

Superior Court of the County of Shasta

This document contains the court's responses to the questions we included in a survey regarding the services that the Administrative Office of the Courts (AOC) indicates providing to the courts. Our survey asked each of the trial courts, the courts of appeal, and the Supreme Court to indicate which services that each court has used. In addition, our survey asked each court to indicate whether or not it values each service. Other questions in the survey asked about the quality of the services that AOC provides and the importance of the services to the court's operations.

After the courts responded to our survey, we identified, in consultation with the AOC, eight services in our survey that do not apply to the trial courts. We excluded these eight services from the analyses that support the survey-related tables and figures that appear in our audit report.

Finally, for a copy of the survey instrument please follow this link.

Q3: Access Services			
Self-Help legal, training, program, education support	Have used this service, Consider service to be valuable		
2. Sargent Shriver Civil Counsel Pilot Program	Consider service to be valuable		
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Consider service to be valuable		
4. Equal Access Funds	Consider service to be valuable		
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable		
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable		
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable		
8. Administration and management of the JusticeCorps volunteer program	Consider service to be valuable		
9. Plain language forms and instructions	Have used this service, Consider service to be valuable		
10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning	Consider service to be valuable		
Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.			
(no label)	Excellent		
Q5: How important, overall, is this group of services	to your trial court operations?		
(no label)	Very Important		
Q6: Have cuts to your budget made this group of ser to your operations?	vices, overall, more important or less important		
(no label)	Somewhat more important		

PAGE 6: Section 3: Evaluation

Q7: Audit Services

11. Regular financial, operational, and compliance

audits

Have used this service, Consider service to

be valuable

12. Special investigations concerning misappropriation

of funds, potential losses, etc.

Consider service to be valuable

13. Non-audit consultative reviews

Have used this service, Consider service to

be valuable

14. Technical advice regarding audit, accounting

compliance, and operational requirements

Have used this service, Consider service to

be valuable

15. Whistleblower Hotline responsibility

Consider service to be valuable

Q8: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Excellent

Q9: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q10: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments

AOC assistance with ensuring correct fine distribution is critical for the trial courts. What is currently required of courts to distribute this revenue correctly is pure insanity. The AOC training is the only education courts receive to prepare themselves for a successful audit by the State Controller.

PAGE 7: Section 3: Evaluation

Q11: Capital Projects and Facilities Services

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds

Have used this service, Consider service to be valuable

17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders

Have used this service, Consider service to be valuable

18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Have used this service, Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Have used this service, Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	Have used this service, Consider service to be valuable
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	Have used this service, Consider service to be valuable
22. Development and implementation of risk management for capital projects and court facilities	Have used this service, Consider service to be valuable
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Have used this service, Consider service to be valuable
24. Oversight of the design and installation of audiovisual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure	Have used this service, Consider service to be valuable
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Have used this service, Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Have used this service, Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Have used this service, Consider service to be valuable
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	Have used this service, Consider service to be valuable
29. Negotiation and administration of AOC and court- funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service, Consider service to be valuable
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	Have used this service, Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	Have used this service, Consider service to be valuable

32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service, Consider service to be valuable
35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance	Consider service to be valuable
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service, Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Have used this service, Consider service to be valuable
Q12: Delivery of professional project management ar	nd related services for capital projects, including:
38. Architectural and engineering design services	Have used this service, Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Have used this service, Consider service to be valuable
43. Sustainable design and design approval	Have used this service, Consider service to be valuable
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable
45. Completion and occupancy and transition planning	Have used this service, Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Have used this service, Consider service to be valuable

Q13: Establishment and im	plementation of	policies for the	iudicial branch ca	apital program, including:

47. Program Management Have used this service, Consider service to

be valuable

48. Prioritization Methodology Have used this service, Consider service to

be valuable

49. Trial Court Facilities Standards

Have used this service, Consider service to

be valuable

50. Site Selection and Acquisition Have used this service, Consider service to

be valuable

51. Contracting Have used this service, Consider service to

be valuable

52. Seismic Analysis of Leases Consider service to be valuable

53. Relocation Services Consider service to be valuable

Q14: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

Q15: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q16: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

Additional Comments

This section covers a required expertise that is foreign to Court Executive Officers. To my knowledgel there are no Court Executive Officers that are also architects. We are not considered experts in commercial land acquisition, programming, design and construction. It makes no sense for 58 trial courts throughout the state to each hire capital project staff to advise us locally. AOC provides knowledgeable staff architects, real estate attorneys, planners and subject matter experts that provide essential services to the trial courts so that tax payer funds are spent wisely on court facilities.

PAGE 8: Section 3: Evaluation

Q17: Collaborative Courts Services		
54. Legal, training, and program assistance to support Community Courts	Have used this service, Consider service to be valuable	
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service, Consider service to be valuable	
56. Legal, training, and program assistance to support DUI Courts	Have used this service, Consider service to be valuable	
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Have used this service, Consider service to be valuable	
58. Legal, training, and program assistance to support Elder Courts	Consider service to be valuable	
59. Legal, training, and program assistance to support Homeless Courts	Consider service to be valuable	
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Have used this service, Consider service to be valuable	
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	Have used this service, Consider service to be valuable	
62. Legal, training, and program assistance to support Unified Courts for Families	Consider service to be valuable	
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Consider service to be valuable	
64. Legal, training, and program assistance to support Youth/Peer Courts)	Consider service to be valuable	
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable	
66. Research and analysis assistance	Have used this service, Consider service to be valuable	
67. Cost benefit studies of collaborative courts	Consider service to be valuable	
Q18: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q19: How important, overall, is this group of services	to your trial court operations?	
(no label)	Very Important	

Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

PAGE 9: Section 3: Evaluation

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Consider service to be valuable
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Consider service to be valuable
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	Consider service to be valuable
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	Consider service to be valuable
72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee	Have used this service, Consider service to be valuable
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service, Consider service to be valuable
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	Have used this service, Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service, Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	Consider service to be valuable

Q22: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

Q23: How important, overall, is this group of services to your trial court operations? (no label) Very Important	
to your operations?	and the group of controls, or or an, more important or loss important

PAGE 10: Section 3: Evaluation

Q25: Criminal Justice Services 79. Technical assistance, training, legal advice, and Have used this service, Consider service to subject matter expertise on criminal justice be valuable realignment including data collection, analysis, and information dissemination 80. Written and oral legal advice provided to individual Have used this service, Consider service to trial courts on a case-by-case basis on a wide array of be valuable criminal law and procedure issues, including new statutory requirements and responsibilities 81. Resource identification and liaison activities with Have used this service, Consider service to outside justice partners (which include sheriffs, be valuable probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation 82. Defining outcome-based criminal justice related Consider service to be valuable metrics in collaboration with justice partners 83. Data collection and reporting on probation Have used this service, Consider service to revocations, sentencing outcomes, and other criminal be valuable law related issues (California Corrections Performance Incentive Act and criminal justice realignment) 84. Subject matter expertise, legal advice, and Have used this service. Consider service to technical assistance with issues relating to traffic be valuable related matters 85. Technical and program assistance and training as Consider service to be valuable part of the California Risk Assessment Pilot Project (CalRAPP) 86. Legal advice and technical assistance with Have used this service, Consider service to emerging statewide issues related to criminal law and be valuable procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements) 87. Fulfillment of mandates related to the evaluation of Have used this service, Consider service to certain criminal justice programs be valuable Q26: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option. Excellent (no label) Q27: How important, overall, is this group of services to your trial court operations?

Very Important

(no label)

Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

PAGE 11: Section 3: Evaluation

Q29: Education and Training Services	
88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable
89. Institute for Court Management certification program for court managers	Have used this service, Consider service to be valuable
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service, Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service, Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Have used this service, Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Have used this service, Consider service to be valuable
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service, Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Consider service to be valuable

100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable	
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable	
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable	
103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable	
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable	
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Have used this service, Consider service to be valuable	
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable	
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable	
108. Jury education materials in support of successful jury participation	Have used this service, Consider service to be valuable	
Q30: Statewide training for new Judicial Officers, including:		
109. New Judge Orientation	Have used this service, Consider service to be valuable	
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Have used this service, Consider service to be valuable	
111. B.E. Witkin Judicial College	Have used this service, Consider service to be valuable	

Q31: Statewide education for experienced Judicial Officers and Judicial Attorneys, including:		
112. Appellate Justices Institute	Consider service to be valuable	
113. Criminal Assignment Courses	Have used this service, Consider service to be valuable	
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable	
115. Complex Civil and Advanced Civil	Have used this service, Consider service to be valuable	
116. California Environmental Quality Act (CEQA)	Have used this service, Consider service to be valuable	
117. Domestic Violence courses	Have used this service, Consider service to be valuable	
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Have used this service, Consider service to be valuable	
119. Institutes for Appellate and Trial Court Attorneys	Have used this service, Consider service to be valuable	
Q32: Statewide Education for Judicial Leaders, inclu	iding:	
120. PJ/CEO Court Management Program	Have used this service, Consider service to	
5	be valuable	
121. Supervising Judges Institute	be valuable Consider service to be valuable	
	Consider service to be valuable	
121. Supervising Judges Institute Q33: Please select the rating that best reflects the or for this group of services. If you have not used any or services.	Consider service to be valuable	
121. Supervising Judges Institute Q33: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option.	Consider service to be valuable verall quality of service that you have received of the above services, please select the "no Excellent	
121. Supervising Judges Institute Q33: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option. (no label)	Consider service to be valuable verall quality of service that you have received of the above services, please select the "no Excellent	
Q33: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option. (no label) Q34: How important, overall, is this group of services	Consider service to be valuable verall quality of service that you have received of the above services, please select the "no Excellent s to your trial court operations? Very Important	

PAGE 12: Section 3: Evaluation

Q36: Family Services		
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Have used this service, Consider service to be valuable	
123. Access to Visitation Program	Have used this service, Consider service to be valuable	
124. Information and technical assistance to Family Courts	Consider service to be valuable	
125. Family and Juvenile court judicial and staff workload study and needs assessment	Consider service to be valuable	
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Consider service to be valuable	
127. Family Dispute Resolution support, technical assistance, and education	Consider service to be valuable	
128. Domestic Violence Courts	Consider service to be valuable	
129. Domestic Violence Safety Planning Project	Consider service to be valuable	
130. Violence Against Women Education Program	Consider service to be valuable	
131. California Courts Protective Orders Registry	Consider service to be valuable	
Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q38: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q39: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 13: Section 3: Evaluation

Q40: Fiscal Services		
132. Budgeting	Have used this service, Consider service to be valuable	
133. Centralized Treasury	Have used this service, Consider service to be valuable	
134. Payroll and controller services	Consider service to be valuable	
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable	
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable	
137. Accounts Payable support	Have used this service, Consider service to be valuable	
138. Trust Accounting support	Consider service to be valuable	
139. Financial policies and procedures	Have used this service, Consider service to be valuable	
140. Fiscal training and assistance	Have used this service, Consider service to be valuable	
141. Grants Administration	Have used this service, Consider service to be valuable	
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, Consider service to be valuable	
143. Provision and maintenance of financial information available through the judicial branch website	Have used this service, Consider service to be valuable	
Q41: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q42: How important, overall, is this group of services	s to your trial court operations?	
(no label)	Very Important	
Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 14: Section 3: Evaluation

Q44: Human Resources Services		
144. Labor relations and collective bargaining services	Consider service to be valuable	
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable	
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable	
147. Pay and benefits management and administration for employees	Consider service to be valuable	
148. Trial court payroll services through Phoenix or ADP	Have used this service, Consider service to be valuable	
149. Recruitment, classification and compensation assistance	Have used this service, Consider service to be valuable	
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable	
151. Integrated Disability Management	Consider service to be valuable	
Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q46: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 15: Section 3: Evaluation

Q48: Information Technology Services		
152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable	
153. Judicial Branch Statistical Information System (JBSIS)	Have used this service, Consider service to be valuable	
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable	
155. Computer- Aided Facilities Management System (CAFM)	Have used this service, Consider service to be valuable	
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable	
157. Appellate Court Case Management System (ACCMS)	Consider service to be valuable	
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	Consider service to be valuable	
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable	
160. Network hosting, security, and support	Consider service to be valuable	
161. Technology hardware updates program	Have used this service, Consider service to be valuable	
162. Case management systems support: Sustain, V2, V3	Consider service to be valuable	
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable	
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable	
165. Justice Partners Outreach/E-Services	Consider service to be valuable	
166. Programmatic, technical and logistical support for WebEx programs	Have used this service, Consider service to be valuable	
Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q50: How important, overall, is this group of services	to your trial court operations?	
(no label)	Very Important	

Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

PAGE 16: Section 3: Evaluation

Q52: Juvenile Services	
167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service, Consider service to be valuable
168. Local Blue Ribbon Commissions training and technical assistance	Have used this service, Consider service to be valuable
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service, Consider service to be valuable
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Consider service to be valuable
171. Juvenile Dependency Counsel Collections Programs	Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Consider service to be valuable
174. Information and technical assistance to juvenile courts	Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Consider service to be valuable
177. California Dependency Online Guide (CalDog)	Have used this service, Consider service to be valuable
178. Child Welfare County Data Profiles Updates	Consider service to be valuable
Q53: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	
(no label)	Good
Q54: How important, overall, is this group of services	to your trial court operations?
(no label)	Somewhat Important
Q55: Have cuts to your budget made this group of set to your operations?	rvices, overall, more important or less important

PAGE 17: Section 3: Evaluation

Q56: Language Services		
179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable	
180. Court interpreter outreach and recruitment	Have used this service, Consider service to be valuable	
181. Court interpreter education and training	Consider service to be valuable	
182. Statewide Language Coordination	Consider service to be valuable	
183. 5-Year Language Use and Needs Study	Consider service to be valuable	
184. Court Interpreter Database Collection System (CIDCS)	Consider service to be valuable	
185. Certified and Registered Master List Maintenance of Court Interpreters	Have used this service, Consider service to be valuable	
186. Cross-Assignment of Court Interpreter Employees	Have used this service, Consider service to be valuable	
187. Translations of forms, Web site, signage and other resources	Consider service to be valuable	
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	Consider service to be valuable	
Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q58: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q59: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 18: Section 3: Evaluation

Q60: Legal Services	
189. Legal support with claims including investigations and responses	Have used this service, Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Have used this service, Consider service to be valuable
191. Management of affirmative litigation	Have used this service, Consider service to be valuable
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	Have used this service, Consider service to be valuable
200. Legal advice and assistance with petitions for complex civil case coordination	Consider service to be valuable
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Have used this service, Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable

Q61: Subject matter expertise and technical assistance with issues, including:		
203. Access and fairness	Consider service to be valuable	
204. Appellate practice and procedure	Consider service to be valuable	
205. Alternative Dispute Resolution	Consider service to be valuable	
206. Civil and small claims	Consider service to be valuable	
207. Collaborative courts	Have used this service, Consider service to be valuable	
208. Complex litigation	Consider service to be valuable	
209. Family and juvenile law	Have used this service, Consider service to be valuable	
210. Judicial administration	Consider service to be valuable	
211. Judicial ethics	Have used this service, Consider service to be valuable	
212. Subject matter expertise	Have used this service, Consider service to be valuable	
213. Jury instructions	Consider service to be valuable	
214. Probation and mental health	Have used this service, Consider service to be valuable	
Q62: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q63: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q64: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 19: Section 3: Evaluation

Q65: Legislative and Budget Advocacy Services	
215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	Have used this service, Consider service to be valuable
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Have used this service, Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Have used this service, Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Have used this service, Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Have used this service, Consider service to be valuable
220. Staff support to the Bench-Bar Coalition	Have used this service, Consider service to be valuable

for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

Q67: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q68: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

PAGE 20: Section 3: Evaluation

Q69: Mandated Reporting

Respondent skipped this question

Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) No Opinion

Q71: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

I do not understand this section and I sent an e-mail indicating such to accsurvey@auditor.ca.gov. The items listed are not services provided to the trial courts, but requirements of the Legislature or others.

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services	
243. Assigned Judges Program	Have used this service, Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	Consider service to be valuable
246. Administration of Special Masters assignment	Consider service to be valuable
247. Civil Case Coordination	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Consider service to be valuable
249. Tribal/State court coordination support	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service, Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service, Consider service to be valuable
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Have used this service, Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:	
258. Administrative Presiding Justices	Consider service to be valuable
259. Presiding Judges	Have used this service, Consider service to be valuable
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Have used this service, Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable
264. Court Executives Advisory Committee	Have used this service, Consider service to
204. Oddit Executives Advisory Committee	be valuable
Q75: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option.	be valuable verall quality of service that you have received
Q75: Please select the rating that best reflects the or for this group of services. If you have not used any of	be valuable verall quality of service that you have received
Q75: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option.	verall quality of service that you have received of the above services, please select the "no Excellent
Q75: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option. (no label)	verall quality of service that you have received of the above services, please select the "no Excellent
Q75: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option. (no label) Q76: How important, overall, is this group of service	verall quality of service that you have received of the above services, please select the "no Excellent s to your trial court operations? Very Important

PAGE 22: Section 3: Evaluation

Q78: Research and Data Services		
265. Annual Court Statistics Report	Have used this service, Consider service to be valuable	
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable	
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable	
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable	
269. Authorized and filled judgeships data and reporting	Have used this service, Consider service to be valuable	
270. Conversion of Subordinate Judicial Officer positions to judgeships	Consider service to be valuable	
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Consider service to be valuable	
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable	
273. Data review and reporting	Have used this service, Consider service to be valuable	
274. Production of the annual Jury Data Report	Consider service to be valuable	
Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q80: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q81: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

PAGE 23: Section 3: Evaluation

Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
rall quality of service that you have received the above services, please select the "no
Excellent
to your trial court energtions?
to your trial court operations?
Very Important
·

PAGE 24: Section 4: Conclusion

Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?	Yes
Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?	No

PAGE 25: Section 4: Conclusion

Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.

Respondent skipped this question

Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?

Yes

PAGE 26: Section 4: Conclusion

Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):

We do not receive services from other courts, we provide services to seven other Superior Courts. We provide collections services to Glenn, Sierra, Tehama, Lassen, Yuba and Colusa. We also provide self-help, Family Law Facilitator and Child Support Commissioner services to Trinity Superior Court.

Shasta judges sit on the appellate panels for Trinity and Siskiyou Superior Courts.

Shasta and Butte Superior Court exhange judges once per month to provide coverage on full bench recusals.

PAGE 27: Section 4: Conclusion

Q91: The following is an alphabetized list of all AOC offices. Please evaluate the services that each office provides according to their overall importance to the operations of your court.

Center for Families, Children & the Courts Very Important Center for Judiciary Education and Research Very Important Court Operations Special Services Office Very Important Criminal Justice Court Services Office Very Important **Executive Office** Very Important Fiscal Services Office Very Important **Human Resources Services Office** Very Important Information Technology Services Office Very Important Internal Audit Services Very Important Judicial Branch Capital Program Office Very Important Judicial Council Support Services Very Important Legal Services Office Very Important Office of Administrative Services Very Important Office of Appellate Court Services Neutral Office of Communications Very Important Office of Governmental Affairs Very Important Office of Real Estate and Facilities Management Very Important Special Projects Office Very Important Trial Court Administrative Services Office Very Important Trial Court Liaison Office Very Important

question

Respondent skipped this

Q92: Additional Comments