

A Snapshot of the Judiciary Dashboard

July 2016



MICHIGAN'S JUDICIARY

DRIVING CHANGE

TO IMPROVE SERVICE
TO THE PUBLIC

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Strategic Objectives

- Measuring performance to improve outcomes.
- Implementing technology to increase access and improve efficiency.
- Reengineering court operations to be better stewards of public resources.
- More information:

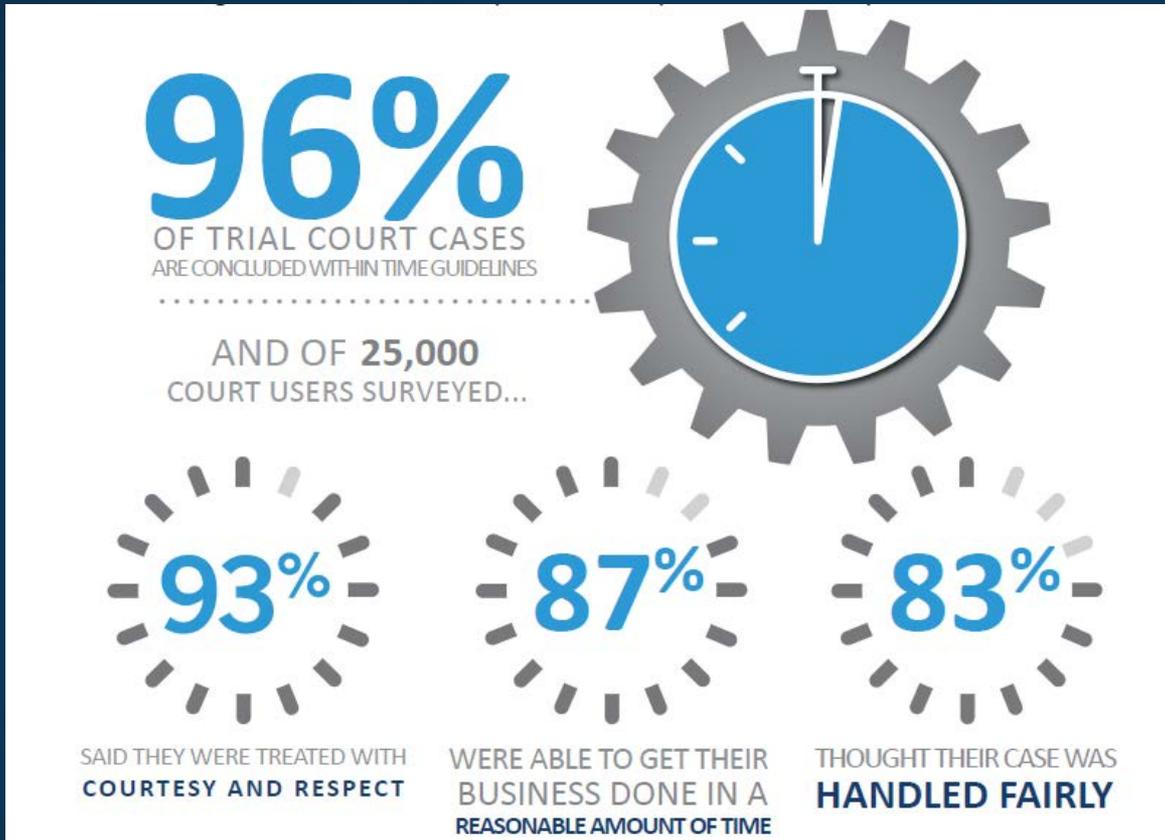
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Measuring Performance



For a history of the performance measures initiative, see the National Center for State Courts [“State Trends” Report](#).

- Every court has a dashboard with data regarding timeliness and other key indicators of court performance.
- Over the past 3 years, nearly 75,000 court users surveyed have expressed high levels of satisfaction.
- Visit the [Supreme Court’s dashboard](#)



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Problem-solving courts are reaching and helping more residents

179

DRUG, SOBRIETY, VETERANS,
AND MENTAL HEALTH COURTS REACH

97% OF MICHIGAN'S
POPULATION
SAVING LIVES
AND STRENGTHENING COMMUNITIES

For more information, see the [“Solving Problems, Saving Lives”](#) 2015 report on problem-solving courts.



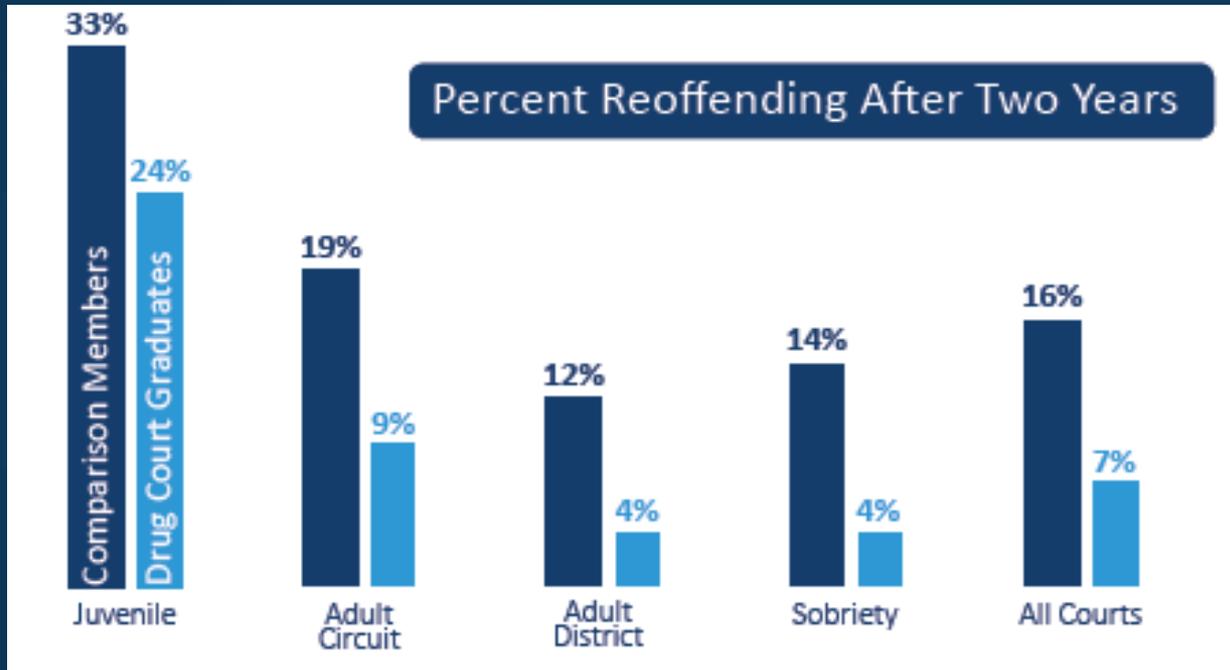
MICHIGAN LEADS
THE NATION WITH
22 VETERANS
TREATMENT COURTS



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Drug & Sobriety courts are reducing crime and making communities safer



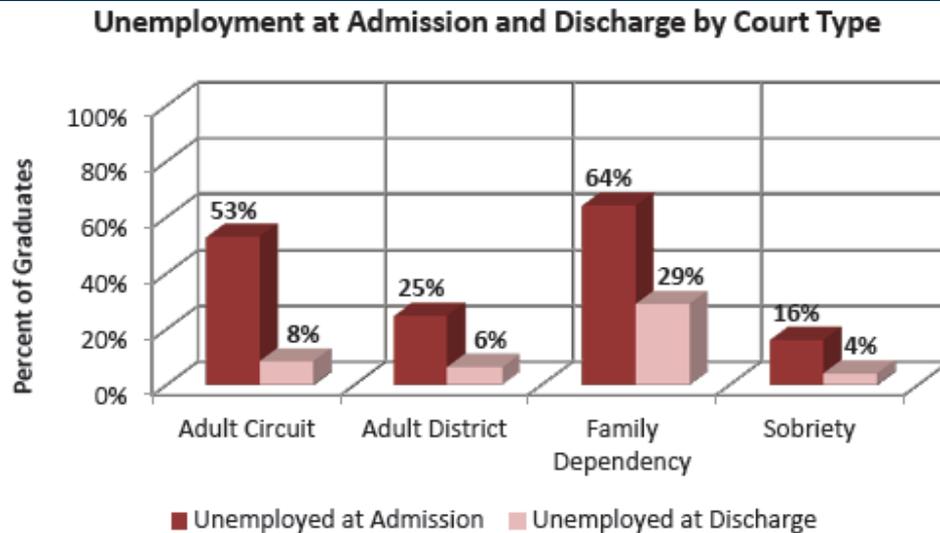
The decline in recidivism remains statistically significant through a ten-year evaluation period.



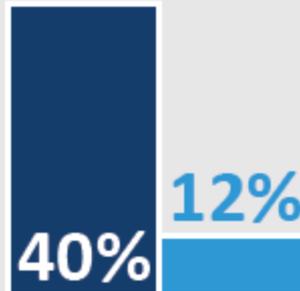
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Problem-solving courts drastically cut unemployment among participants



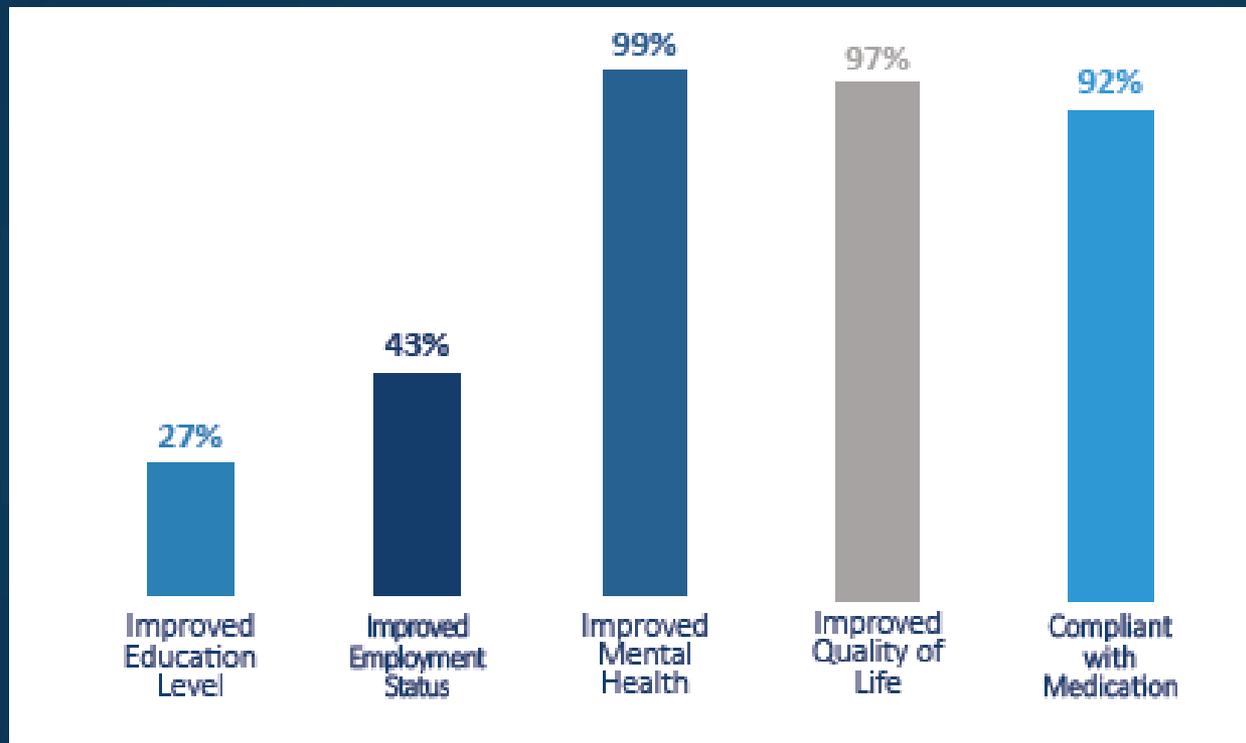
Unemployment among treatment court graduates is reduced, on average, by more than half.



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Mental health courts improve quality of life for participants



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New performance measures are regularly being tested and implemented.

- Americans with Disabilities Act Compliance (2015)
- Collections Program Compliance (2015)
- Juror Management (2016)
- Budgeting (2016)
- Financial Controls (2016)
- [More information on performance measures](#)

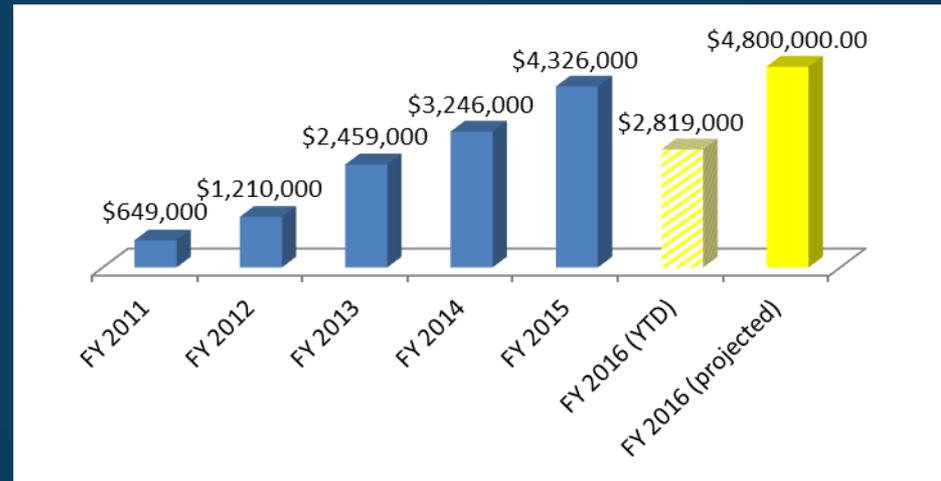


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Implementing Technology

Videoconferencing has saved DOC nearly \$15 million since 2011.



Michigan is leading the nation in providing legal self-help information

Self Help Tools

- Family**
Divorce, Custody, Parenting Time, Child Support, Annulment, Separate Maintenance, Paternity.
- Protection from Abuse**
Domestic Violence, Stalking, Personal Protection Orders (PPO).
- Housing**
Leases, Landlord/Tenant matters, Mobile Homes, Eviction, Security Deposits, Subsidized Housing.
- Consumer**
Debts and Debt Collection, Garnishment, Small Claims, Installment Payment Plans.
- Expungement**
Setting Aside an Adult Criminal Conviction, Setting Aside a Juvenile Adjudication.
- Public Benefits**
Food Stamps, Cash Assistance, Medicaid, Disability Benefits, Social Security, and others.
- Income Tax**
Earned Income Tax Credit, Free Tax Preparation, Innocent Spouse Relief, Tax Refund Garnishment.
- Individual Rights**
Emancipation of a minor, Name Change, and others.
- Employment**
Unemployment Benefits; Payment for Work; Discrimination and Wrongful Termination.
- Estates & Guardianships**
Small Estates, Transfers After Death, Probate Law, Guardianships and Conservatorships.
- Education**
Special Education/Accommodations, Discipline, Student Rights, Students With Limited English.

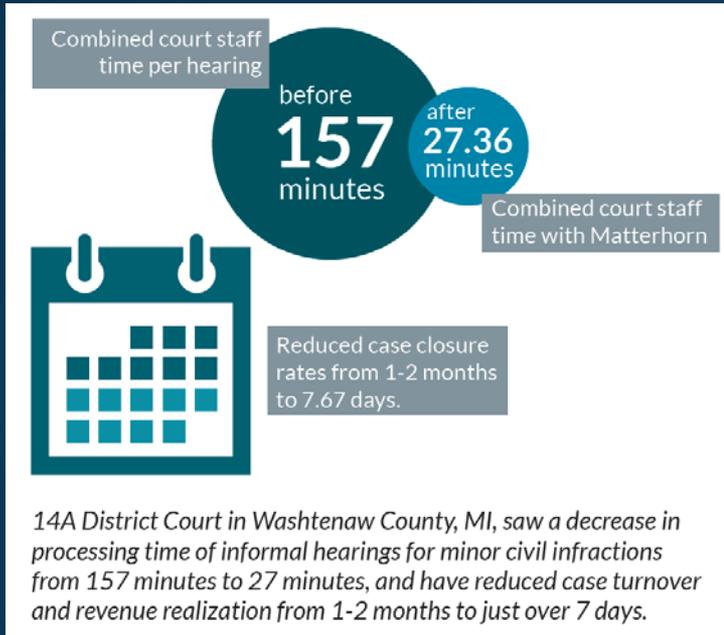
- www.MichiganLegalHelp.org is 2nd in the nation in forms completed
- 2.4 million visitor sessions since 2012
- 11 self-help centers statewide
- 56 topical toolkits
- 44 interactive form-completing interviews



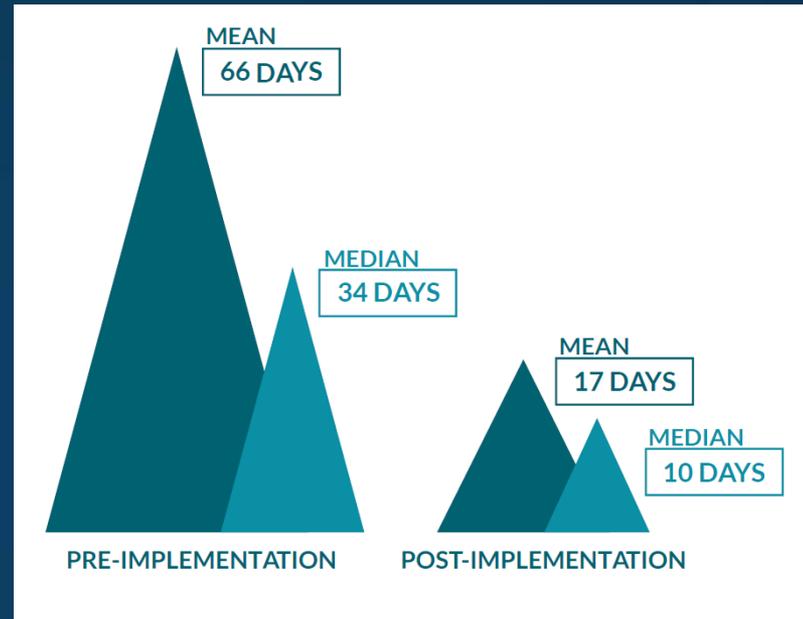
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Online ticket review increases user convenience and court efficiency



By August 1, online ticket review will expand to 15 courts statewide.



A study of 3 courts and 17,000 cases revealed a 74% reduction in average days to case resolution with online ticket review.

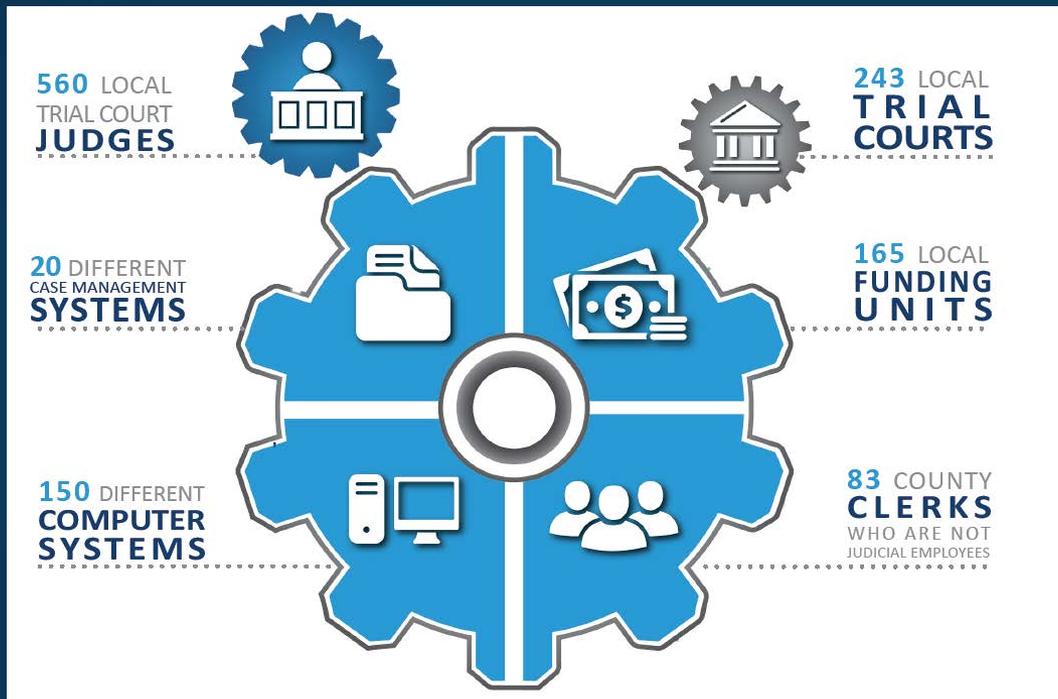
Online ticket review allows residents to resolve tickets online without having to take time off work and go to court.



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E-filing will strengthen Michigan's efforts to provide 21st century service within a 19th century system.



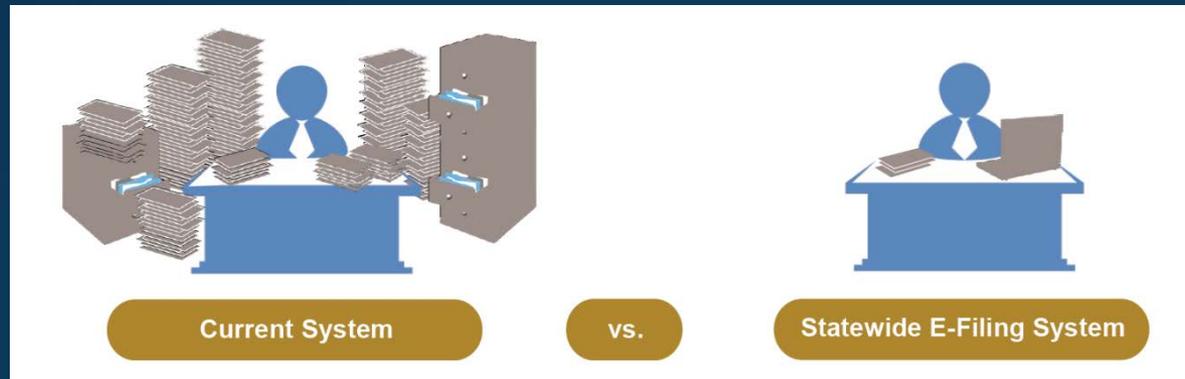
Michigan's complicated court structure makes creating a seamless statewide e-filing system a challenge.



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E-filing can save money and time for both filers and courts.



While costs may rise in the short term, courts will ultimately need less staff and less space to handle paper files.



Users can file online, anytime, without having to make copies, travel to court, and stand in line.

[More information on e-filing.](#)



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Reengineering Courts



26 seats have already been eliminated and SCAO has recommended a net reduction of 6 more judgeships.

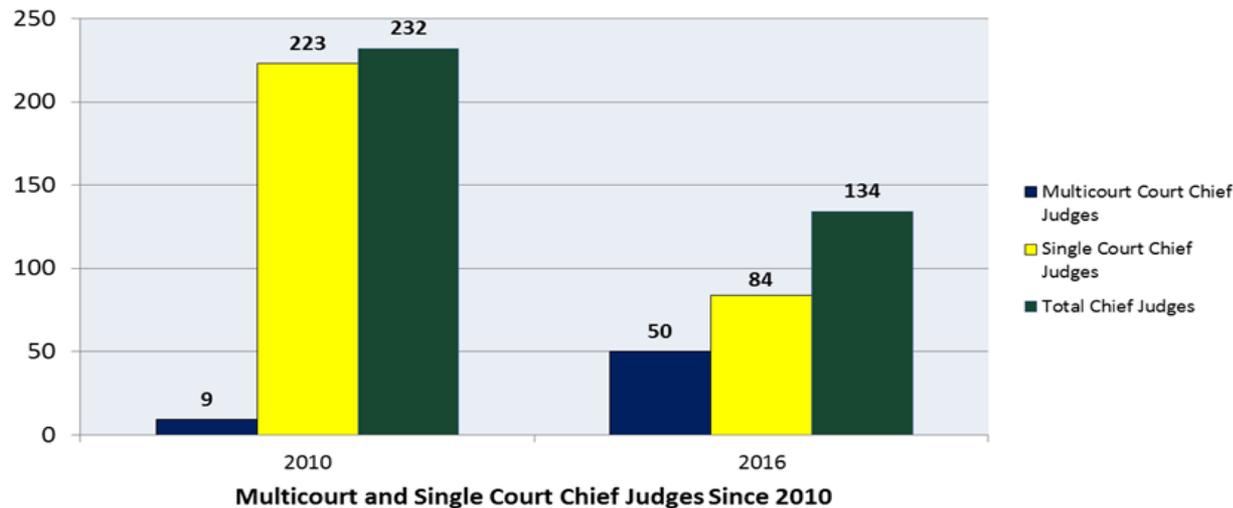


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Multicourt chief judges reduce bureaucracy, improve stewardship

More Multicourt Chief Judges Increase Efficiency



The number of single court chief judges has been cut by 2/3 since 2010.

WHY DOES THIS MATTER?

In the past, district, probate, and circuit courts all had their own chief judges and related support staff. Now, multicourt chief judges are charged with cutting bureaucracy, eliminating duplication, and improving service to the public. Up from only 9 in 2010, by the end of 2015, the Michigan Supreme Court had appointed 50 multicourt chief judges.



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For More Information

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