

Fill The Gap

Annual Report 2008



*Court Services Division
Administrative Office of the Courts
Arizona Supreme Court*

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ARIZONA SUPREME COURT FILL THE GAP

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CRIMINAL CASE 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, sanctions and forfeitures.” A.R.S. § 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.

For years, 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 of the criminal justice system, creating a “gap”. Funding for those entities in the “gap” did not keep pace. The Fill the Gap initiative was intended to address this problem. In 1997 the Administrative Office of the Courts (AOC) convened a work group of stakeholders (superior court, clerk of superior court, justice courts, county attorney, public defender and indigent defense counsel) in the criminal justice system to develop a strategy to secure funding from the legislature to fund the "gap." The funding that resulted from this initiative continues to aid in the progress of accomplishing a number of improvements in criminal case processing throughout Arizona.

Case Processing Standards

Supreme Court ordered Rule 8.2, Rules of Criminal Procedure, effective December 1, 2002 establishes timelines for processing criminal cases as follows: 1) For in-custody defendants, the time to disposition is 150 days from initial appearance to the date of arraignment; 2) For out-of-custody defendants, the time to disposition is 180 days from the date of arraignment; and 3) If the case is categorized as complex, time to disposition is within 270 days from arraignment for those defendants charged with first degree murder in other than capital cases, offenses requiring consideration of evidence gained from wiretaps, electronic or oral communication, or complex cases determined by written factual finding by the court.

Funding Sources

Arizona Revised Statutes. § 41-2421, enacted in 1999, created three main funding sources for Fill the Gap efforts: a general fund appropriation; a seven percent Fill the Gap surcharge; and a five percent set-aside of funds retained by local courts when revenues exceed the 1998 benchmark. The general fund appropriation was reduced from \$418,500 to \$150,000 during the 2008 fiscal year. The remaining general funds and the surcharge earmarked for the courts were deposited in the State Aid to the Courts Fund pursuant to A.R.S. § 12-102.02, and administered by the AOC. The five percent set-aside of funds collected by the courts was kept and administered locally for county court use. Beginning fiscal year 2009, the general fund appropriation will not be available to any of the counties as directed by legislation. It should be noted that counties with populations exceeding 500,000 (Maricopa and Pima) were not eligible for general fund appropriations in fiscal year 2008 and the remaining counties did not receive general fund appropriations beginning fiscal year 2009 as directed by legislation.

The Fill the Gap expenditures for fiscal year 2008 included \$150,000 in general fund appropriation and \$3,920,256 from the State Aid to the Courts Fund. This money was disbursed to the counties that submitted their Fill the Gap application to the Supreme Court.

Funds earmarked for the public defender/indigent defense counsel and county attorney are distributed through the Arizona Criminal Justice Commission (ACJC).

Court Statistics

As the population of the state continues to increase, the rise in case filings persists. Efforts to identify and implement improvements that allow the courts to address the additional workload are essential.

Chart 1 (all counties except Maricopa, Pima) and Chart 2¹ (Maricopa, Pima and Total for Arizona) show the clearance rates by county. The clearance rate is the percentage of criminal case terminations as related to new criminal case filings. The higher the clearance rate, the better the court's criminal case terminations are keeping pace with the number of new filings. The fiscal year 2008 statewide clearance rate was 95.2% which is an increase from 93.7% in fiscal year 2007, a measurable improvement in processing criminal cases from filing to termination statewide. Note that increases in filings provide more challenges to achieving high clearance rates. Chart 3 compares statewide Superior Court felony filings and terminations in fiscal year 2008 to fiscal year 2007. Felony filings increased by 2.8% and felony terminations increased by 4.4% in

¹ These charts are split into two separate illustrations because of the disparity in the number of cases for rural counties vs. filings in Maricopa and Pima Counties.

fiscal year 2008. The clearance rates are not the only resource of court effectiveness. Courts are also working to reduce pending caseloads, etc.

Fiscal Year 2008 Superior Court Criminal Cases

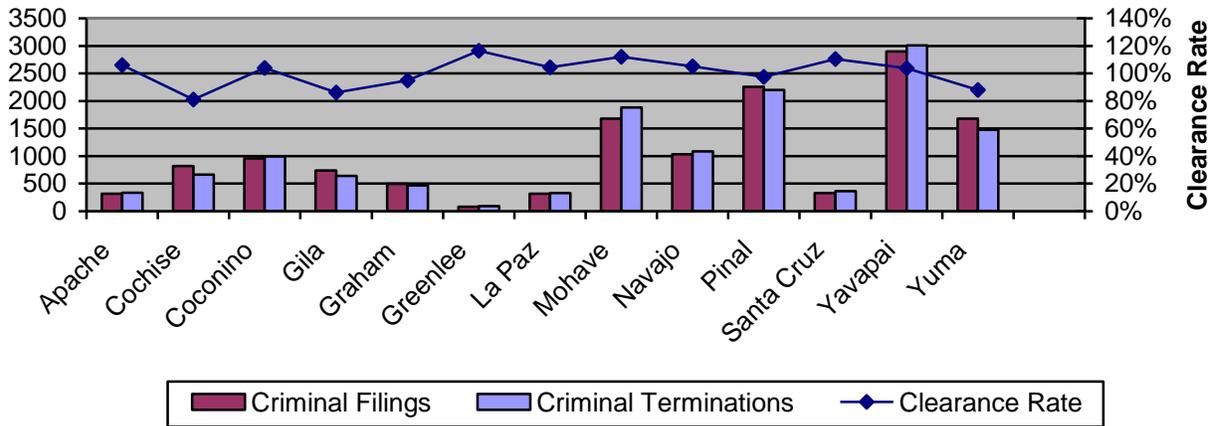


Chart 1 – Criminal Filings, Terminations and Clearance Rate for all counties except Maricopa and Pima.

Fiscal Year 2008 Superior Court Criminal Cases

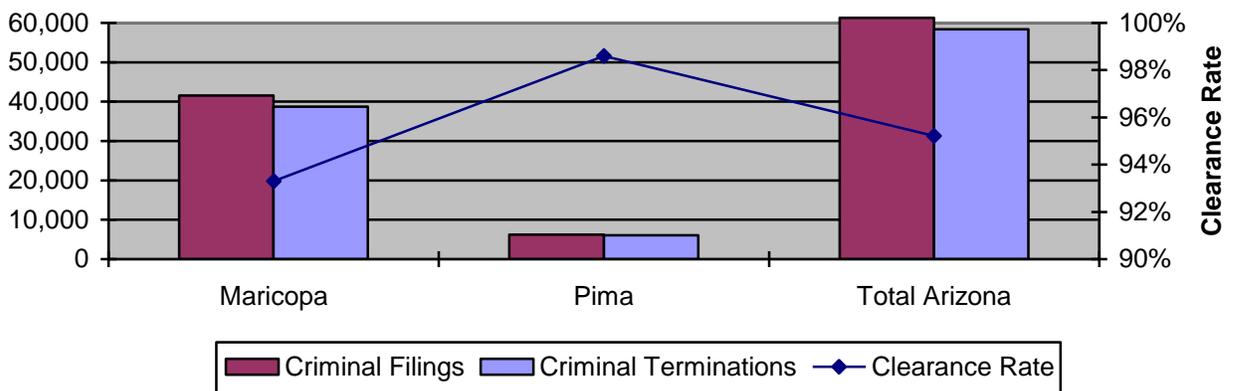


Chart 2 – Criminal Filings, Terminations and Clearance Rate for Maricopa, Pima and Total Arizona.

Source: AOC General Jurisdiction Fiscal Year 2008 Data Report

Superior Court Felony Case Activity

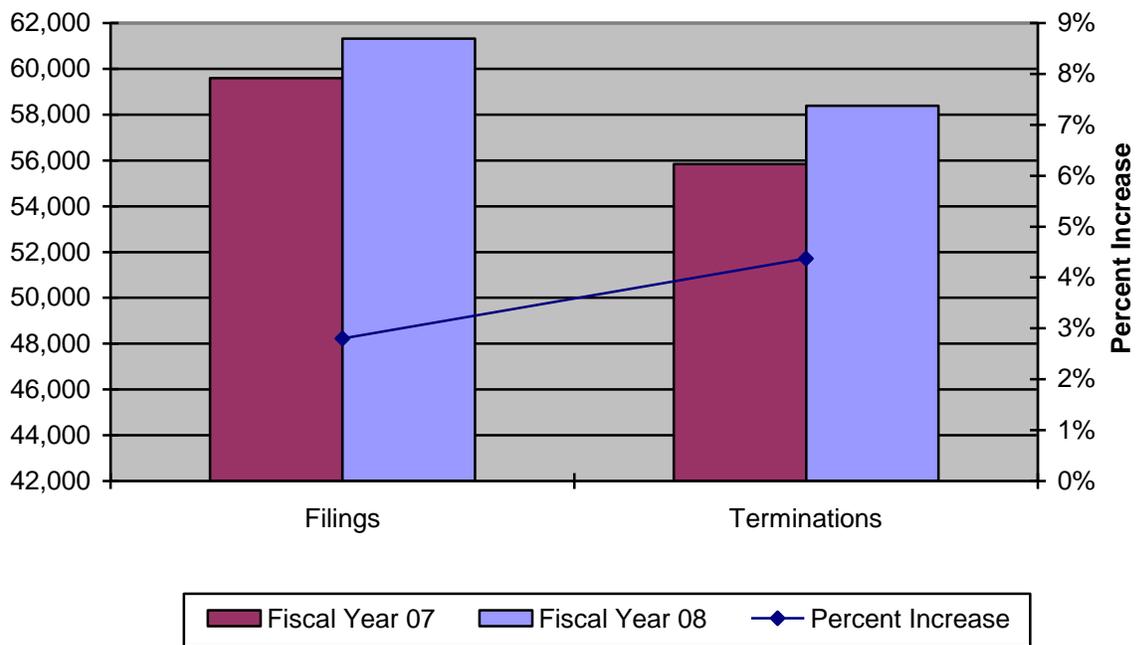


Chart 3 – Superior Court Felony Case Activity Fiscal Year 2008 vs. Fiscal Year 2007

Source: AOC General Jurisdiction Fiscal Year 2007 and 2008 Data Reports

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 chairman of the county board of supervisors or their designee that 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 how each court entity will use the funds.

Counties may apply to use the funds for any purpose that improves criminal caseload. Solutions in each county are different due to varying constraints such as funding, caseload size, staffing, geographic constraints and interaction with local criminal justice agencies. Some of the smaller counties have chosen to allow funds to build over time,

as the combination of revenue generated in one year in addition to the appropriated amount in these jurisdictions is still too small to implement meaningful changes.

The following is a list of accomplishments for the counties receiving Fill the Gap funds.

Apache County

The Apache County Superior Court has identified various obstacles including staff shortages in the County Attorney's Office, an increase in complex cases, and a pending capital case which have affected case processing. The Presiding Judge continues to manage a heavy caseload, trial calendar and fulfill her administrative duties. The Apache County Superior Court requested Fill the Gap funding to partially fund a part time judge pro tem to alleviate the pending caseload and work a trial calendar. This funding has been vital to maintaining the court's calendar. In fiscal year 2008, 66.5% of criminal cases were disposed within 180 days and 32.3% were disposed within 100 days.

Cochise County

Cochise County focuses on early case and data management and felony case process refinement for improving caseload management. Plea offers are increasingly made as a result of adhering to the refined felony case process. In fiscal year 2008, Fill the Gap Funds continued to support a superior court judge pro tem and dedicated staff to manage the front end of the felony case processing system. Fill the Gap also partially funded a field trainer and pre-sentence investigator. The field trainer dedicated 372 hours to felony case processing and one day a week to statistical reporting, case aging reports and monthly pending case status reports. The pre-sentence investigator filed a total of 99 pre-sentence reports. The court's diligence with setting firm trial dates at the arraignment phase and case management conferences held 30 days thereafter, has dramatically improved their disposition rate. In fiscal year 2008, 81.5% of criminal cases were disposed within 180 days and 46.3% were disposed within 100 days. Cochise County was able to realize a 9.2% increase in the number of cases disposed within 180 days when compared to fiscal year 2007.

Coconino County

Coconino County has found that DUI and drug specialty courts are successful in expediting the processing of alcohol and drug related cases as well as reducing recidivism in the superior court and justice courts. Fill the Gap funds contribute to the operation of DUI and drug specialty courts which includes monitoring of DUI/drug court participants by the probation department. The participants are high risk/high needs defendants who receive intensive treatment, judicial oversight, alcohol/drug urinalysis tests, probation supervision, and participate in support groups. The DUI/drug court cases are regularly staffed to monitor compliance or non-compliance. During fiscal year 2008, 64 new defendants started DUI drug court bringing the total population to 132. The percent of passing urinalysis/breath tests was 98% of the 7,488 tests conducted during the fiscal year. The percent of participants re-arrested while still involved with the program was 7%. Participants maintained an employment rate above 90% while in the DUI/Drug Court. Coconino County had 81% of all criminal cases disposed within 180 days and 50% disposed of within 100 days.

Graham County

Although Graham County experienced a 6% increase in criminal cases for fiscal year 2008, it was able to maintain criminal case processing through additional judicial resources. Fill the Gap funded a judge pro tem who handles overflow and conflict criminal cases in the superior court as well as most juvenile cases. This has allowed the presiding judge to dedicate his time to criminal cases. Fill the Gap funds also partially funded a pre-trial services director who is responsible for creating APETS portfolio that compiles data for pre-sentence reports and performs weekly contact with defendants and reports conversations to the judge. This position keeps the criminal judge informed of the status of the defendants. In addition, a court administrator that oversees criminal caseload management, criminal defense attorney contracts, running and analyzing criminal case data, grant participation, and human resources procedures was partially funded. In fiscal year 2008, 73% of criminal cases were disposed within 180 days and 41% were disposed within 100 days.

Greenlee County

Greenlee County had experienced challenges with case file storage due to environmental issues and lack of resources. In fiscal year 2008, Fill the Gap funds continued to contribute to an imaging/scanning project for criminal files which allows case files to be shared electronically. OnBase has provided preservation of court documents and as projected reduced retrieval time of criminal case files. In addition, the court made progress this year with providing an environment that is conducive for hardcopy storage and promotes research and project development. Fill the Gap funds supported the criminal portion of the caseload to improve caseload and case management. According to Greenlee County, 56% of the cases were disposed of within 100 days and 90% of the cases were disposed within 180 days.

La Paz County

La Paz County maintains a field trainer through Fill the Gap funds to provide local, standardized training to superior, justice, and municipal court clerks in entering criminal cases into AZTEC; monitor case aging reports; providing assistance in keeping and reporting statistics; and monitoring the criminal calendar. In addition, this fiscal year, the field trainer participated in review of criminal court processes to resolve issues impacting Quartzsite Justice Court. In fiscal year 2008, 51% of criminal cases were disposed within 180 days and 17% were disposed within 100 days.

Maricopa County

Maricopa identifies caseload management as an area which greatly impacts criminal case processing in the courts. Maricopa implemented various programs to comply with mandated time standards. A review of Maricopa's courts indicated areas that could be reorganized and re-tooled to make the entire criminal case processing system more efficient. Maricopa continues to identify new areas to improve and progresses in the development of existing processes through analysis followed by centralizing or specializing specific processes and improved technology. Advances were made with criminal case processing using Fill the Gap funds for resources which developed

existing and new processes. In fiscal year 2008, 81% of criminal cases were disposed within 180 days and 62% were disposed within 100 days.

In collaboration with the Clerk's Office, the court has successfully managed and developed the following programs to comply with the mandated time standards.

Continued Improvements to Existing Processes

- The presentence screener in Adult Probation assesses offender treatment needs and their risk of re-offending. The assessment information is then used by the probation officer to produce a presentence report and sentencing recommendation to assist with determining an appropriate disposition.
- A domestic violence officer was funded in Adult Probation to provide surveillance for a caseload of high-risk domestic violence offenders. The probationers are monitored closely to provide a safer environment for the community and victims.
- A probation officer was funded to handle a caseload of standard probationers. Standard field probation officers enforce court orders, evaluate for treatment and education needs and monitor substance abuse.
- A Fill the Gap funded court liaison probation officer serves to make the violation court process more efficient and cost effective. This position reports information and recommendations to the court regarding probation violators on behalf of officers located throughout the valley.
- Case Transfer is a means to effectively handle those cases that do not settle yet cannot proceed to trial on schedule. With an average trial rate of 2-3% and most trials settling prior to the scheduled date, Case Transfer provides for an improved application of judicial resources. In addition, the costs associated with a trial are saved and the court is better able to maintain trial time standards.

Centralized and Specialized Processing

- Regional processing centers provide a forum for centrally processing preliminary hearings, pleas, and felony arraignments. The three centers have processed over 24,000 of the 40,933 cases filed. Jail day savings is estimated at \$1 million per year over a five-year period.
- The Early Disposition Court was assigned approximately 13,600 drug cases. The facility resolves most non-violent drug possession and use cases.
- The Initial Pretrial Conference(IPTC) is assigned cases 45-52 days after arraignment to encourage counsel and defendants to successfully negotiate a settlement prior to the case being set to a Division trial calendar.

- In the Probation Adjudication Center (PAC), an estimated 17,000 cases were processed during fiscal year 2008.
- The Initial Appearance Court runs eight daily calendars continuously. The number of cases heard in fiscal year 2008 totaled over 80,000, that's an increase of 12.5% from fiscal year 2007. This increase is attributable to Prop 100, Initial Appearance Commissioners also heard cases related to non-bondable defendants as defined under ARS §13-3961.
- The DUI center is responsible for aggravated felony DUI cases. The center averaged 12-15 trials per month and took approximately 800 pleas during fiscal year 2008.
- The Rule 32 Management Unit processes post conviction relief cases to ensure that they reach timely judicial decision. The unit monitored approximately 1,100 cases in fiscal year 2008, a slight increase from the previous reporting period.

Improved Technology

- The Clerk's Office is in the execution and development phase with replacing the Cash Receipting System. The technical team has completed significant functional modules of the new system, including a fully documented design and prototypes. The Training and User Acceptance Plans are substantially complete and development of the system is targeted for completion in March 2009.
- The e-Filing Online application was developed and implemented in phases over the past several years. The planning phase, consisting of project planning, information gathering, software architect, procurement, project proposal development, business requirements elicitation and documentation, and the creation of a project management plan, has been completed. The project is currently in the development phase.

Mohave County

The Department of Economic security estimates that Mohave County will experience a population increase of 13,000 by fiscal year 2009. As a result of this growth rate, case filings will continue to impose a demand on judicial resources. Fill the Gap funding was expended for various resources supporting criminal case processing including a criminal fines and restitutions collections clerk, court commissioner, judicial assistant and courtroom clerks. Funds also contributed to a field trainer who provided standardized training for court personnel and monitored case aging reports. These resources support the court's efforts to improve workflow and to improve case processing times. According to Mohave's Criminal Case Aging Report, 79% of the criminal cases were disposed within 180 days and 40% were disposed of within 100 days.

Navajo County

Navajo County focuses on reducing continuances to maintain criminal case processing. In fiscal year 2008, the court utilized Fill the Gap funds for a judge pro tem, interpreter services, courtroom clerks, security and a caseload manager in the effort to improve criminal case processing. The Navajo County courts' proposals have utilized the use of personnel to manage and accommodate caseload and to maintain criminal case-processing time to disposition. The judge pro tem conducted pre-trial hearings, change of pleas and trials on criminal matters. The objective is to reduce continuances with interpreter assistance and utilize the caseload manager to provide the data tools to assist judges in decision-making on pending cases. In fiscal year 2008, 30% of the criminal cases were disposed within 180 days and 43% were disposed in 100 days.

Pima County

Pima County improves technology through data sharing to expedite criminal cases. Case processing times have been reduced with the efforts of the superior court, clerk of the superior court and justice courts utilizing various technology and task specific personnel to facilitate and accommodate data sharing. The Fill the Gap funds received have contributed to the reduction of time to disposition by reducing the length of time required for events that occur outside of the courtroom thus reducing the amount of time between court events. Pima County projects reduce redundant activities, improve timely notification of grand jury indictments to detention personnel and defendants, streamline pre-sentence processing and minute entry distribution, improve criminal case disposition reporting, improve collections of fees and fines and utilize technology to enhance overall court operations to save time and money. Seventy-seven percent of the criminal cases were disposed within 180 days and 44% were disposed in 100 days.

Pima County improves criminal case processing through various approaches with workflow and utilization of technology.

- The PTS Intake Unit Project of the Superior Court is critical to the success of early case resolution. The intake unit is responsible for interviewing all arrestees, conducting background investigations and submitting recommendation reports regarding each person's eligibility for non-financial release at the initial appearance. In fiscal year 2008, 99.3% of cases had a report filed with the court and were eligible according to the set guidelines. Three positions were maintained through Fill the Gap funding in fiscal year 2008.
- The Pro Tem Judicial Division adjudicated 410 criminal cases, expediting the time to disposition. The trial rate increased from 7.13% in fiscal year 2007 to 7.43% in fiscal year 2008. The Pro Tem Division is critical in maintaining case processing standards.
- The assessment center of the Adult Probation Department prepares presentence reports on all felony cases adjudicated in the Superior Court. The number of felony case dispositions for fiscal year 2008, was 135.

- Pima County Consolidated Justice Courts utilized Fill the Gap funding to pay for a service agreement to process appearance bonds. Previously bonds were processed by the Clerk of the Court.
- The Clerk of the Court created a case document processing center that accommodates minute entry distribution, pre-sentence reports, and the imaging and storage of criminal case and other hard copy documents. The function of this center was to expedite document access and to decrease associated costs. In fiscal year 2008 the court was successful in imaging and docketing 95% of criminal case filings within 4-6 hours of receipt.
- The Clerk of the Superior Court's Probation Fine/Fee Billing program continues to pursue post-adjudicated probationers through quarterly billing notices. During the first three quarters in fiscal year 2008, \$3,387,139 was collected. Continued funding of this project has improved criminal case processing times by reducing the number of hearings scheduled and has also increased collections.
- Ajo Justice Court used Fill the Gap funds to maintain a service agreement for their digital, audio recording systems. The equipment has enhanced the quality of the recording process in criminal cases. This has provided necessary record of the court when court reporter are not available.
- Ajo Justice Court continued funding an office support position which has provided assistance in processing DPS disposition sheets, records management and data integrity with FARE and AZTEC.
- Ajo Justice Court completed installation of a filing/scanning system. The system requires less space and includes a file search and scanning component. This system provides easier access to case files and reduces the time spent on locating files. The court will install the software and scanners in fiscal year 2009.
- Adult Probation Supervision for the Consolidated Justice court consists of two adult probation officers who are assigned to supervise justice court defendants convicted of DUI, extreme DUI and domestic violence offenses. Their responsibilities also include completing pre-sentence investigations and reports, ensuring defendant compliance with probation conditions, and preparing petitions to revoke and/or arrest probationers when required. The two officers supervised more than 300 cases in fiscal year 2008.
- The Pima County Consolidated Justice Court Technical Programming Support Project continued funding from Fill the Gap for a programmer analyst who is responsible for managing several projects including: web page maintenance, e-filing, e-payment, interactive telephone system, file tracking project, maintenance of a warrant issuing program, and preparation of statistical reports. These efforts support accessibility to the court and enhance case processing capabilities.

- Pima County Consolidated Justice Court's Imaging Center accommodates minute entry distribution, presentence reports, and imaging and electronic storage of criminal cases and other hard copy documents. The function of this center is to decrease copying costs, improve wait time and allow for better access to information. This process reduces wait time and continuances by improving the distribution of criminal case dockets, resulting in minute entry.
- Pima County Consolidated Justice Courts added additional resources to the Phone Team to handle incoming criminal and criminal traffic telephone inquiries. A study conducted by the Harvey M. Rose Group in March of 2004 indicated an abandonment rate of 70-80% of all calls. In fiscal year 2008, the abandonment rate has declined to 35%. The court will continue to devote resources to reduce the abandonment rate.
- The AZTEC field trainer ensured ongoing standardized training for all courts within the county as well as monitoring case aging reports. In fiscal year 2008, the field trainer devoted a substantial amount of time to coordinating efforts towards modifications for table codes affected by legislative changes.

Pinal County

Pinal County has reduced their judge per criminal case ratio from 489.5 to 404.8, partly due to the judge pro tem. The Presiding Judge was able to gain a commitment by the Pinal County board of Supervisors for the approval of a 10th Division as the population increased to 324,962 as of July 1, 2007. Fill the Gap funds continue to positively impact criminal case processing times, despite the growth rate, by funding a judge pro tem and judicial assistant for the superior court. In fiscal year 2008, 68% of the criminal cases were disposed of within 180 days and 35% in 100 days.

Santa Cruz

Santa Cruz County maintains criminal case processing by utilizing a judge pro tem, additional clerk and improving jury management despite a 13% increase in criminal case filings. Fill the Gap funded a portion of the salary for a judge pro tem for the purpose of hearing cases with which the other superior court judges have declared a conflict. The clerk covers all criminal cases including new criminal case files and numerous related tasks. Funds were also approved to complete installation of Jury + Next Generation Software. This software is designed to improve communication with jurors about reporting times and whether they need to come to court or not. In fiscal year 2008, 73.4% of the criminal cases were disposed of within 180 days and 37.50% within 100 days.

Yavapai County

Yavapai County impacts felony case processing through a post-adjudication drug court program for non-violent adult offenders. The superior court received continuation funding for the voluntary, post-adjudication drug court program for non-violent adult offenders who have pled to a second offense for possession of drugs. A part time pro tempore division and caseflow manager continue to contribute in the effort. The judge

pro tem heard 372 cases in fiscal year 2008. There were 103 participants between Adult and Family Drug Court and DUI Court for fiscal year 2008. The casflow manager compiled, analyzed and reported data. This information was used to manage these cases and to improve criminal case processing. Eighty-five percent of the criminal cases were disposed within 180 days and 68% were disposed within 100 days.

Yuma County

Yuma County improves and expedites criminal case processing through implementing the court performance measurement system. The superior court, the clerk of the superior court and justice courts received funds to pay for positions whose primary responsibilities are to process criminal cases, collection of criminal case data, analysis of data, and reporting of criminal case data for the purpose of grant reporting, budgeting, and local strategic plans. In fiscal year 2008, 76.9% of the criminal cases were disposed within 180 days and 42% were disposed of within 100 days.

Collections Efforts

In fiscal year 2008 , statewide court revenues including superior, justice and municipal courts increased by 6.6 %, or \$23.5 million while total case filings increased by 5.4 %. The fiscal year 2008 revenues of \$382.0 million represent a \$312.0 million increase over the \$70 million benchmark established in fiscal year 1988. Superior court restitution collections decreased by 8.5 % to \$14,282,949 in fiscal year 2008 from \$15,607,005 in fiscal year 2007.

Key to the statewide collection efforts are the Fines/Fees and Restitution Enforcement (FARE) and the Debt Setoff (DSO) programs. Both are essential to the progress being made in enforcing compliance with court orders.

During fiscal year 2003, the FARE program was established to increase compliance with court orders, specifically focusing on collections efforts. The AOC contracted with Affiliated Computer Services State and Local Solutions (ACS S&L) to provide various collection options to Arizona courts. Collection services presently offered by ACS S&L Include: two reminder notices, electronic skip tracing, interactive voice recording (IVR) and Internet based (web) payment options, collection notices, credit bureau reporting, wage garnishment if approved by the court and assignment to the Debt Setoff Program and/or the Motor Vehicle Division's Traffic Ticket Enforcement Assistance Program (TTEAP). Defendants whose cases have been referred to TTEAP are not able to register their vehicle until their court obligations are satisfied.

As a result of FARE, a total of \$28,408,100 was collected on backlog cases in fiscal year 2008. The average payment is approximately \$201 with many of the cases dating back to the mid-to-late 1980's. Over \$16 million was collected via the web or interactive voice line. There were 83,418 vehicle registration holds placed and 42,929 releases due to payment. In fiscal year 2007, an additional 31 courts were added to the FARE program bringing the total participating in the program to 116. The following table shows the number of courts broken down by county.

Cochise	10
Coconino	7
Gila	4
Graham	6
La Paz	5
Maricopa	39
Mohave	4
Navajo	11
Pima	6
Pinal	6
Yavapai	9
Santa Cruz	<u>6</u>
	116

The Debt Setoff (DSO) program was established in 1992 to hold offenders accountable for financial obligations owed, to assist in the enforcement of court orders, and to increase collections in the Arizona court system. The agency (such as the court, probation department or county attorney office) provides the name, social security number and the full amount of the debt, to the DSO program and if a debt claim matches with a taxpayer's refund or lottery winning, an intercept will occur. During calendar year 2006 there were 190 (agency) participants in the Arizona Supreme Court's DSO program. During calendar year 2007, the DSO program had 53,164 tax and lottery interceptions, an increase of 6.3% from calendar year 2006. During calendar year 2007, DSO revenue was \$7,110,600, an increase of 16.6%. Note that this information is tracked by calendar year in keeping with the tax year.

Conclusion

Arizona Courts continue to overcome obstacles and improve on criminal case processing by restructuring court operations and advancing to new technology. Although the tasks are sometimes challenging and funding limited, through Fill the Gap funds, the courts have made significant progress with maintaining projects that aid courts in implementing solutions to further improve criminal case processing and enforcement of court orders. In keeping with the Chief Justice's Strategic Agenda, the AOC and participating counties continue to move forward to employ modern technology to process cases and communicate information, protect the rights of victims, ensure that self-represented litigants have meaningful access to the courts, and that the judiciary is available to all members of the public. The goals accomplished this fiscal year with Fill the Gap funds promoted timelier case processing, achievements made this fiscal year in Arizona mark significant progress towards achieving swift, fair justice for Arizona's citizens.