

---

## Superior Court of the County of Del Norte

This document contains the court's responses to the questions we included in a survey regarding the services that the Administrative Office of the Courts (AOC) indicates providing to the courts. Our survey asked each of the trial courts, the courts of appeal, and the Supreme Court to indicate which services that each court has used. In addition, our survey asked each court to indicate whether or not it values each service. Other questions in the survey asked about the quality of the services that AOC provides and the importance of the services to the court's operations.

After the courts responded to our survey, we identified, in consultation with the AOC, eight services in our survey that do not apply to the trial courts. We excluded these eight services from the analyses that support the survey-related tables and figures that appear in our audit report.

Finally, for a copy of the survey instrument please follow this [link](#).

**Q3: Access Services**

- |   |                                 |
|---|---------------------------------|
| 1. Self-Help legal, training, program, education support  | Consider service to be valuable |
| 3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding  | Consider service to be valuable |
| 5. Judicial Branch Self-Help Website and resources  | Have used this service          |
| 6. On-line Document Assembly/Forms Completion Programs  | Have used this service          |
| 7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts | Consider service to be valuable |
| 9. Plain language forms and instructions  | Have used this service          |

**Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q5: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 6: Section 3: Evaluation**

**Q7: Audit Services**

- |   |                                 |
|---|---------------------------------|
| 11. Regular financial, operational, and compliance audits                               | Consider service to be valuable |
| 12. Special investigations concerning misappropriation of funds, potential losses, etc. | Consider service to be valuable |

**Q8: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q9: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q10: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 7: Section 3: Evaluation**

**Q11: Capital Projects and Facilities Services**

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds Consider service to be valuable

23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs Have used this service

26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance Have used this service

36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments Have used this service

**Q12: Delivery of professional project management and related services for capital projects, including:**

38. Architectural and engineering design services Have used this service

**Q13: Establishment and implementation of policies for the judicial branch capital program, including:** *Respondent skipped this question*

**Q14: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q15: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q16: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

No Change

**PAGE 8: Section 3: Evaluation**

**Q17: Collaborative Courts Services**

55. Legal, training, and program assistance to support  
Dependency and Juvenile Drug Courts

Have used this service

65. Substance Abuse Focus Grants funding

Have used this service

**Q18: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label)

Satisfactory

**Q19: How important, overall, is this group of services to your trial court operations?**

(no label)

Neutral

**Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

No Change

Additional Comments

we are an extremely small court, two judges, and don't have any of these specialty courts. Two judges and they do it all inclusive.

**PAGE 9: Section 3: Evaluation**

**Q21: Communications Services**

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles Consider service to be valuable

69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting Consider service to be valuable

70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch Consider service to be valuable

72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee Consider service to be valuable

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives Consider service to be valuable

74. Consultation and counsel on media strategies for programs, projects, and initiatives Consider service to be valuable

75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions Consider service to be valuable

76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage Consider service to be valuable

**Q22: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q23: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q24: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

No Change

**PAGE 10: Section 3: Evaluation**

**Q25: Criminal Justice Services**

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

Consider service to be valuable

80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities

Consider service to be valuable, Have used this service

**Q26: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label)

Satisfactory

**Q27: How important, overall, is this group of services to your trial court operations?**

(no label)

Neutral

**Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

No Change

**PAGE 11: Section 3: Evaluation**

**Q29: Education and Training Services**

88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Consider service to be valuable, Have used this service
89. Institute for Court Management certification program for court managers	Consider service to be valuable
90. Court Clerk Training Institute	Consider service to be valuable
91. Court manager and supervisor training	Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Consider service to be valuable
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Consider service to be valuable, Have used this service
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable
108. Jury education materials in support of successful jury participation	Consider service to be valuable

**Q30: Statewide training for new Judicial Officers, including:**

109. New Judge Orientation	Have used this service, Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Have used this service, Consider service to be valuable
111. B.E. Witkin Judicial College	Have used this service, Consider service to be valuable

**Q31: Statewide education for experienced Judicial Officers and Judicial Attorneys, including:**

112. Appellate Justices Institute	Consider service to be valuable
113. Criminal Assignment Courses	Consider service to be valuable
114. Qualifying Ethics Training	Consider service to be valuable, Have used this service
115. Complex Civil and Advanced Civil	Consider service to be valuable
116. California Environmental Quality Act (CEQA)	Consider service to be valuable
117. Domestic Violence courses	Consider service to be valuable, Have used this service
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Consider service to be valuable

**Q32: Statewide Education for Judicial Leaders, including:**

*Respondent skipped this question*

**Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q34: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change



**Q36: Family Services**

122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Consider service to be valuable, Have used this service
123. Access to Visitation Program	Consider service to be valuable, Have used this service
124. Information and technical assistance to Family Courts	Consider service to be valuable
125. Family and Juvenile court judicial and staff workload study and needs assessment	Consider service to be valuable
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Consider service to be valuable
131. California Courts Protective Orders Registry	Consider service to be valuable

**Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q38: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q39: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q40: Fiscal Services**

132. Budgeting	Consider service to be valuable, Have used this service
133. Centralized Treasury	Consider service to be valuable
134. Payroll and controller services	Consider service to be valuable
135. Master contracts/procurement assistance	Consider service to be valuable
136. Financial Management - accounting and reporting	Consider service to be valuable, Have used this service
137. Accounts Payable support	Consider service to be valuable, Have used this service
138. Trust Accounting support	Consider service to be valuable, Have used this service
139. Financial policies and procedures	Consider service to be valuable, Have used this service
140. Fiscal training and assistance	Consider service to be valuable, Have used this service
141. Grants Administration	Consider service to be valuable, Have used this service
142. Enhanced Collections guidelines and assistance for courts and counties	Consider service to be valuable, Have used this service

**Q41: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q42: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q44: Human Resources Services**

144. Labor relations and collective bargaining services	Consider service to be valuable, Have used this service
145. Employee relations/investigations/progressive discipline/leave management	Consider service to be valuable, Have used this service
146. Judicial payroll and benefits	Consider service to be valuable
147. Pay and benefits management and administration for employees	Consider service to be valuable
149. Recruitment, classification and compensation assistance	Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Consider service to be valuable
151. Integrated Disability Management	Consider service to be valuable

**Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q46: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q48: Information Technology Services**

152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable, Have used this service
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	Consider service to be valuable, Have used this service
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable

**Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q50: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q52: Juvenile Services**

169. Court appointed dependency counsel funding, budgeting, and program management	Consider service to be valuable, Have used this service
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Consider service to be valuable, Have used this service
172. Psychotropic Medication Orders program	Consider service to be valuable, Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Consider service to be valuable
174. Information and technical assistance to juvenile courts	Consider service to be valuable
175. Technical assistance with juvenile court management system data and analytics	Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Consider service to be valuable
177. California Dependency Online Guide (CalDog)	Consider service to be valuable
178. Child Welfare County Data Profiles Updates	Consider service to be valuable

**Q53: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q54: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q56: Language Services**

179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable, Have used this service
180. Court interpreter outreach and recruitment	Consider service to be valuable
181. Court interpreter education and training	Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Consider service to be valuable, Have used this service
185. Certified and Registered Master List Maintenance of Court Interpreters	Consider service to be valuable

**Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q58: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q59: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 18: Section 3: Evaluation**

**Q60: Legal Services**

192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable

**Q61: Subject matter expertise and technical assistance with issues, including:**

203. Access and fairness	Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
205. Alternative Dispute Resolution	Consider service to be valuable
206. Civil and small claims	Consider service to be valuable
207. Collaborative courts	Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Consider service to be valuable
210. Judicial administration	Consider service to be valuable
211. Judicial ethics	Consider service to be valuable
212. Subject matter expertise	Consider service to be valuable
213. Jury instructions	Consider service to be valuable
214. Probation and mental health	Consider service to be valuable

**Q62: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

**Q63: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q64: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q65: Legislative and Budget Advocacy Services**

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Consider service to be valuable

**Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q67: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q68: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change



**Q69: Mandated Reporting**

221. Access To Visitation Grants Program	Consider service to be valuable, Have used this service
222. Semi-Annual Report on Contracts for the Judicial Branch	Consider service to be valuable
223. Trial Court Interpreters Program Expenditure Report	Consider service to be valuable
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Consider service to be valuable
228. Standards and Measures of Judicial Administration	Consider service to be valuable
229. Annual Special Funds Expenditure Report	Consider service to be valuable
230. Annual Trial Court Allocations Report	Consider service to be valuable
231. Phoenix System Status Update Report	Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Consider service to be valuable
240. Criminal Justice Realignment Data	Consider service to be valuable

**Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q71: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q73: Operations Support Services**

243. Assigned Judges Program	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	Consider service to be valuable

**Q74: Analytical and administrative support to:**

259. Presiding Judges	Consider service to be valuable, Have used this service
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Consider service to be valuable
262. California Court Clerk Association	Consider service to be valuable
264. Court Executives Advisory Committee	Consider service to be valuable

**Q75: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q76: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**Q78: Research and Data Services**

265. Annual Court Statistics Report	Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Consider service to be valuable
268. Judge and staff workload measures and analysis	Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Consider service to be valuable

**Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q80: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q81: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 23: Section 3: Evaluation**

**Q82: Security Services**

275. Judicial Online Privacy Protection Program	Consider service to be valuable, Have used this service
276. Threat and incident coordination and consultative services	Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Consider service to be valuable
278. Physical security consultation, assessment, site surveys and risk analysis	Consider service to be valuable
279. Screening Equipment Replacement Program	Consider service to be valuable
280. Trial Court Security Grant Program	Consider service to be valuable

**Q83: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

**Q84: How important, overall, is this group of services to your trial court operations?**

(no label) Neutral

**Q85: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 24: Section 4: Conclusion**

**Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?** No

**Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?** No

**PAGE 25: Section 4: Conclusion**

**Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.** *Respondent skipped this question*

**Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?** No

**PAGE 26: Section 4: Conclusion**

**Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):** *Respondent skipped this question*

**PAGE 27: Section 4: Conclusion**

**Q91: The following is an alphabetized list of all AOC offices. Please evaluate the services that each office provides according to their overall importance to the operations of your court.**

Center for Families, Children & the Courts	Somewhat Important
Center for Judiciary Education and Research	Somewhat Important
Court Operations Special Services Office	Somewhat Important
Criminal Justice Court Services Office	Neutral
Executive Office	Somewhat Important
Fiscal Services Office	Somewhat Important
Human Resources Services Office	Somewhat Important
Information Technology Services Office	Somewhat Important
Internal Audit Services	Somewhat Important
Judicial Branch Capital Program Office	Neutral
Judicial Council Support Services	Neutral
Legal Services Office	Neutral
Office of Administrative Services	Neutral
Office of Appellate Court Services	Neutral
Office of Communications	Neutral
Office of Governmental Affairs	Neutral
Office of Real Estate and Facilities Management	Neutral
Special Projects Office	Neutral
Trial Court Administrative Services Office	Neutral
Trial Court Liaison Office	Neutral

**Q92: Additional Comments**

The elimination of Regional Directors makes it difficult to know where to go for help. In the good ole days, we would call our Regional Director who could usually help you with your problem or at least know where to get you for whatever info you needed. AOC is a bit too top heavy at present in my opinion.