate performance measure, showing an increased performance of 16% over the past two years. Yuma County continues to review and modify case processing protocols and procedures to assist in achieving compliance with each of the goals of the Arizona Case Processing Standards.

YUMA COUNTY - FISCAL YEAR 2019	
Percent of criminal felony cases disposed of within 90 days	22%
Percent of criminal felony cases disposed of within 180 days	72%
Percent of criminal felony cases disposed of within 365 days	96%
Average (mean) number of days required to adjudicate all criminal felony cases	156

Collections Efforts

The Fines/Fees and Restitution Enforcement (FARE) Program is a successful statewide initiative of the Arizona Judicial Branch developed in 2003 to assist local courts with enhancing the enforcement of monetary court orders. The program is a public/private partnership between the Administrative Office of the Courts, a private collections vendor, local courts, the Arizona Motor Vehicle Division, and the Arizona Department of Revenue.

Collection services performed by the vendor include: reminder and collection notices, electronic skip tracing, interactive voice response line (IVR), web-based payments, collection calls performed by multiple subcontracted vendors and referrals to the Motor Vehicle Division's Traffic Ticket Enforcement Assistance Program (TTEAP). The TTEAP enforcement tool prevents defendants with outstanding court obligations from re-registering their vehicle(s) until all court financial obligations are satisfied.

The FARE Program resulted in the recovery of \$61.8 million dollars in fiscal year 2019, which was the result of \$47.3 million dollars collected via vendor services and \$14.4 million in state tax refund interceptions. Other notable achievements include: \$18.7 million dollars

accepted via the payment website and IVR line, 64,154 new case submissions, 91,302 vehicle registration holds and 92,841 registration releases.

The Online Citation Program (OLCP) provides litigants access to pay pre- and post-disposition cases online using the FARE payment portal located at www.azcourtpay.com. Courts in which OLCP has been implemented, and which utilized the AJACS case management system will receive this service. To date, 110 courts are using OLCP and 43,344 payments have been processed resulting in \$5,463,369 received on the payment portal.

A FARE Compliance Assistance Program (CAP) is being incorporated into the FARE program. FARE CAP provides an opportunity to re-engage with individuals, discuss eligibility and other payment arrangements after a \$150 initial payment.

Conclusion

Participating local courts and the AOC administer and enhance programs that aid courts with implementing long term solutions to improve criminal case processing and the enforcement of court orders. In fiscal year 2019, Fill the Gap funding provided critical resources to advance technology and streamline case processing.

Collecting and analyzing criminal case data has proven to be effective with early case management and to expedite workflow. Technology has been a key to improving the courts' access to more user-friendly data for all aspects of criminal case processing, including early case dispositions. The forgoing work by the Arizona Courts reflects a concerted effort to achieve swift, fair justice through Arizona's justice system.

Timely criminal case disposition is critical to public safety, protection of victims' rights, restitution collection and addressing systemic issues such as jail overcrowding. Fill the Gap funds assist the courts and justice agencies with delivering best practices in these critical areas.