
JUSTICE 2040

CHARTING A COURSE FOR COURTS IN COCONINO COUNTY



ACCOMPLISHMENTS

JUSTICE 2020, 2025, 2030, 2035, AND 2040 UPDATE
(January 2000 through October 2021)

STRATEGIC FOCUS AREA 1: ACCESS, SERVICES, & PROGRAMS

1. Expanded Alternative Dispute Resolution (ADR) services into family law, guardianship, civil cases and probate case types
2. Established an Alternative Dispute Resolution Futures Committee
3. Explored the development of a community mediation program
4. Developed several grant requests to fund a community mediation program
5. Explored expanding Alternative Dispute Resolution services for the Limited Jurisdiction Courts
6. Provided a staff position to help pro se litigants
7. Established the Family Law Assistance Program (FLAP) to assist parties with completing court paperwork
8. Translated all court self-help forms into Spanish
9. Offered comprehensive services to parents with children involved in the process of divorce
 - a) Mental health
 - b) Substance abuse counseling
 - c) Anger management
 - d) Mediation
 - e) Free legal counsel
 - f) Parenting education
10. Developed a marketing and community awareness plan for the Law Library Self-Help Center (Hispanic media and surveying focus groups)
11. Implemented Remote Video Interpreting
12. Expand and publicized the Law Library marketing plan—self-help expansion
13. Redesigned and maintained content of website
14. Expanded use of e-filing
15. Improved telephone response and system
16. Implemented an information center
17. Conducted customer service surveys on court performance
18. Developed and Implemented Specialty Courts (Mental Health Court, Veterans Court, Integrated Family Court, Conciliation Court, Recovery Court and DUI/Drug Court)
19. Linked the court with the jail to provide for remote court hearings
20. Provided free legal talks to citizens through online information center
21. Use of AmeriCorps court navigator to assist court customers (Information Center)
22. Conducted annual access and fairness surveys with our customers to obtain feedback on how we could provide better customer service
23. Provided self-help forms/packets in English and Spanish, at no charge to customers

STRATEGIC FOCUS AREA 2: FAIR/TIMELY RESOLUTION & EFFICIENT OPERATIONS

1. Renovated downtown Coconino County Courthouse
2. Implemented courthouse security enhancements
3. Developed courthouse evacuation plan
4. Developed Continuation of Operations Plans (COOP)
5. Constructed a new courthouse in Williams
6. Remodeled courthouses in Fredonia and Page
7. Designed and Constructed a new Flagstaff Municipal Court
8. Participated in the State Tax Intercept Program
9. Participated in the state-wide collections program (FARE)
10. Monitored and provided case processing statistics to judges
11. Developed a customer service training program for staff
12. Implemented new caseflow management efficiencies (e.g. Plea on Demand; Probation Revocation Court)
13. Implemented jury system improvements
14. Expanded pre-trial services to limited jurisdiction courts
15. Applied and received various local, state, federal grants
 - a) Homeland Security
 - b) Recovery Court
 - c) Integrated Family Court
 - d) Conciliation Court
 - e) Strategic Planning
 - f) Child Support Enforcement
 - g) Law Library
16. Developed a juror handbook
17. Developed a jury service survey
18. Created self-help forms in English and Spanish for pro se clients
19. Created online court instruction videos (e.g., “How to Represent Yourself in Court” in English and Spanish; Orders of Protection; Juror Orientation)
20. Revised the Superior Court Local Rules
21. Participated in the creation of the Intake Triage Unit
22. Participated in the development of an in-custody treatment program (EXODUS)

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23. Participated in the internship programs with local colleges and universities
 24. Participated in the planning of Law Day activities
 25. Created a consolidated search warrant program between the Flagstaff Municipal Court and the Flagstaff Justice Court
 26. Provided enhanced therapeutic treatment services for specialty court participants
 27. Implemented use of email or texting technology to provide reminders for Court appearances, jury notices, etc.
 28. Participated in the Stepping Up Initiatives
 29. Reviewed current fee structure and explore alternative fees
 30. Distributed, collected, and analyzed jury exit surveys
 31. Promoted Adult Mentoring Program
 32. Evaluated employee turnover to identify means to create a higher retention rate
 33. Implemented and promoted employee and juror self-care programs
 34. Provided staff development and training opportunities
 - a) Supervisory Academy
 - b) Court Leadership Institute of Arizona
 - c) Executive Leadership Academy
 - d) Judicial Staff Conference
 - e) Continuity of Operations Plan (COOP) Training
 35. Evaluated current practices and procedures to identify and abandon inefficient/outdated procedures
 36. Increased staff development opportunities
 37. Participated in county-wide emergency plan
 38. Conducted Continuity of Operations Plan (COOP) table top exercises
 39. Participated in the Court Leadership Institute of Arizona
 40. Coordinated an annual county-wide Court staff conference
 41. Encouraged the standardization of business practices through the implementation of a new case management system
 42. Conducted annual Limited Jurisdiction conference call
 43. Conducted quarterly Supervisor/Manager conference call
 44. Conducted annual drills/testing emergency scenarios (i.e. panic alarms, fire drills, evacuations, lock down procedures)
 45. Implemented new caseload management efficiencies (Arizona case processing standards)
 46. Implemented email and texting technology to provide reminders for court appearances
 47. Improved jury system
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STRATEGIC FOCUS AREA 3: TRUST & CONFIDENCE IN THE COURTS

1. Provided training opportunities for all court staff
 - a) Domestic violence court training
 - b) Diversity training
 - c) Non-English skills training
2. Collaborated with community and agencies
 - a) Coordinated with Native American Justice Partners
 - b) Coconino County Bar Association and DNA Legal Services to expand pro bono services
 - c) Coordinated and participated in minority town halls
 - d) AmeriCorp VISTA
 - e) Participated in the Criminal Justice Coordinating Council
 - f) Implemented a bicycle diversion program at the Flagstaff Municipal Court in collaboration with the Flagstaff Police Department
 - g) Hosted a State and Navajo Nation Judicial Forum
 - h) Participated in annual High Country Veterans Stand Down
 - i) Partnered with Coconino County Bar Association on Law Day activities
3. Explored implementing various specialty courts (Homeless Court)
4. Developed and conducted annual customer service surveys in all courts
5. Worked with local media to highlight various court programs (e.g. DUI/Drug Court; Mental Health Court; ADR; Integrated Family Court)
6. Expanded the use of social media
7. Collaborated with DNA Legal Services to provide an Eviction Clinic
8. Implemented “Our Courts Arizona” program
9. Implemented Veteran’s Court in Superior Court
10. Implemented Mental Health Court in Flagstaff Justice Court for both felonies and misdemeanor cases
11. Implemented Integrated Family Court in Superior Court
12. Consolidated Court staff through an Intergovernmental Agreement
 - a) Williams Justice
 - b) Williams Municipal Court
 - c) Fredonia Justice Court

d) Fredonia Municipal Court

13. Expanded use of video conference to Title 36 proceedings
14. Explored creation of an internet portal for submitting Title 36 documents to Courts
15. Continued to provide Court Services to Tusayan
16. Reviewed specialty court treatment services
17. Developed an in-house parent education program
18. Participated in the Domestic Violence Coordinating Council Meeting
19. Assessed Court interpreter usage and needs
20. Monitored and assessed annual strategic plan to meet community needs
21. Developed and recruit for a seasonal law clerk position
22. Participated in Collective Impact County Project
23. Piloted Flagstaff Justice Court Civil Traffic Citations
24. Provided the court forms and publications for customers using English as a second language in plain English—no legalese
25. Participated in statewide blood draw warrant program
26. Explored implementation of online dispute resolution
27. Created various IGA's between the Cities and Coconino County for coordinated services; court training specialist; court interpreter coordinator; court information systems coordinator, probation and bailiff security for the cities of Flagstaff, Page, Williams, Tusayan, and Fredonia
28. Created consolidated weekend and holiday initial appearance court for Flagstaff Justice, Flagstaff Municipal, Superior and Williams Justice Courts
29. Collaborated with local schools to provide internship opportunities and Law Day

**STRATEGIC FOCUS AREA 4:
PROFESSIONAL, COMPETENT, & ENGAGED WORKFORCE**

1. Conducted Justice 2020, 2025, 2030, and 2035 Court-Community Strategic Planning Retreat
2. Published the Justice 2020, 2025, 2030 and 2035 final report
3. Developed annual court strategic plan
4. Created various IGA's between the Cities of Flagstaff, Fredonia, Williams and the County (unified court administration; training coordinator; interpreter coordinator; information technology, probation, security)
5. Created a consolidated weekend initial appearance calendar for Flagstaff Justice, Flagstaff Municipal, and Williams Justice Courts
6. Provided training opportunities for all court staff in compliance with community on judicial education training
7. Provided staff development and training opportunities (supervisor academy, court leadership institute of Arizona, Executive Leadership Academy, Judicial Staff Conference)
8. Continued annual development and implementation of the Coconino County Court Staff Conference in compliance with the Arizona Supreme Court

STRATEGIC FOCUS AREA 5: COURT INFRASTRUCTURE

1. Created and implemented a comprehensive court website
2. Created five instructional online court videos (one in Spanish)
3. Posted Superior Court daily calendars on the Courts website
4. Participated in the Criminal Justice Integration county-wide project
5. Implemented bar code tracking system for court files
6. Created numerous standardized interactive self-help forms on the court website in Spanish and English
7. Developed online juror questionnaire and handbook
8. Implemented software to automatically update the addresses of jurors
9. Implemented and integrated electronic field citation system with law enforcement
10. Expanded the computer network infrastructure in Fredonia
11. Implemented a new Superior Court automated case management system
12. Collaborated with the County and Flagstaff Municipal Court to implement an Electronic Document Management System (EDMS)
13. Installed digital audio recording devices in all courtrooms
14. Established an Intergovernmental Agreement with Maricopa County for interpreter and court reporter services
15. Expanded the audio-video arraignment system
16. Implemented online payments
17. Explored grant funding alternatives
18. Explored improving security in limited jurisdiction courts
19. Explored a new limited jurisdiction Court facility in Flagstaff
20. Developed county-wide court security committee to establish standards
21. Participated in the e-warrants pilot program
22. Implemented statewide court security standard
23. Explored implementing remote court reporting in Superior Court
24. Implemented AZCourt Help Free Legal Talks Program
25. Improved security in courts throughout Coconino County
26. Improved wireless internet capabilities in the courts
27. Designed and constructed a new courthouse for the Flagstaff Municipal Court
28. Constructed and remodeled court facilities to improve access and customer service
 - a) Renovated downtown Coconino County Courthouse
 - b) Remodeled courthouse in Fredonia and Page
 - c) Constructed new courthouse in Williams