



KEY ISSUES

During the 2016 interim, the judiciary grappled with the issue of court clerk pay as the result of a desk audit performed by AOC's human resources division. Court clerks are especially at risk in the Magistrate Court program.

In FY15, the Magistrate Court program experienced clerk turnover of 35 percent. According to the clerks' job description and daily duties, the position is currently a pay band lower than it should be.

Implementing a court clerk job series movement in district and magistrate courts was top priority for the judiciary in the 2016 session and will be in 2017 as well. Under current funding levels, magistrate courts cannot afford to move clerks to the next pay band.

AGENCY IMPROVEMENT PLANS

Submitted by agency? Yes
Timeline assigned by agency? No
Responsibility assigned by agency? No

Bench Warrant Fees Collected (in thousands)



Source: AOC

Despite contracting budgets and continued need for supplemental and deficiency funding in three of four programs, the Administrative Office of the Courts (AOC) ended FY16 exceeding or meeting most of its performance targets. In all programs, staff experienced heavy workloads in FY16, but efficiencies continue to be sought out and the agency continues to search for innovative ways to maintain service levels as budgets constrict.

Administrative Support. The Administrative Support program, which houses the jury and witness fund, continues to receive red ratings due to uncontrolled costs per juror. The AOC received funding for a new juror system which will hopefully assist in timeliness of payment and provide better juror tracking in order to predict payment levels and easier management of the jury and witness fund. However, AOC is projecting a shortfall of over \$900 thousand which will need to be covered by supplemental and deficiency funding in the 2017 session in order for AOC to fulfill its constitutional obligation to provide not only jurors, but also court interpreters.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Number of jurors paid	65,726	59,876	n/a	53,562	Y
Average cost per juror	\$55.40	\$59.85	\$50.00	\$67.44	R
Program Rating					R

Statewide Judiciary Automation. The Statewide Judicial Automation program has adjusted operations in order to become more efficient with less. Despite being short staffed, the program has restructured employee responsibilities to streamline assistance and helpdesk calls, and has worked with the judiciary as a whole to become more proficient with the Odyssey case management system. Staff continues to receive high ratings on customer surveys following resolution of assistance calls.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Average time to resolve automation calls for assistance in hours	8.5	3.9	n/a	16.2	G
Judicial computer user qualitative rating of judicial information program help desk support	97.1%	97.5%	n/a	97.2%	G
Help desk calls resolved	18,258	23,668	n/a	27,376	G
Program Rating					G

Magistrate Courts. Fee collections in magistrate courts have been declining since FY11 at a rate of 4.2 percent annually, or 19.2 percent total. Bench warrant fee collection decreased 5.8 percent since FY11, and despite meeting the target for FY16, remains a volatile source of income for the program. The reduction affects several funds used for magistrate operations, including the facility fund which services the Bernalillo County Metropolitan Court facility debt. The depleting fee funds have, in effect, eliminated AOC's spending cushion, requiring the Legislature to appropriate more and more general fund.

Bernalillo County Metropolitan Court.

Metro Court, though not a part of AOC, has similar jurisdiction to magistrate courts and reports on some of the same measures. Metro Court disposed of 116.5 percent of its filed cases, indicating disposition of 16.5 percent of its backlogged cases, in comparison to Magistrate Courts, which disposed of 102.4 percent of the cases filed statewide, indicating disposition of 2.4 percent of backlogged cases. Both Magistrate Courts and Metro Court had exceeded targets of 95 percent.

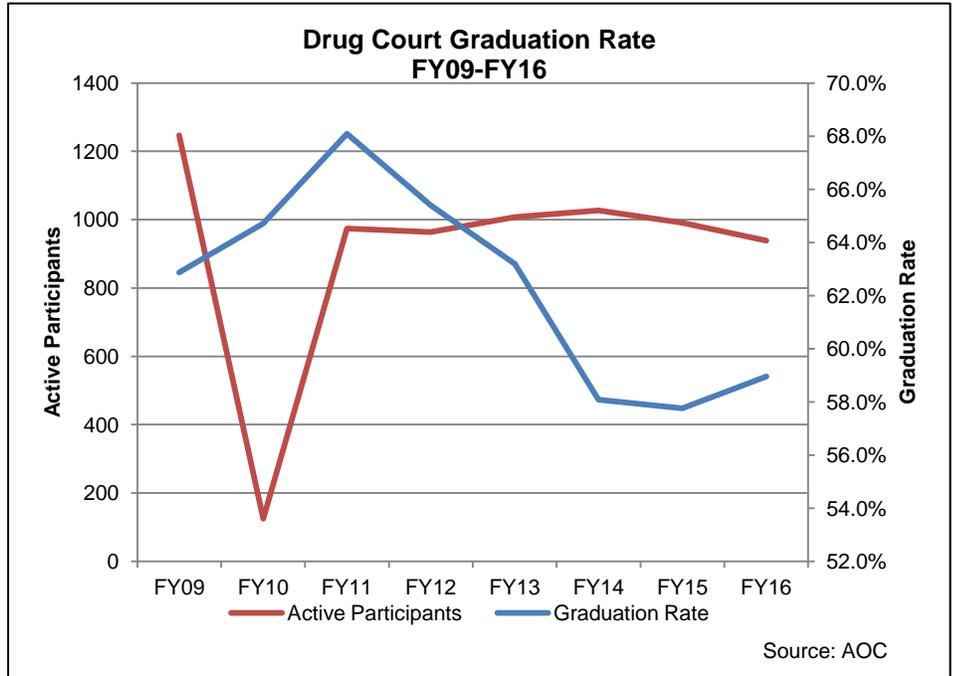
Specialty Courts.

Statewide, AOC reported an average intent-to-treat recidivism rate for all types of drug courts of 21 percent. The breakdown of statewide averages for each type of drug courts is as follow:

- Adult Drug Court: 23.7%
- DWI Drug Court: 7.6%
- Family Drug Court: 22.4%
- Juvenile Drug Court: 29.4%

Mental health treatment courts had an average intent-to-treat recidivism rate of 37.2 percent, with a high of 46.1 percent in the Aztec mental health court and a low of 6.7 percent in the Albuquerque mental health court. There are five mental health courts in the state.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Amount of case fees and fines collected, in millions	\$16.1	\$15.0	n/a	\$14.3	G
Amount of bench warrant revenue collected annually, in millions	\$3.3	\$3.3	\$3.1	\$3.3	G
Cases disposed as a percent of cases filed	100.8%	101.9%	95.0%	102.4%	G
Program Rating					G



Special Court Services. The various statewide programs within Special Court Services experienced good results due to a focus on evaluations and partnerships with national and local organizations. Though certain judicial districts saw a decrease in the number of supervised visitations and safe exchanges, one resulting in a decreased contract for FY17, the state saw an increase in visits conducted overall. Similarly, Court Appointed Special Advocates (CASA) exceeded its target for children assigned to volunteers despite the mid-year request for proposal for local CASA providers and negotiations between AOC and the national CASA organization.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Average number of supervised child visitations and exchanged conducted	1,016	1,396	1000	1,339	G
Children assigned to CASA volunteers	1,795	1,855	1200	1,741	G
Program Rating					G