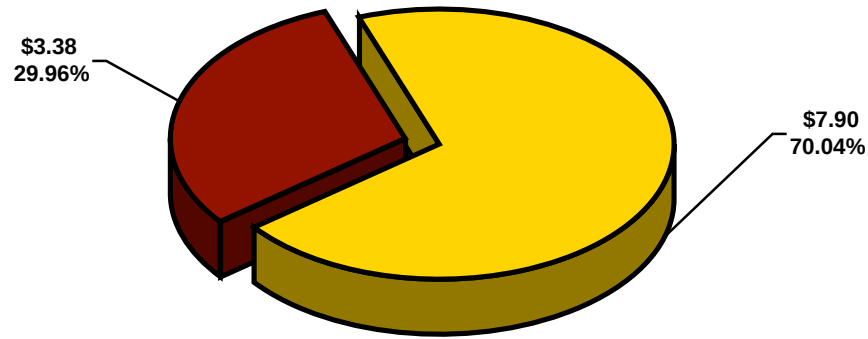




The Wayne County Probate Court is the busiest Court in the State of Michigan, processing one-third of the total probate filings in the state. The Probate Court has jurisdiction in all matters relating to decedent estates, trusts, guardianships and conservatorships for minors and legally incapacitated or developmentally disabled individuals, mental health proceedings, issuance of secret marriages and resolving disputes regarding durable powers of attorney for health care.

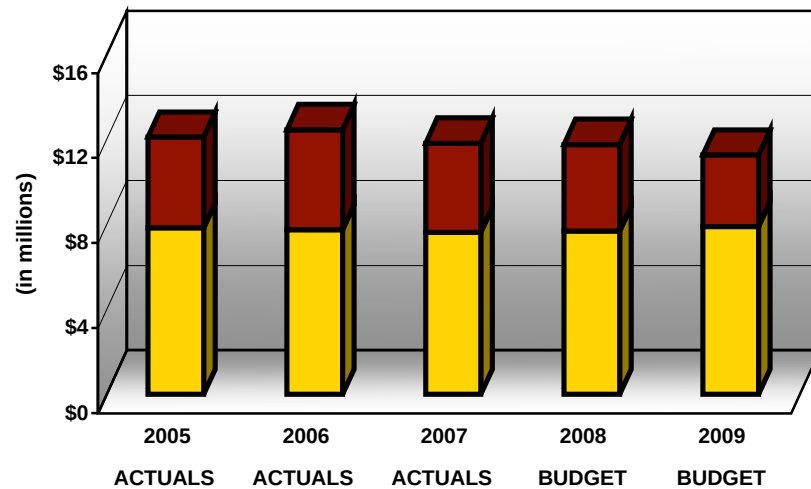
WAYNE COUNTY PROBATE COURT

EXPENDITURE ANALYSIS
FISCAL YEAR 2008-2009
\$11.28 (in millions)



PERSONNEL OPERATING EXPENDITURES

FIVE-YEAR EXPENDITURE TREND ANALYSIS FISCAL YEARS 2004-2005 THROUGH 2008-2009



PERSONNEL OTHER EXPENDITURES

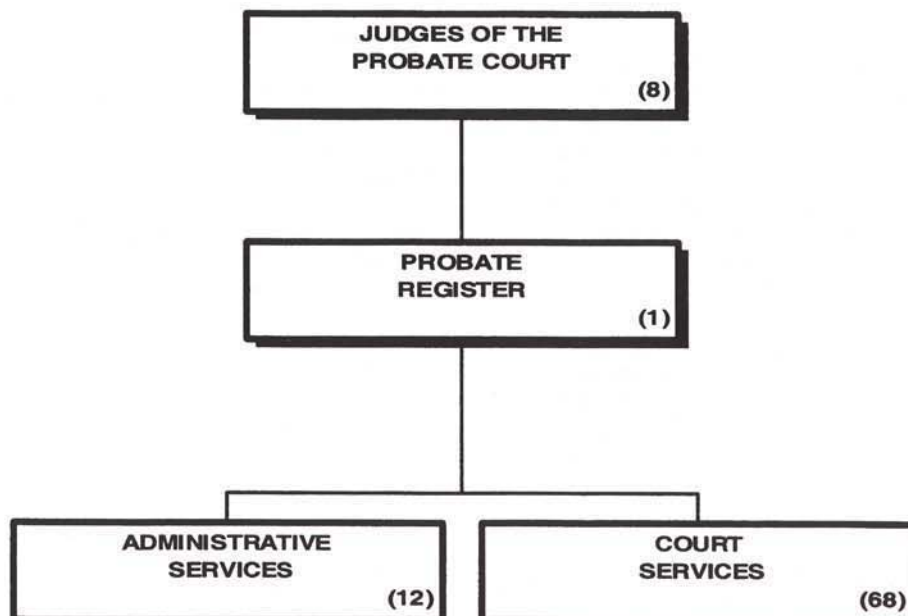


Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Budget Summary

Mission The mission of the Wayne County Probate Court is to administer justice with fairness, equality, and integrity. To resolve matters before the court in a timely manner with trained and motivated staff, and to provide courteous and prompt service in a manner that inspires public trust and confidence. The vision of the Wayne County Probate Court is to provide leadership for the continuous improvement of a justice system that is responsive to the diverse and changing needs of the public and accountable for the efficient and effective use of public resources.

Budget Summary	2006-07 Budget	2007-08 Budget	2008-09 Budget
Total Departmental Expenditures	21,520,300	21,473,100	11,282,850
Departmental Revenues			
State Grants and Contracts	1,183,300	1,182,100	1,184,200
Local Grants and Contracts	9,705,000	9,705,000	9,219,750
Charges, Fees, and Fines	927,000	881,000	878,900
Other Financing			
Total Revenues	11,815,300	11,768,100	11,282,850
Positions	Total Budgeted Positions	89	89
Contacts	Judge Milton Mack 1219 Coleman A. Young Municipal Center, Two Woodward, Detroit, MI 48226 Phone: 313-224-5672 Fax: 313-224-8099		



Note: The chart above excludes the grant from the General Fund in order to present the proper departmental expenditures



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Major Activities and Descriptions

The Probate Court has jurisdiction in all matters relating to: settlement of estates of all deceased persons residing or leaving property in Wayne County, with or without a will; settlement of trusts; appointment of trustees; appointment of guardians and conservators of minors who reside or are found in Wayne County; appointment of guardians and conservators of adults who are legally incapacitated or developmentally disabled and reside or are found in Wayne County; involuntary commitment or assisted out-patient treatment of mentally ill persons for treatment; issuance of secret marriages; ordering treatment for minors who have substance abuse problems; adjudicating child custody actions brought by a minor's guardian; and resolving disputes regarding durable powers of attorney for health care.

To effectively set goals and objectives, establish units of measurements, and to interpret results, the Wayne County Probate Court has adopted the 22 performance standards developed for trial courts by the National Center for State Courts. The standards are grouped into five performance areas: (1) Access to Justice; (2) Expedition and Timeliness; (3) Equality, Fairness, and Integrity; (4) Independence and Accountability; and (5) Public Trust and Confidence. These groupings provide the means to evaluate the fundamental responsibilities of the Court.

Trial Court Performance Standard 1.2 – Provide an accessible and convenient court facility for the residents of Wayne County.

Since 2003, hospitals equipped with the interactive video technology (IVT) have completed over 95% of mental health hearings electronically. Interactive video hearings allow mental health patients to remain in the hospital while the probate court conducts their hearing via video and audio transmission. Significant savings to the approved hospitals are realized by eliminating the requirement to transport patients from various area hospitals to the Coleman A. Young Municipal Center.

To enhance the delivery of service to the attorneys and the general public, the Wayne County Probate Court offices located on the 13th floor of the Coleman A. Young Municipal Center were renovated in 2006. Major changes include: 1) the relocation of offices to improve workflow and the movement of customers; 2) increased seating in waiting areas; 3) more durable surfaces; 4) an information desk to provide direction and forms to the public; 5) enhanced processing of pleadings, appeals, and correspondence filed by mail; and 6) improved signage to assist users of the Court to locate various departments.

Trial Court Performance Standard 1.3 – Provide all who appear before the probate court, the ability to do so without undue hardship or inconvenience.

All individuals with special needs are accommodated with interpreters, wheelchairs, and other accommodations as required under the Americans with Disability Act (ADA).

Trial Court Performance Standard 1.4 – Ensure judges and other court personnel are courteous and responsive to the public, and accord respect to all with whom they come into contact.

The Court achieved its goal of 90% employee participation in its "Commitment to Excellence" program. This program creates an environment that favorably reflects the ideals consistent with the fundamental values of the Michigan judicial system, as identified by the Michigan Supreme Court.

Trial Court Performance Standard 2.1 – Compliance with recognized guidelines for timely case processing while, at the same time, keeping current with its incoming caseload.

Wayne County Probate Court has taken the lead in alternative dispute resolution by putting into place both a mediation program and case evaluation program. National studies have shown that mediation improves the public's perception of the justice system. The public feels that these processes save them time and money and result in better outcomes. Using case evaluation, 46.4% of referrals to the program were settled, eliminating the need for costly, time-consuming trials. Using the mediation program, 64.3% of referrals to the program were settled, again, eliminating the need for costly, time-consuming trials.

Trial Court Performance Standard 3.1 – Probate court adheres to relevant laws, procedural rules, and established policies.

The Probate Court continues to meet the Michigan Supreme Court's mandated attorney training requirement. This training is totally funded by participant registration fees. In 2007, 371 attorneys attended the training.

The Court's employee orientation program continues to assist new and existing employees in understanding how their responsibilities interact with other court departments. In addition, information is provided to help employees understand how the State's court system is structured and how probate



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Major Activities and Descriptions

courts, as well as other state courts, form the State of Michigan's judicial system.

Trial Court Performance Standard 3.6 - Ensure records of all relevant court decisions and actions are accurate and properly preserved.

With the implementation of the new case management software in 2003, the Court has continued to develop management reports that provide supervisors with information that monitors the accuracy/quality of the data in the system.

To handle the 40 to 50 general information telephone calls received daily, the Court has implemented a messaging procedure to ensure all calls are promptly returned within 24 hours. Without the necessary resources to hire additional staffing to handle incoming calls, Court staff took it upon themselves to share in the responsibility to ensure customer issues/questions are addressed.

Trial Court Performance Standard 4.2 - Seek available resources to ensure justice and keep costs affordable. National Center for State Court's standards requires that it is the court's responsibility to seek resources needed to meet judicial responsibility.

In fiscal year 2001-02, Probate Court's budget included 105 authorized positions (excluding judges). A total of 81 positions are included in the 2008-09 budget request. To maintain fiscal responsibility, Probate Court has eliminated 23% of its budgeted positions, without compromising mandated services to the residents of Wayne County.

The Court's Guardianship and Estates Ombudsman program provides for: 1) a system to receive complaints regarding guardianship, conservatorship, and decedent estate cases under court jurisdiction, 2) review of complaints to determine whether an investigation is warranted, 3) investigation of warranted complaints, and 4) reporting to the Chief Judge with recommendations that might include referral to the County Prosecutor, State Bar Grievance Commission, or any other appropriate governmental agency. In addition, prior to the Court assigning agencies to guardianship cases, the Court's Ombudsman investigates guardianship agencies to determine their ability to represent Wayne County residents. Since September 2001, over 600 complaints have been investigated by the Court's Ombudsman.

In 2006, grant funding from the Department of Human Services was increased to provide an additional two case workers from Orchard's Children Services. These new positions more than doubled the

resources assigned to Wayne County Probate Court to provide services to not only children and guardians, but now to parents and other interested persons whom the Judges determine would benefit from treatment, testing, assessment, services, etc.

The Court achieved its goal by referring over 500 individuals to the Department of Human Services in 2007. Orchard's Children's Services conducts assessments for potential guardians, birth parents, or any other interested person to determine suitability for placement of minor guardianship. In addition, appropriateness and suitability of returning children to birth parents or any other interested persons is evaluated.

Trial Court Performance Standard 4.3 - Ensure the use of fair employment practices.

In an effort to train staff to maximize their computer efficiency, the Court continued to provide training through New Horizons. These classes provided computer training for the novice to the highly technically skilled employee. With financial resources becoming increasingly more difficult to obtain, technology continues to be the Court's focus to ensure adequate levels of customer service.

Internal training/study halls are held on a regular basis to prepare employees for promotional exams and to ensure changes in the law and policy are communicated to staff. Topics include the Estate and Protected Individuals Code, Michigan Court Rules, Supreme Court Administrative Orders, Court policy, and computer systems procedures.

The court has developed an expansive intranet computer training tool (Electronic User Guide) used daily by all employees. The site includes general court news, detailed desk procedures, policies and guidelines, employee forms, informational documentation, links to real-time ad-hoc case management reports as well as links to SCAO forms and other useful websites.

The Probate Court has implemented life training to assist its employees in handling "life threatening" emergencies. With the assistance of the Wayne County Sheriff, a security "Lockdown" plan was developed in 2007. The plan, along with regularly scheduled drills, assists employees and customers in the event they feel their life is threatened in any way. In addition, with the anticipated arrival of defibrillators in 2008, 10% of Court staff received defibrillator and CPR training.

To promote employee participation in improving customer service and the overall efficiency of the Court, a "Great Idea" program has been developed by



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Major Activities and Descriptions

Probate Court. Since the program inception in 2001, 96 "Great Idea" awards have been issued to Court employees. Ideas range from improving forms, to improved signage, to educating employees and customers, and beyond. Most "Great Ideas" are at little or no cost to the Court.

Trial Court Performance Standard 5.2 – Ensure public trust and confidence that basic court functions are conducted expeditiously and fairly, and that court decisions have integrity.

As a result of external customer surveys, in 2005 Probate Court implemented an initiative to reduce the amount of time a client waited to see a Judicial Estate Analyst and to increase employee productivity. At

that time, customers waited, on average, over one hour to see an Analyst. In 2007, the wait time was reduced to 37 minutes.

In 2007, the Court reduced the time for retrieving files from off-site storage (Vigliotti) from two weeks to one. This was accomplished by the Court's Records Department which conducted a physical inventory of over 500,000 files. The location (floor, isle #, and box number) of each file was recorded and entered into the Court's new case management system (CourtView).

FISCAL YEAR 2007-2008 ACCOMPLISHMENTS AND HIGHLIGHTS

In 2008, the Court's computer network was completely upgraded. Major hardware and software upgrades provide a state-of-the-art "virtual" network providing the necessary storage required to expand the archive process.

To handle the 40 to 50 general information telephone calls received daily, the Court has implemented a messaging procedure to ensure all calls are promptly returned within 24 hours. Without the necessary resources to hire additional staffing to handle incoming calls, Court staff took it upon themselves to share in the responsibility to ensure customer issues/questions are addressed.

As a result of external customer surveys, Probate Court has implemented an initiative to reduce the

amount of time a client waited to see a Judicial Estate Analyst and to increase employee productivity. Previously, customers waited, on average, over one hour to see an Analyst. The wait time for over 11,000 annual customers has been reduced from over one hour to 37 minutes.

The Court has reduced the time for retrieving files from off-site storage (Vigliotti) from two weeks to one. This was accomplished by the Court's Records Department which conducted a physical inventory of over 500,000 files. The location (floor, isle #, and box number) of each file was recorded and entered into the Court's new case management system (CourtView). The specific location is now printed on the file request card which allows the County Clerk staff to locate files without difficulty.



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Performance Report

Objectives	Performance Measures	2006-07 Actuals	2007-08 Budget	2008-09 Budget
Judges of the Probate Court Comply with Michigan Supreme Court Administrative Order 2003-7 by developing and implementing a plan that is consistent with the new case flow guidelines.	Civil proceedings – Percentage of cases adjudicated within: 75% - 364 days 90% - 546 days 100% - 728 days	56% 74% 87%	60% 80% 90%	60% 80% 90%
Administrative Services Expand the Court's Archiving/Destruction project to reduce the amount of off-site storage/cost required to house 914,000 Court files.	Number of Court files destroyed annually	2,043	2,500	2,500
Court Services Increase the number of contested cases referred to mediation	Number of contested cases resolved through mediation.	182	200	200



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Financial Report

	2006-07	2007-08	2008-09
	BUDGET	BUDGET	BUDGET
101 GENERAL FUND			
148 PROBATE COURT			
EXPENDITURES			
Other Charges*	\$ 9,705,000	\$ 9,705,000	\$ 9,219,750
TOTAL EXPENDITURES	\$ 9,705,000	\$ 9,705,000	\$ 9,219,750
	2006-07	2007-08	2008-09
	BUDGET	BUDGET	BUDGET
838 PROBATE COURT			
148 PROBATE COURT			
REVENUES			
State Grants and Contracts	\$ 1,183,300	\$ 1,182,100	\$ 1,184,200
Local Grants and Contracts	9,705,000	9,705,000	9,219,750
Charges, Fees and Fines	\$ 927,000	\$ 881,000	\$ 878,900
TOTAL REVENUES	\$ 11,815,300	\$ 11,768,100	\$ 11,282,850
EXPENDITURES			
Personnel	\$ 5,037,500	\$ 5,017,200	\$ 5,014,888
Fringe Benefits	2,228,800	2,179,000	2,351,514
Pension	580,300	487,000	530,969
Materials and Supplies	206,000	197,000	195,274
Services and Contractual Serv	2,523,500	2,627,600	2,371,593
Travel	61,000	62,000	58,000
Operating Expenses	239,000	257,000	248,412
Rentals	588,900	589,500	437,400
Other Charges	32,200	44,400	10,000
Non Capital Assets	75,000	64,200	64,800
Debt Service	\$ 243,100	\$ 243,200	\$ 0
TOTAL EXPENDITURES	\$ 11,815,300	\$ 11,768,100	\$ 11,282,850
TOTAL DEPARTMENTAL REVENUES	\$ 11,815,300	\$ 11,768,100	\$ 11,282,850
TOTAL DEPARTMENTAL EXPENDITURES	\$ 11,815,300	\$ 11,768,100	\$ 11,282,850

Note: The data above excludes the grant from the General Fund in order to present the proper departmental expenditures

SUMMARY OF POSITIONS

	2006-07	2007-08	2008-09
	BUDGET	BUDGET	BUDGET
838 PROBATE COURT FUND			
148 PROBATE COURT			
Elected and Executive	0	16	16
Supervisory and Professional	0	22	16
Support Staff	89	51	57
TOTAL POSITIONS	89	89	89
TOTAL DEPARTMENTAL POSITIONS	89	89	89



Wayne County Government FY 2009 Adopted Budget

PROBATE COURT Budget Changes and Highlights

	Increase/(Decrease) from 2007-2008 Adopted Budget	Description of Change
REVENUES		
State Grants and Contracts	2,100	Reclass of revenue
Local Grants and Contracts	(485,250)	Required reduction in General Fund/General Purpose supported programs
Charges, Fees and Fines	(2,100)	Reclass of revenue
TOTAL REVENUES	(485,250)	
EXPENDITURES		
Personnel	(2,312)	Turnover savings
Fringe Benefits	172,514	Increased hospitalization rates
Pension	43,969	Increased rates
Materials and Supplies	(1,726)	Required reduction in General Fund/General Purpose supported programs
Services and Contractual Serv	(256,007)	Required reduction in General Fund/General Purpose supported programs
Travel	(4,000)	Required reduction in General Fund/General Purpose supported programs
Operating Expenses	(8,588)	Required reduction in General Fund/General Purpose supported programs
Rentals	(152,100)	Renegotiated building lease
Other Charges	(519,650)	Required reduction in General Fund/General Purpose supported programs
Capital	0	
Non Capital Assets	600	Increase for equipment
Debt Service	(243,200)	Completion of payments for the imaging project
TOTAL EXPENDITURES	(970,500)	