



DENVER COUNTY COURT

2017

Peak

Performance

INNOVATIONS



- DHS Outreach
- Self Help Center
- Jail Over-Crowding
 - Smart Pre-Trial
 - Outreach Docket
 - Failure to Appear Project
- Undocumented Citizen Assistance
- Training Division
- Leadership and Development
- Future Planned Innovations

DHS Outreach

Goal: People facing eviction are at great risk of becoming chronically homeless. This program is meant to intersect with litigants at this crucial juncture and help them access services they need.

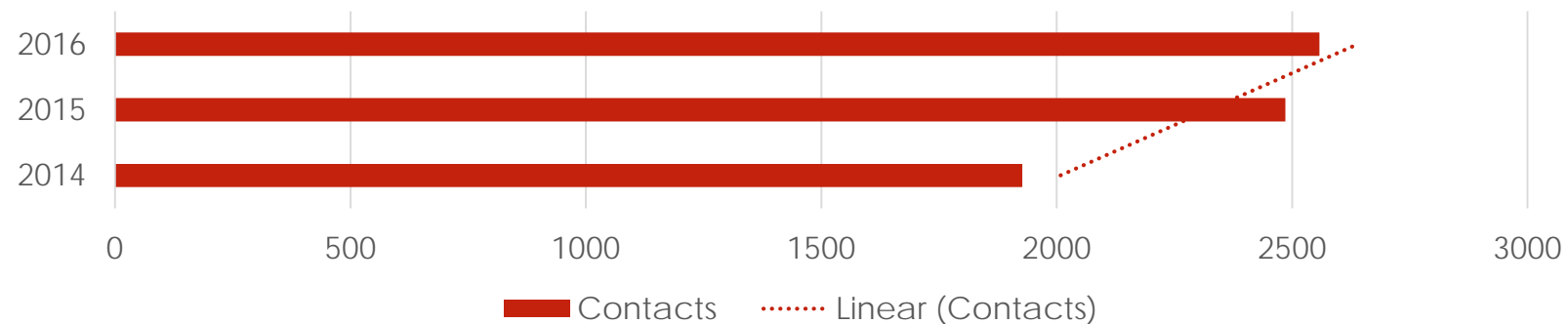
- 30 day pilot in April of 2017
- 90 people interviewed
- 25 applications for assistance received
- 9 received assistance
- \$6,000 was distributed
- Funding received to continue. Court provides office space for one intake case worker who assists litigants in locating housing, financial support, or other services to avoid falling into cycle of chronic homelessness
- Office hours 7:00 a.m. to noon

Self-Help Center

Goal: Full-time staff member who assists pro se litigants with civil, small claims, eviction, and protection order cases.

- Opened in 2014
- List of 15 attorneys to provide pro-bono assistance to tenants being evicted
- Expanded hours in September of 2016

Self-Help Assistance Contacts



JAIL OVER-CROWDING

Smart Pre-Trial

Goal: Support individual risk assessments and focus pre-trial release, bond and supervision decisions based on risk. Studies show that detaining low and moderate risk defendants correlate to higher rates of repeat criminal activity.

- In 2016 the Court, along with Denver Community Corrections and other key stakeholders implemented the Smart Pre-trial Initiative.
- In 2012 the percentage of individuals given a personal recognizance (PR) bond was 5%. In 2017, the percentage ranges between 42% and 47%.
- The Court is working with stakeholders to explore and adopt PR bond best practices for non-domestic violence, traffic, and other municipal ordinance defendants. The goal is to adopt a process that eliminates the defendant being taken into custody.

JAIL OVER-CROWDING

Outreach Docket

Goal: Reduce custodial arrests for the transient population and establish a triage process to connect them with services. Allow defendants to come to a safe place to surrender on low level warrants. Impose immediate sanctions that provide this population the ability to give back to community and resolve their case.

- Court held every other Wednesday at the Denver Rescue Mission
- Began December 2016
- 349 Defendants and 1019 cases heard as of July 5
- 133 warrants cleared
- Work program and other services on site

JAIL OVER-CROWDING

Failure to Appear Project

Goal: Use evidence based practices and behavioral insight techniques (BIT) to reduce FTA's, custodial arrests, and jail overcrowding.

- Partnered with Harvard University
- BIT exercise to redesign reminder postcards
- Pilot text message reminders
- Propose website changes to increase use of online services
- Provide analysis of various treatments

Undocumented Citizen Assistance

Goal: Provide a way for defendants to request that their traffic case be processed online or via mail without appearing in court.

- Began offering online resolution in 2013
- In 2017 we eliminated 60 mile requirement and added Spanish version



INNOVATIONS

Training Division

Goal: Promote and support employee development and organizational effectiveness by providing high-quality onboarding and job training.

- Employee feedback indicated inconsistent and insufficient new employee training;
- High turnover within first year;
- 2016 - Agency Trainer hired and 29 new employee week long training sessions completed;
- 2017 - adding two trainers to create courtroom and clerk's office modules and conduct expanded on-the-job training.

Leadership and Development

Goal: Promote and support leadership development by providing leadership education to existing supervisors and equip a pool of employees that have an interest in advancing into future leadership opportunities.

- 12 hours Leader as Coach training for all supervisors
- Supervisor performance expectations were modified
- Professional Development Plans developed for all employees
- Developed L.E.A.D. Program August 2016
- 11 graduated from L.E.A.D. in April 2017

FUTURE PLANNED INNOVATIONS

- Drug Diversion Program
- Landlord and Tenant Self-Help Clinics and Expand Mediation Services
- Jury Trial Schedule Change
- Reduce Customer Wait Times
- Launch In-House Civil E-filing September 11, 2017
- Driving Under Revocation Navigator Program

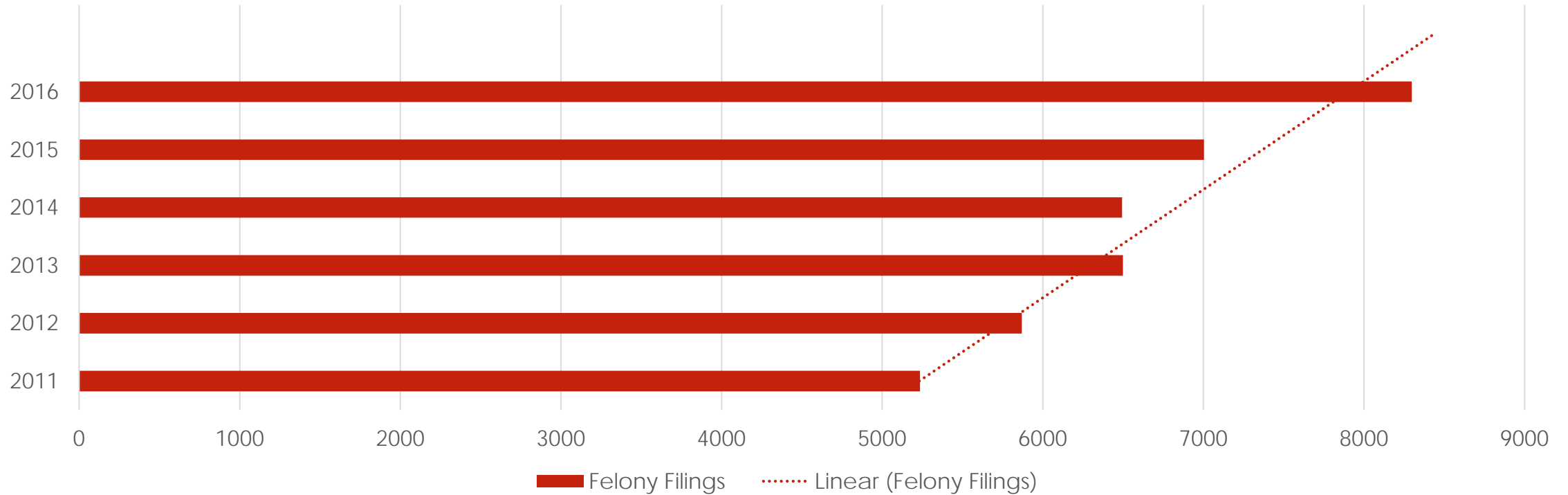
APPENDIX

County Court Statistics



FELONY FILINGS

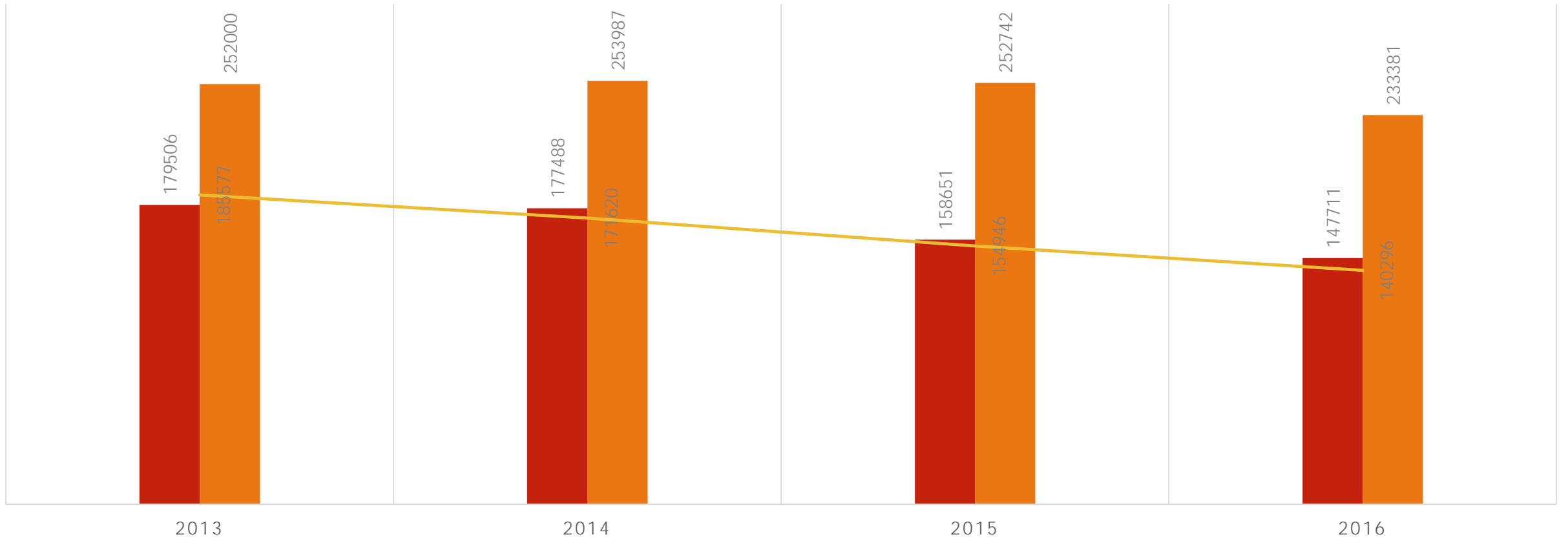
Felony Filings



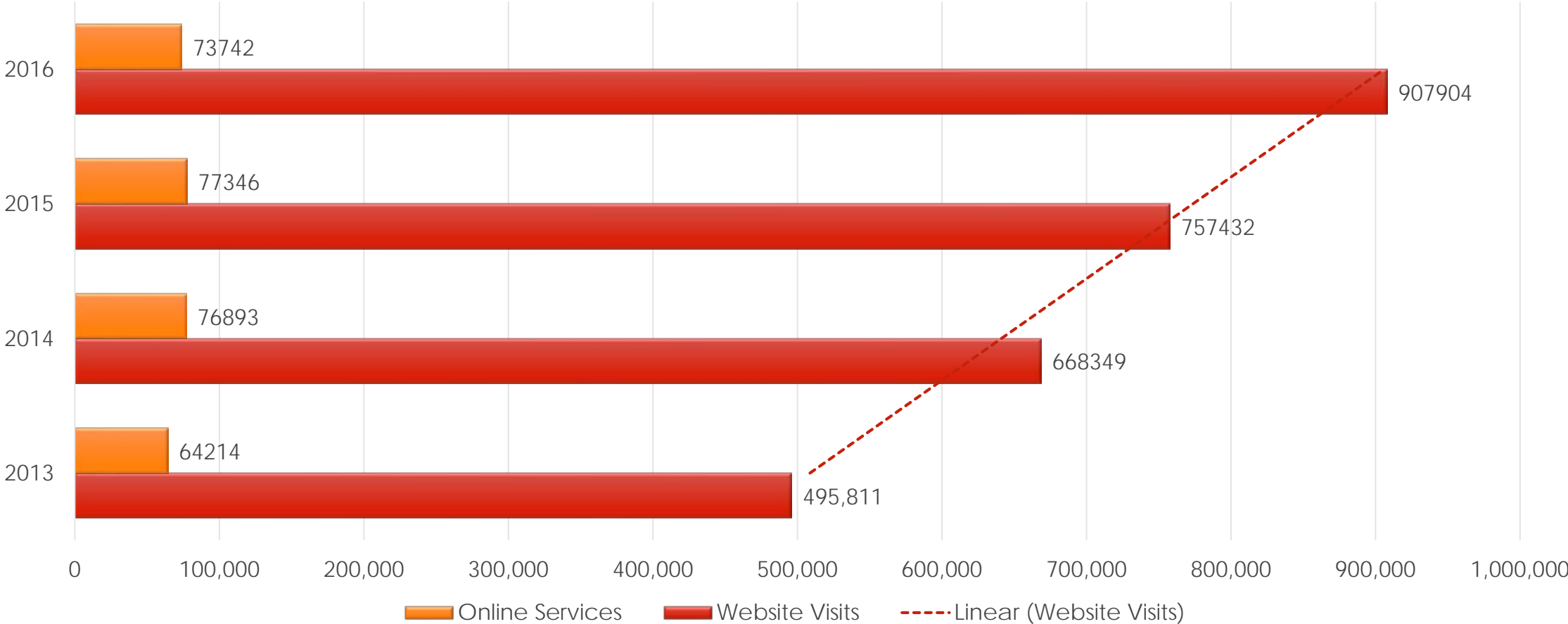
Increased felony filings have had a significant impact on Courtrooms 2300 and 2100 in the Detention Center. Requires County Court to absorb more District Court workload.

2013 - 2016

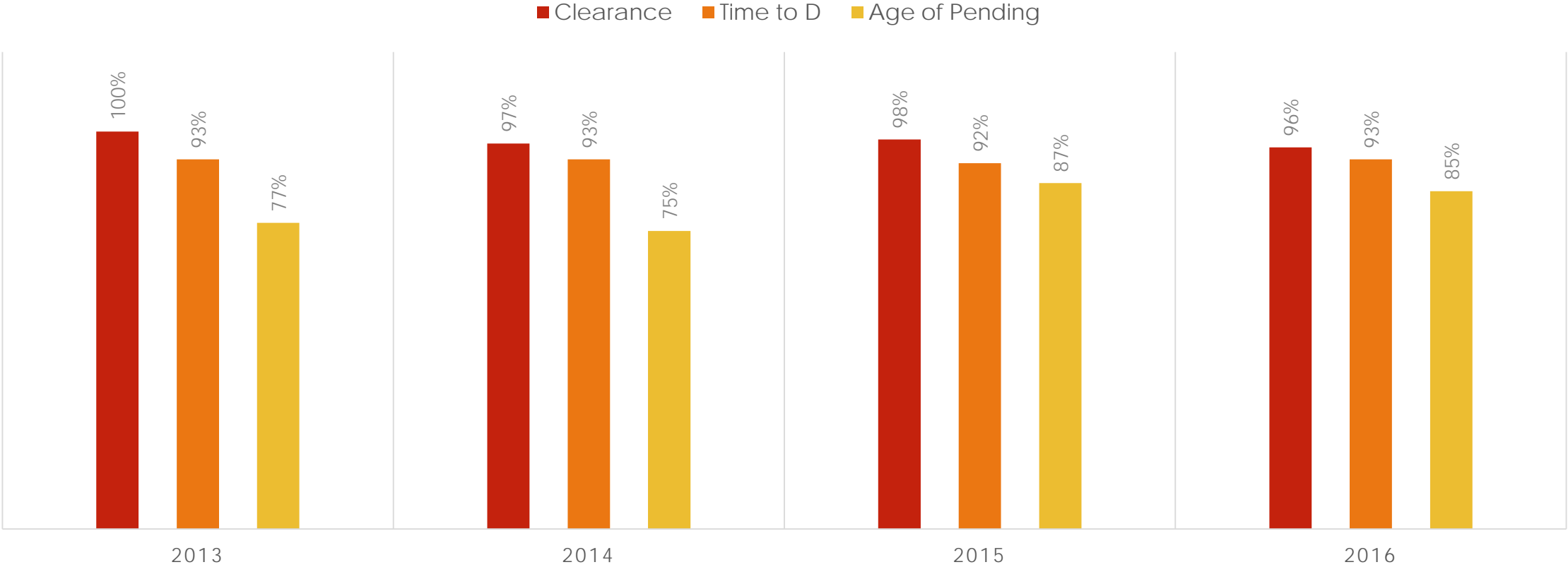
Filings Settings Dispositions



ONLINE ACCESS

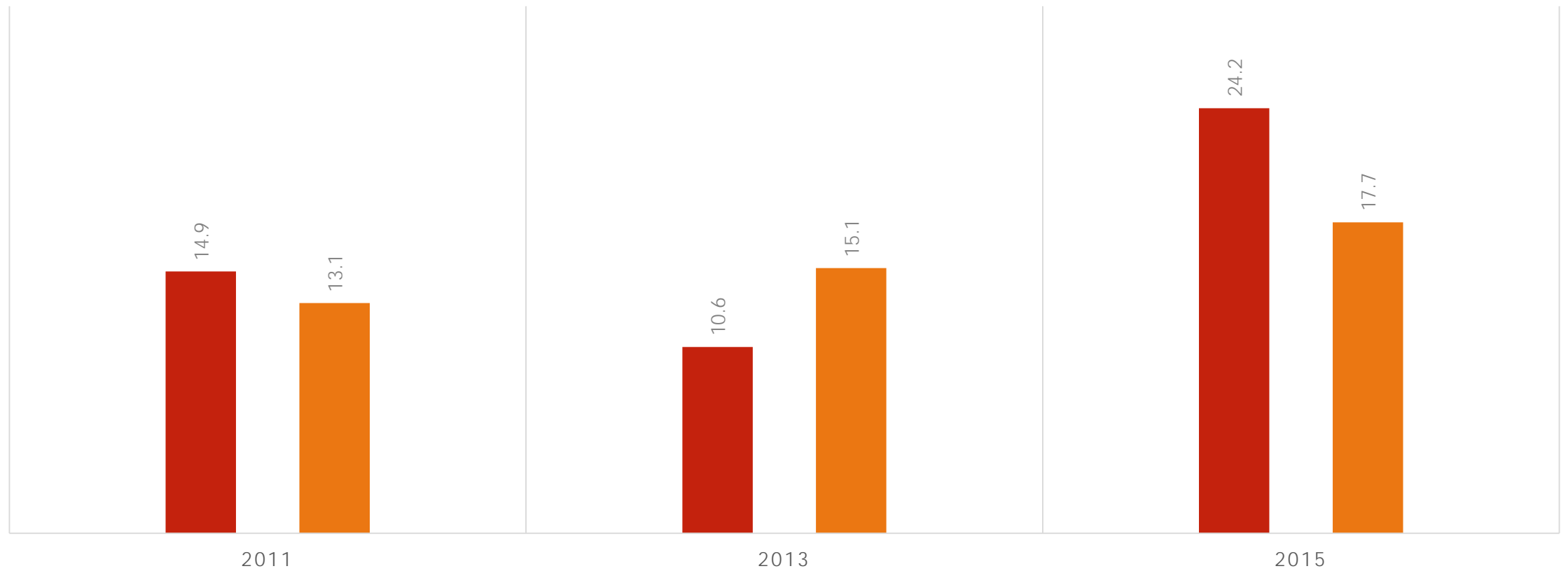


PERFORMANCE MEASURES



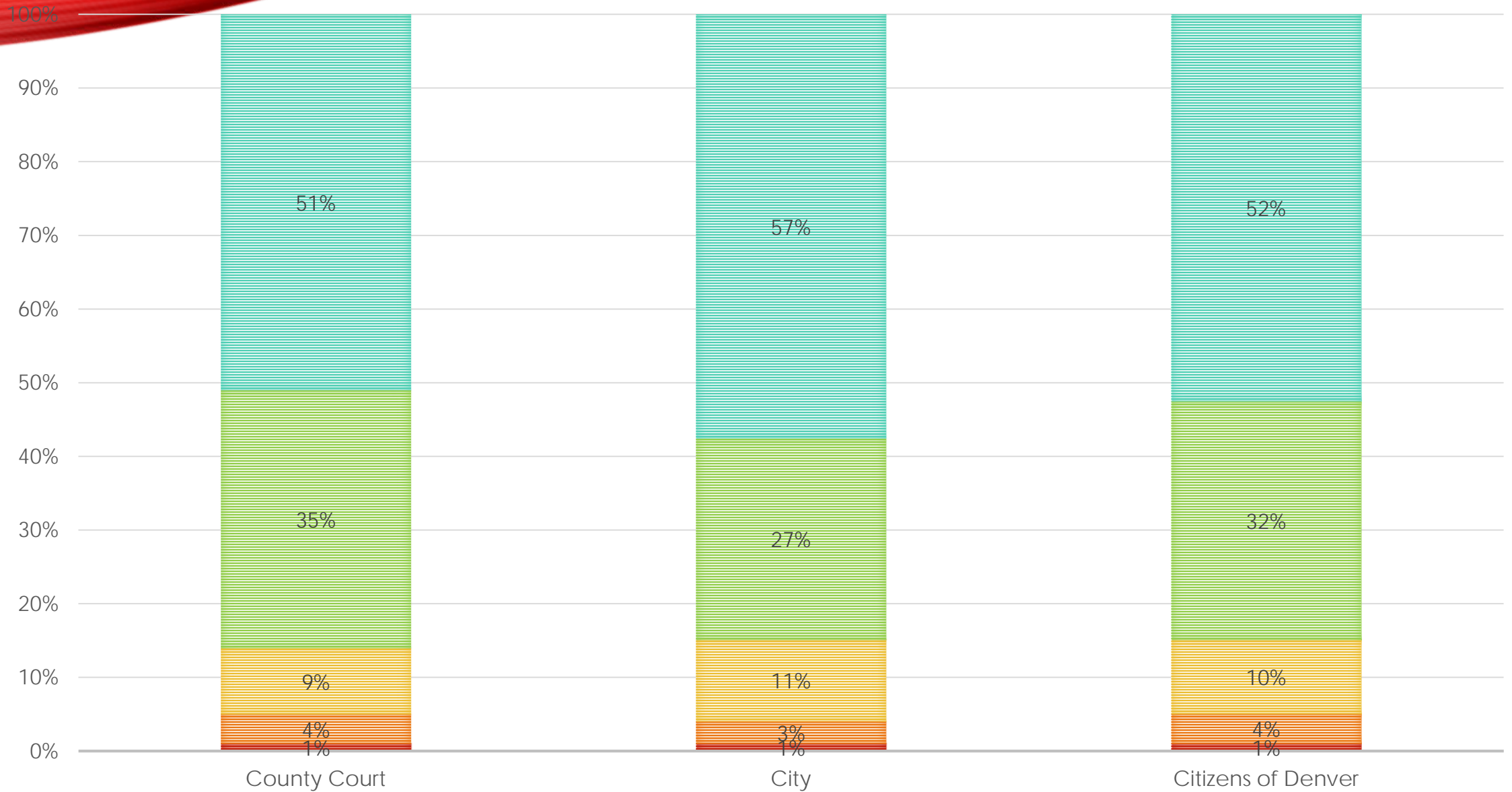
2011 – 2015 EMPLOYEE ENGAGEMENT

■ County Court ■ City



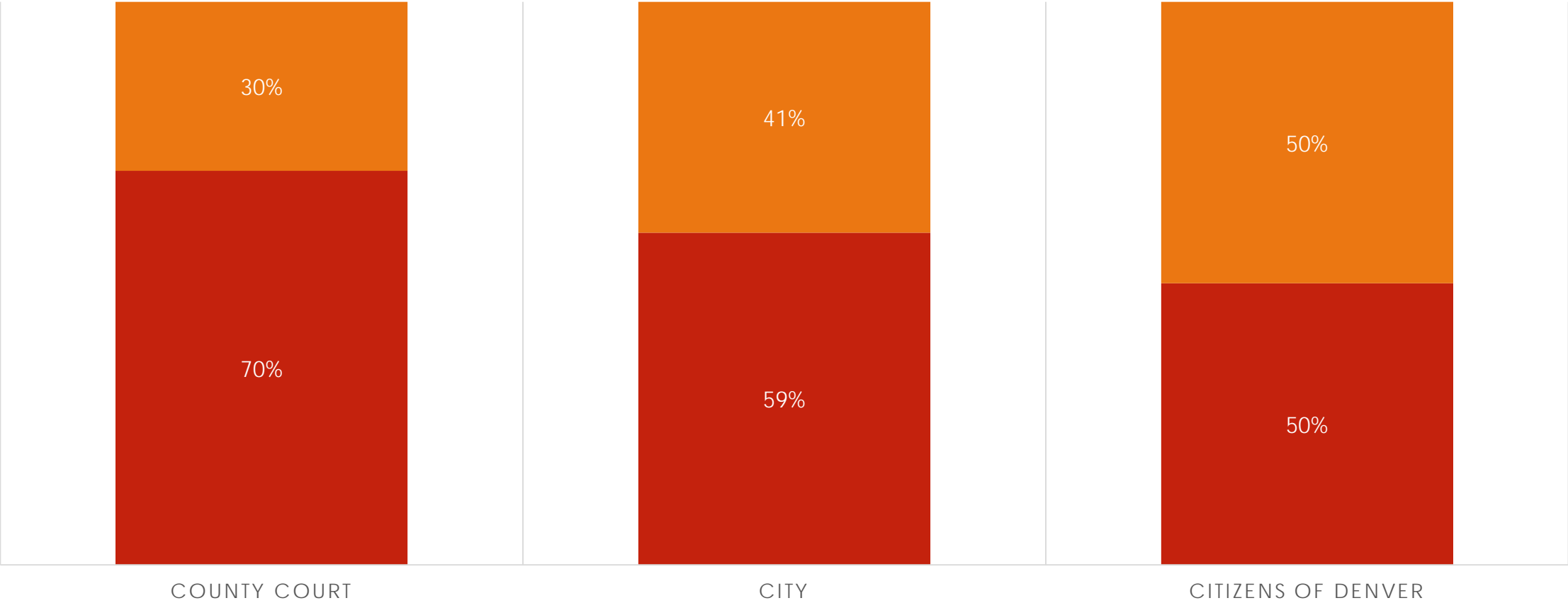
RACIAL DIVERSITY

A mIn Asian Black Hispanic White



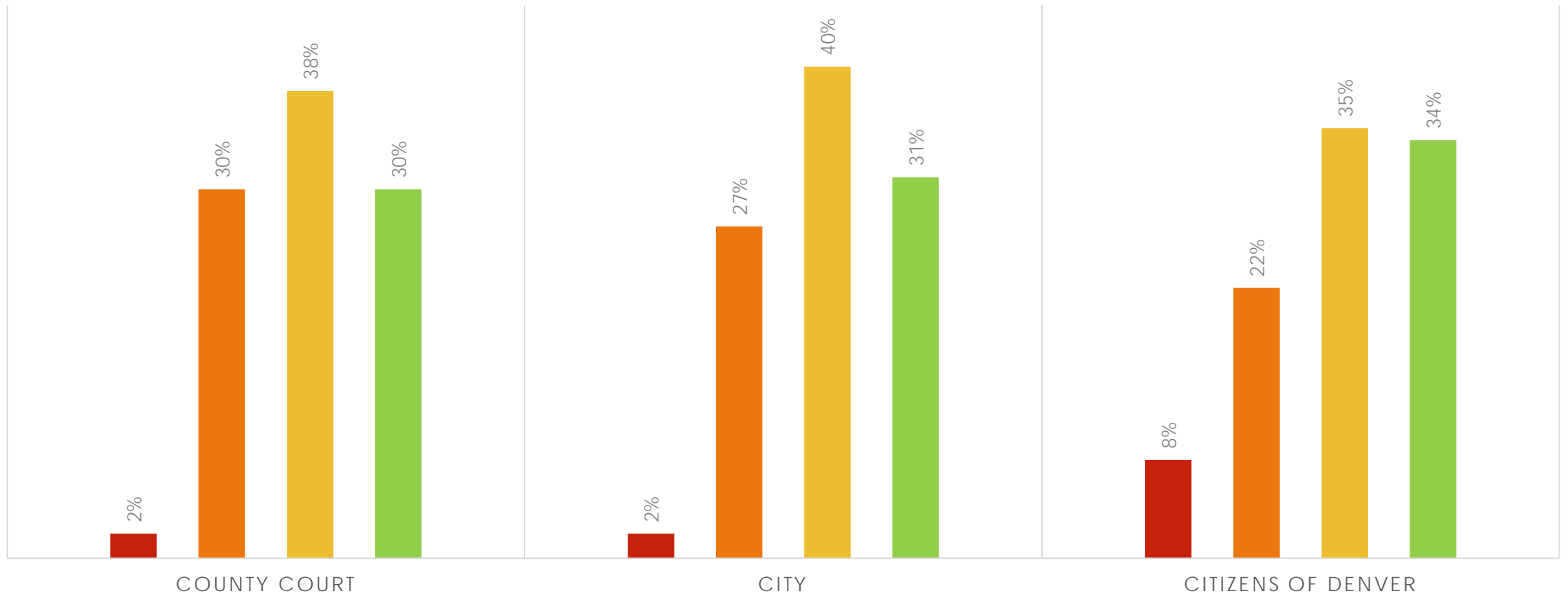
GENDER DIVERSITY

■ Female ■ Male



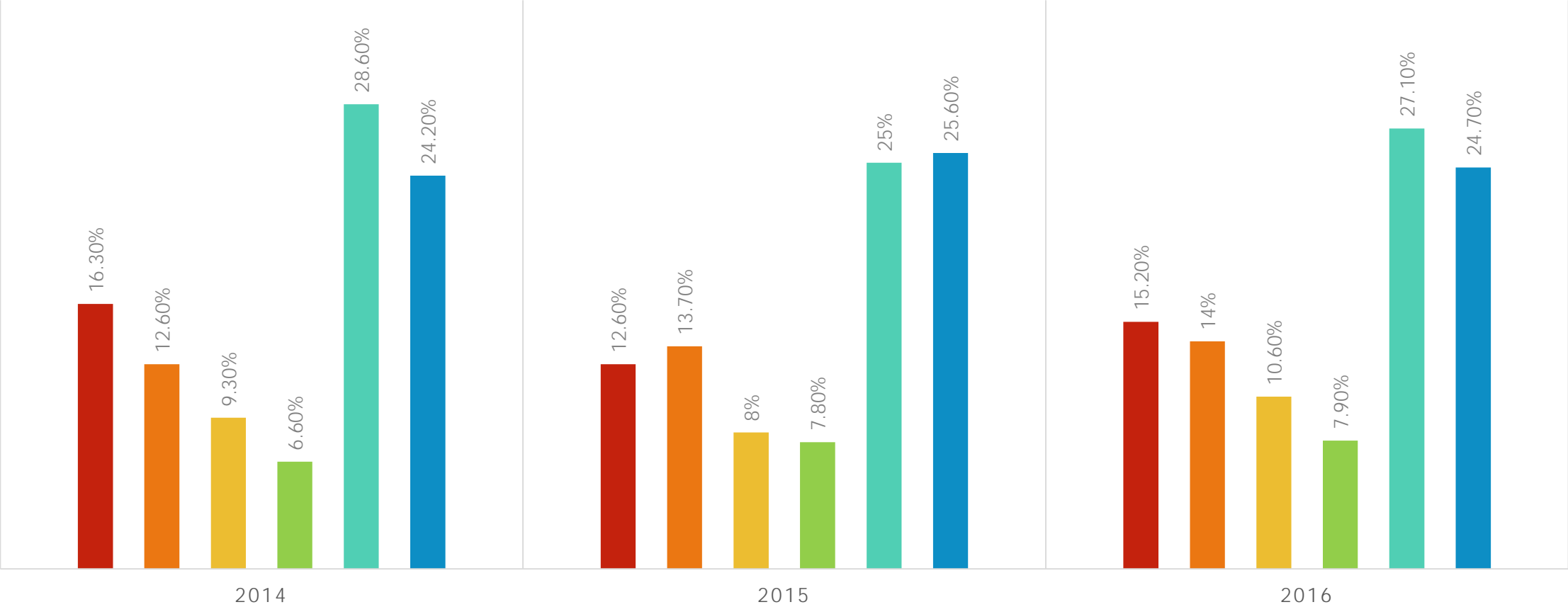
GENERATION DIVERSITY

■ Mature ■ Boomer ■ Gen X ■ Millennial



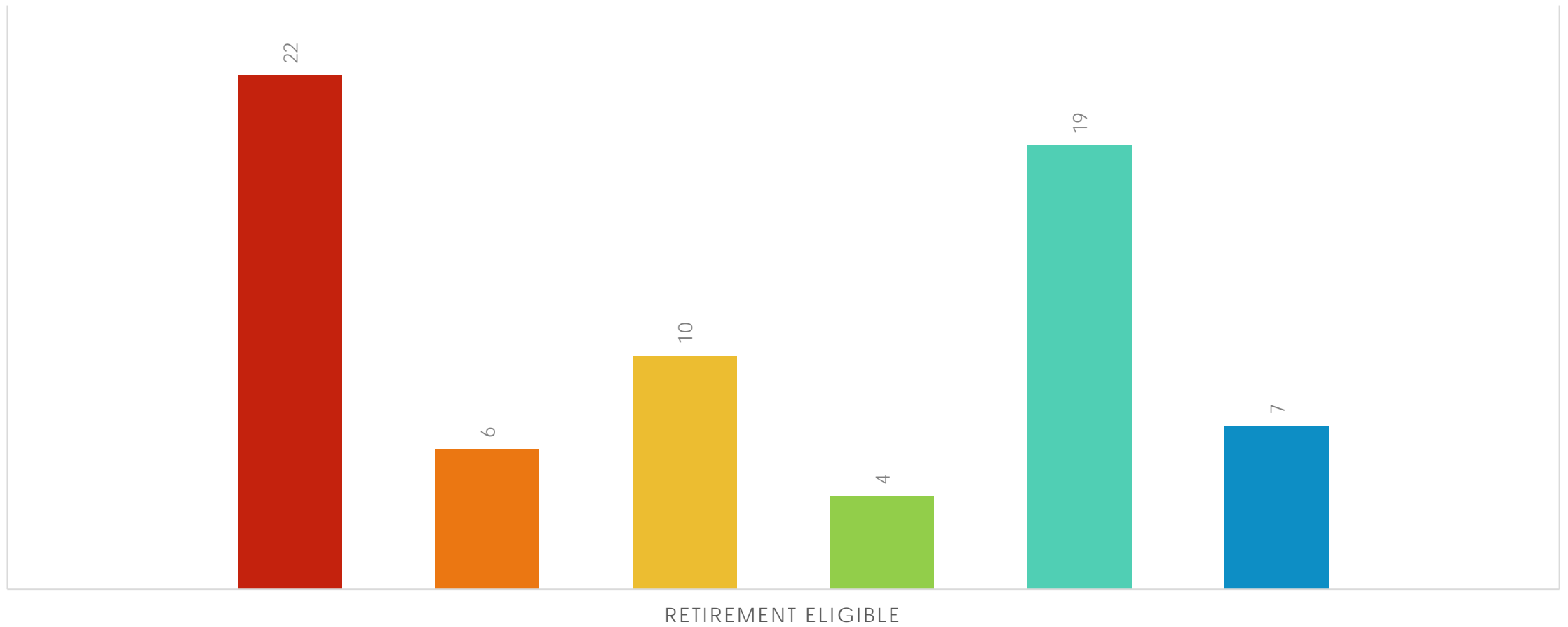
TURNOVER

■ DCC Total ■ City Total ■ DCC Resignation ■ City Resignation ■ DCC 1st Yr ■ City 1st Yr

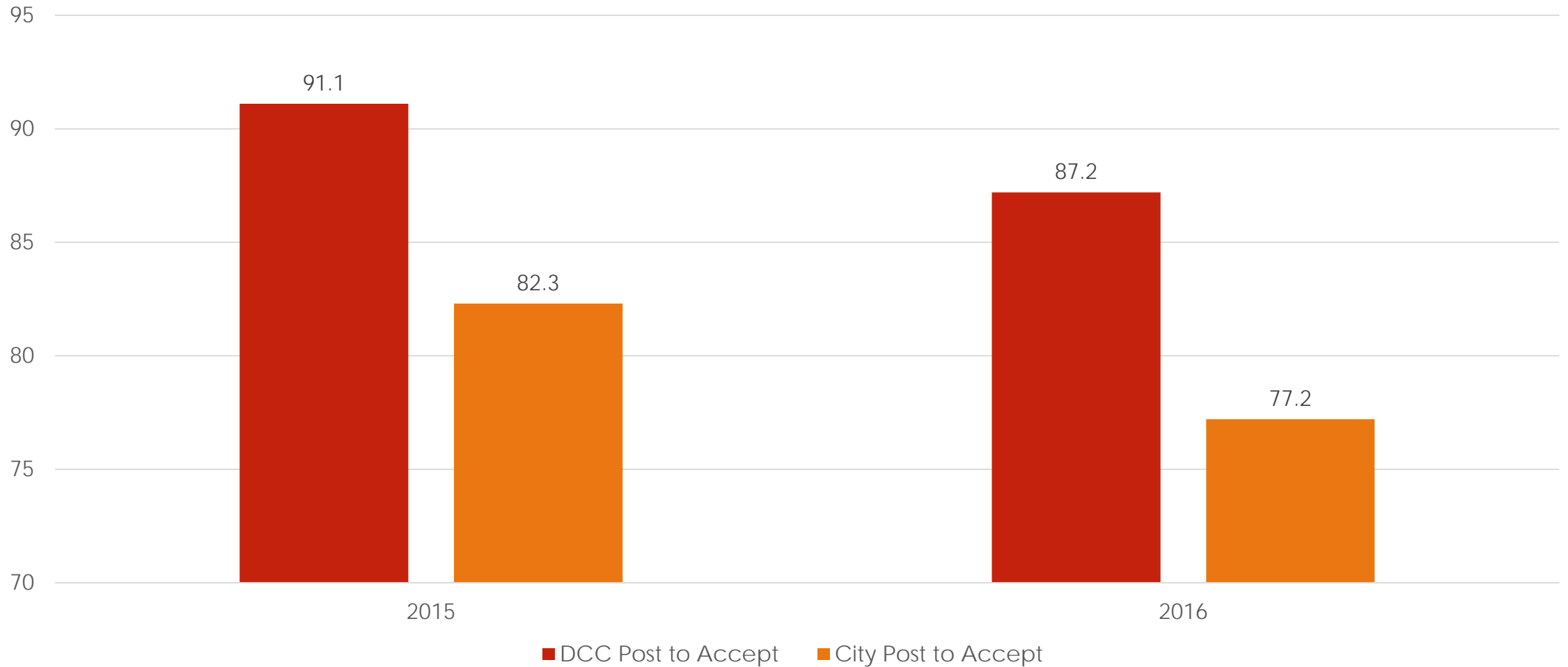


RETIREMENT PROJECTIONS

■ Now ■ 2017 ■ 2018 ■ 2019 ■ 2020 ■ 2021



TIME TO FILL POSITIONS



2015 = 32 positions filled with 12 promotions; 2016 = 29 positions filled with 17 promotions

HOURS NOT WORKED

Comptime PTO Sick Vacation

