



**Improving Access to Justice
and Quality of Service**

1926

After
Criminal
Traffic
Infraction
One-Stop
Network



ACTION Center: Overview

The ACTION Center was designed to provide a centralized one-stop service center for offenders whereby they could have their minute orders explained, receive referrals to court ordered programs, and establish or make payments on restitution, fees and fines.

Operational since July 10, 2000.

Partnership between court, Probation Department, and Revenue Reimbursement.

Operated by two Court staff and one Probation staff



How it all Began

Problem:

The court calendar is large and the pace is fast.

Forty-four percent of the county's population does not speak English. Many have limited literacy.

At the time of disposition, defendants were being ordered to report to a number of different locations causing the defendant a great deal of confusion. The defendants were getting lost in the process and thus failed to comply.



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OF THE COURTS

The Court's Challenge:

To find a way to make the court more:

- **Accessible**
- **Understandable**
- **Responsive**
- **Efficient**
- **Effective**

Step One: Developed a "Points of Processing Committee"



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Points of Processing Committee

Representatives from:

Court
Probation Department
Auditor-Controller
District Attorney's Office
Public Defender's Office
Computer Services
Bailiff Services



Consensus:

The litigant would benefit by having one centralized location to report to in order to comply and all related agencies would benefit by having more cases completed in a timely fashion.



Committee's Goal:

To identify strategies and solutions to the problem so that the litigants could more easily comply.



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Challenges along the way

Many Departments/Agencies involved
Language
Location- facility limitations
Technology
Cross training of staff



Implementation

Primary Project Goal:

To provide a single venue where defendants can ask questions related to their court order, make direct appointments and/or receive necessary referrals, establish payment plans, and leave with the knowledge and information necessary to comply. Services to be available to English and non-English speaking court users.

The ACTION Center became operational on July 10, 2000.



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What you can find at the ACTION Center

Personalized one-on-one assistance

Bilingual staff who will:

Explain the court order

Make appointments and/or provide referrals

Answer questions

Set-up payment plans

Accept payments



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Case Types Referred

Types of Cases:

Infractions
Misdemeanor
Juror Services



Misdemeanor Cases:

Formal Probation
Conditional Probation
Diversion Cases

Infraction Cases:

Traffic
Non-traffic

Juror Services:

Limited to OSC fees



Typical Services or Referrals

Adult Offender Work Program
DUI treatment classes
DUI educational classes
Batterer's Intervention
Probation Instructions
Community Service
Theft Diversion
Anger Management
Parenting
Work Furlough

Ignition Interlocking
Electronic Monitoring
Welfare Fraud Unit
NSF Check Enforcement
Prostitution diversion
Child restraint/Seat Belt
Traffic School
Drug testing
AA/NA meetings
Payments



Innovative Approach

Effective utilization of scarce resources. Actual court time is focused on adjudication while the ACTION Center completes the process of justice by guiding the litigant through the remaining process.

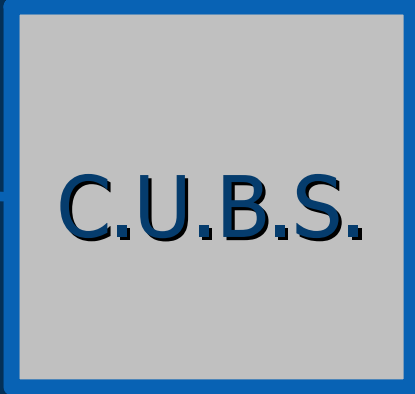
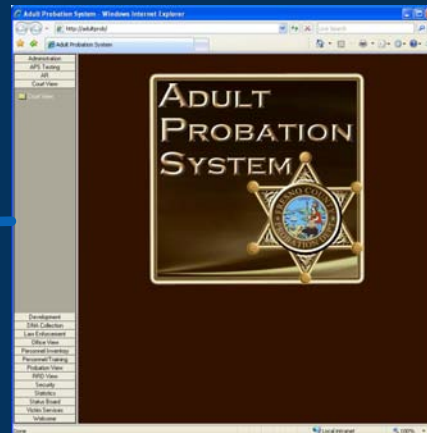
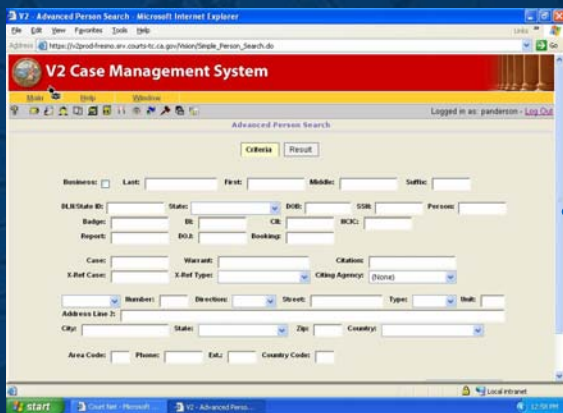
The breadth of services centralized in one location at the ACTION Center is distinctive, and to the court's knowledge not paralleled in other court systems.

The Center is innovative in that it shares both staff and technology among partners.



Shared Justice Information Systems

Technology has facilitated the handshake between the Court and its justice partners by both the Court and the County allowing access and data input capability by their staff to each other's computer system. This joint access allows all members of the ACTION Center staff to better assist the customer across the spectrum of services.



Project Outcomes

The court surveyed court users and found:

- 90% believe because of information or a service received at the ACTION Center their ability to comply has increased
- All report the staff at the ACTION Center were helpful in assisting them to understand the courts order
- 66% didn't know where they would go to ask questions, receive referrals or make payments if the ACTION Center did not exist. The remaining respondents indicated they would ask their attorney, Probation, friends or the court for assistance.



Impact

The ACTION Center is an effective use of scarce resources benefiting the court, attorneys, litigants, and the community. It is a successful completion to the process of doing justice.

The court is able to manage and resolve a greater number of cases. Benefit- takes the load off an overburdened justice system.

The ACTION Center has become an outstanding relationship broker, introducing defendants to programs and building confidence in the justice system. Benefit- increased access, public trust and confidence.



Impact

The defendant has an increased understanding of what is necessary and how to succeed. Benefit- Improved quality of service and court user satisfaction with court system.

Judicial Officers report a greater level of compliance with their orders and that the court is more responsive to the litigant and the system since the opening of the Center.

The public defender is able to provide services to a greater number of litigants without additional resources, benefiting the litigant and the public.

The Probation Department is able to refer probationers to programs in a more timely fashion, thereby reducing the risk to the public.



Results of the Challenge



The court is now more:

Accessible
Understandable
Responsive
Efficient
Effective



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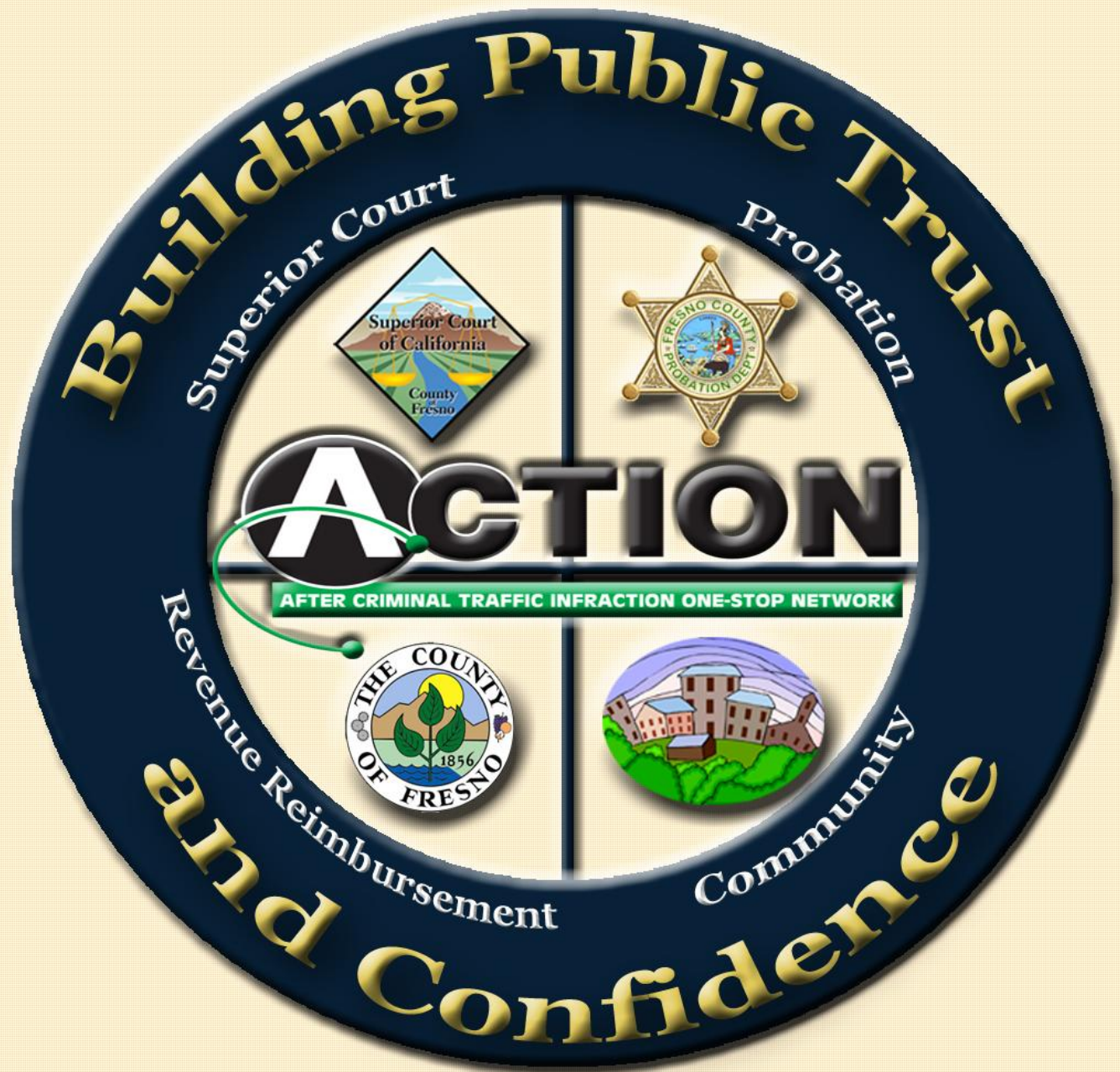
Replicability

The ACTION Center's proven sustainability can be replicated in any California Court.

Initial costs to replicate the ACTION Center may involve automation and facility costs. As with this court, personnel costs may be offset by reassigning existing staff.

Once implemented on-going costs are minimal and are included in the court's and Probation's operating budgets.





Building Public Trust

Superior Court

Probation



ACTION

AFTER CRIMINAL TRAFFIC INFRACTION ONE-STOP NETWORK

Revenue Reimbursement

Community



and Confidence