



SAN FRANCISCO SUPERIOR COURT

DATA-DRIVEN DECISION-MAKING: OUR WAY FORWARD

BIENNIAL REPORT | FISCAL YEARS 2022-23 & 2023-24



TABLE OF CONTENTS

4	WELCOME		34	CIVIL OPERATION
	Presiding Judge Anne-Christine Massullo and Court Executive Officer Brandon E. Riley		34	Civic Center Courthouse (CCC) Criminal Misdemeanor
6	JUDGES		34	Clerk's Office, CCC, Room 103
10	COMMISSIONER/HEARING OFFICER		34	Mandatory E-filing
11	GOVERNANCE		35	Small Claims Night Court
12	ORGANIZATIONAL STRUCTURE		35	Specialty and Trial Departments
14	FACILITIES		36	PROBATE DEPARTMENT
17	INNOVATION & COLLABORATION		37	UNIFIED FAMILY COURT
17	CARE Court		40	CRIMINAL DIVISION
20	ACCESS Center		40	Certified Shorthand Reporters/Court Interpreters Units
24	Court Reporters		40	Certified Shorthand Reporters Unit
25	ADMINISTRATION AND JUDICIAL SERVICES		41	Interpreters Unit
25	Executive		42	Court Comprehensive Collections Unit
25	Administrative Services Division		43	Criminal Office and Criminal Courtrooms
25	Alternate Dispute Resolution Program (ADR)		44	Traffic Division
25	Children's Waiting Rooms		45	COLLABORATIVE COURTS
26	CLETS		46	Collaborative Courts in the Civil Division
26	Facilities		46	CARE Court
26	Judicial Services		46	Family Treatment Court/Dependency Drug Court
26	Temporary Assigned Judges Program		47	Collaborative Courts in the Criminal Division
27	Communications Office		47	Behavioral Health Court
27	Office of Fiscal Services		47	Community Justice Center
29	Human Resources		47	Drug Court
29	Information Technology Group		48	Intensive Supervision Court
31	Jury Office		48	Veterans Justice Court
33	Managing Attorney/General Counsel		49	Young Adult Court
			50	Collaborative Courts in the Juvenile Division
			50	Juvenile Re-Entry Court
			50	Juvenile Wellness Court
			51	STATISTICS
			51	Filings
			52	Dispositions
			53	Budget

WELCOME

MEETING CHALLENGES WITH DATA-DRIVEN DECISIONS AND COLLABORATION



Anne-Christine Massullo
Presiding Judge

The past two years have featured many measures of progress for which we are proud to share in the pages of this 2023-2024 Biennial Report. Together we have marshaled our resources toward data-driven solutions and moved decidedly past simply recovering from the pandemic years to fashioning a bold future to deliver robust and equal access to justice today and for future generations of San Franciscans.

To assure transparency and measure our progress or shortcomings, the Court has added resources to leverage data to inform decisions and provide public accountability. During this period, a chief priority was to tackle pandemic-related case backlogs. Our measures indicate the effort was successful, ending trial backlogs in family law, civil and felony cases. By the end of May 2024, estimated pending trial days had decreased by 58% from the end of 2020.

Likewise, held-to-answer determinations in the Criminal Division have increased beyond the pre-pandemic levels in 2019. The average monthly held-to-answer determinations were 96 in calendar year 2019 compared to 126 in calendar year 2023. After the first six months of 2024, the monthly average figure remained high at 116.



Brandon E. Riley
Court Executive Officer

While a July 2024 Court of Appeal order required the Court to dismiss 70 out-of-custody misdemeanor cases due to pandemic-related speedy trial delays, it is worth noting that the rate of misdemeanor trials in San Francisco is five times higher than in other counties throughout the state. It is also important to highlight that [all in-custody misdemeanor defendants](#) received timely trials when the cases were ready for trial. Furthermore, significant efforts have been implemented to ensure the timely disposition of misdemeanor cases, including several iterations of misdemeanor settlement calendars at the Civic Center Courthouse and the Hall of Justice. Because of these ongoing efforts, the number of misdemeanor cases awaiting trial has decreased 79% since June 2023.

Judges in criminal courtrooms and the employees who support them deserve the credit for achieving these case management strides. The Court will continue to employ effective case management strategies to assure that victims, their families and defendants receive effective and timely access to justice in San Francisco.

Delivering justice and service to San Franciscans has transformed since the pandemic necessitated remote options to access justice. The Court held a monthly average of 7,272 remote proceedings from September 2023 to May 2024, which allowed more convenient and less costly access to justice for litigants, attorneys and families. Remote options – chatbots, live chat and a live help line – enabled the Court's ACCESS self-help center to assist 22,612 self-represented litigants in 2023.

While much of our emphasis has centered on recovering from pandemic impacts on our operations, we continue to thrive when it comes to innovation and development of new programs and solutions that we eagerly share with our sister courts.

On January 1, 2023, the CARE Act took effect with San Francisco designated as one of seven courts to launch the new program for Californians living with untreated schizophrenia or other psychotic disorders. In the year leading up to the court's opening on October 2, 2023, a multidisciplinary group of court staff worked diligently to think through and build one of California's first seven CARE courts, and the only CARE Court in the Bay Area. Much of the work designed and implemented in San Francisco, including forms and self-help for this new court, has greatly assisted staff in courts throughout other counties in California.

The Court also piloted two other significant programs – including the Be The Jury program, adopted in San Francisco as a way to diversify jury pools by increasing juror pay from \$15 to \$100 a day for low- to moderate-income jurors. Completed by the Traffic Division, another significant pilot program was the Judicial Council of California's (JCC) Ability to Pay tool in December 2019. This online tool, which has since expanded to include all 58 trial courts, gives people with financial hardship the opportunity to seek a possible reduction of their fine.

In similar fashion, the Court has implemented creative solutions to the enduring Court Reporter shortage prevalent in San Francisco, statewide and across the nation. In addition to offering generous recruitment and retention bonuses and salary increases made possible by state funding, union leaders, Court Reporters and their managers have worked together to recruit Voice Writers for the first time to work as Court Reporters. Another success is the launch of a paid Court Reporter Internship Program that has prompted inquiries from other courts. While there is undoubtedly a critical shortage of Court Reporters, together these efforts have reduced the Court's vacancies from 14 in January 2024 to 10 in June.

Solving the lingering impacts of pandemic years, while essential, have not interfered with our passion for the future. To assure we continue to best serve San Franciscans in our access to justice mission, we have proudly partnered with the City & County of San Francisco to work together to move beyond dreaming of a new Hall of Justice to a collaboration with the JCC that will put us on a firm path to achieving this long-overdue replacement for our nearly 70-year-old criminal courthouse.

In early 2024, an independent evaluation by the National Center for State Courts concluded that the Court should implement a new case management system court-wide instead of expanding the C-Track system currently used in the Criminal and Traffic divisions. The Court's Executive Committee and the leadership team have agreed with the recommendation to adopt a new CMS in a phased approach, which is expected to offer comprehensive functionality to handle the diverse requirements of all case types. The Court will maintain its current systems until a new CMS is implemented. A CMS evaluation team comprised of Judges, staff, and justice partners will research and identify the best CMS solution. In the meantime, the Court will continue refining the C-Track system and re-engineering the business processes to achieve the system's best operational efficiency.

We will continue to uphold a fundamental role of the judicial branch – to make independent decisions based on the evidence and the rule of law. Likewise, we are positioned to rely on, and be guided by, data-driven solutions to propel our Court further toward continued innovation and excellence. Along the way, we commit to sharing our benchmark data publicly to instill public trust and confidence in our prestigious Court.

On behalf of the San Francisco bench and our dedicated and talented employees, we present to you this report of accomplishments and vision for the days ahead. We remain deeply committed to serving San Franciscans and providing equal access to justice today and in the future.

Anne-Christine Massullo
Presiding Judge

Brandon E. Riley
Court Executive Officer

JUDGES



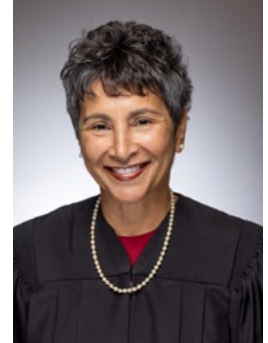
Michael I. Begert



Suzanne Ramos Bolanos



Susan M. Breall



Teresa M. Caffese



Bruce E. Chan



Roger C. Chan



Andrew Y.S. Cheng



A. Marisa Chun



Linda Colfax



Brendan P. Conroy



Anne Costin



Charles Crompton



Richard C. Darwin



Harry Dorfman



Rochelle C. East



Maria E. Evangelista



Samuel K. Feng



Brian L. Ferrall



Eric R. Fleming



Daniel A. Flores



Simon J. Frankel



Carolyn Gold



Alexandra Robert Gordon



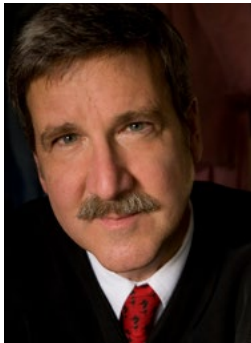
Charles F. Haines



Christopher C. Hite



Victor Hwang



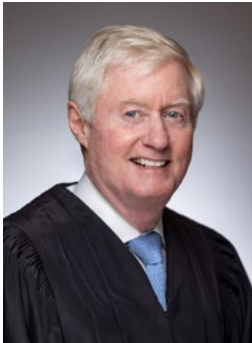
Curtis E.A. Karnow



Kathleen Kelly



Anne-Christine Massullo



Michael McNaughton



Ross C. Moody



Stephen M. Murphy

JUDGES



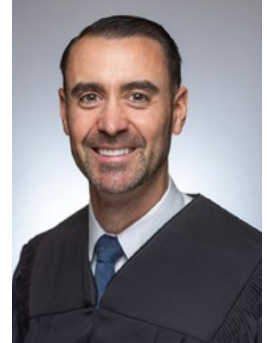
Vedica Puri



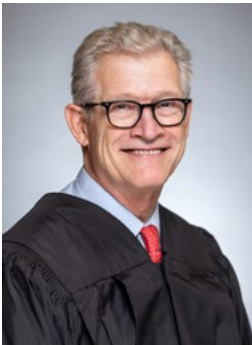
Joseph M. Quinn



Sharon M. Reardon



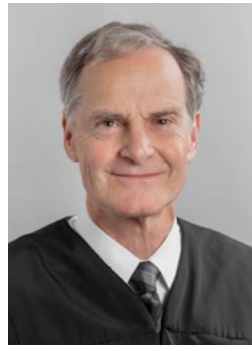
Michael Rhoads



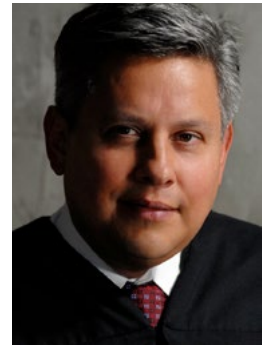
Russ Roeca



Adrienne L. Rogers



Jeffrey Ross



Gerardo Sandoval



Ethan P. Schulman



Brian J. Stretch



Patrick S. Thompson



Michelle Tong



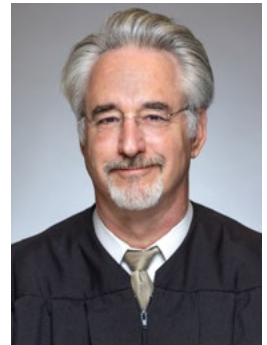
Richard B. Ulmer, Jr.



Christine Van Aken



Monica F. Wiley



Kenneth Wine



Mary Wiss



Garrett L. Wong



Braden C. Woods

COMMISSIONER/HEARING OFFICER



Bobby P. Luna



Julian Sapirstein

GOVERNANCE

WORKING TOGETHER TO SERVE THE PUBLIC

JUDICIAL

“As elected officials, the Judges of the Court are responsible both for discharging their judicial duties in individual case decision-making and for all aspects of the administration of justice including the governance of the Court,” according to the Court’s Governance Policy. The bench is comprised of 52 Judges and one Commissioner, but it is common to have multiple vacancies due to retirements.

Presiding Judge

2-Year Term

The Presiding Judge serves as the Chair of the Executive Committee and exercises all of the authority and duties specified in California Rules of Court, rule 10.603.

(Elected by the Full Bench)

Assistant Presiding Judge

2-Year Term

(Elected by the Full Bench)

EXECUTIVE COMMITTEE

The Executive Committee serves as a board of directors for the Court. It is comprised of 11 voting Judge members:

Presiding Judge

Assistant Presiding Judge

Immediate Past Presiding Judge

Supervising Judge, Criminal

Supervising Judge, Unified Family Court

Six Judges elected At-Large *(Elected by the Full Bench)*

One non-voting, ex officio member Commissioner.

ADMINISTRATION

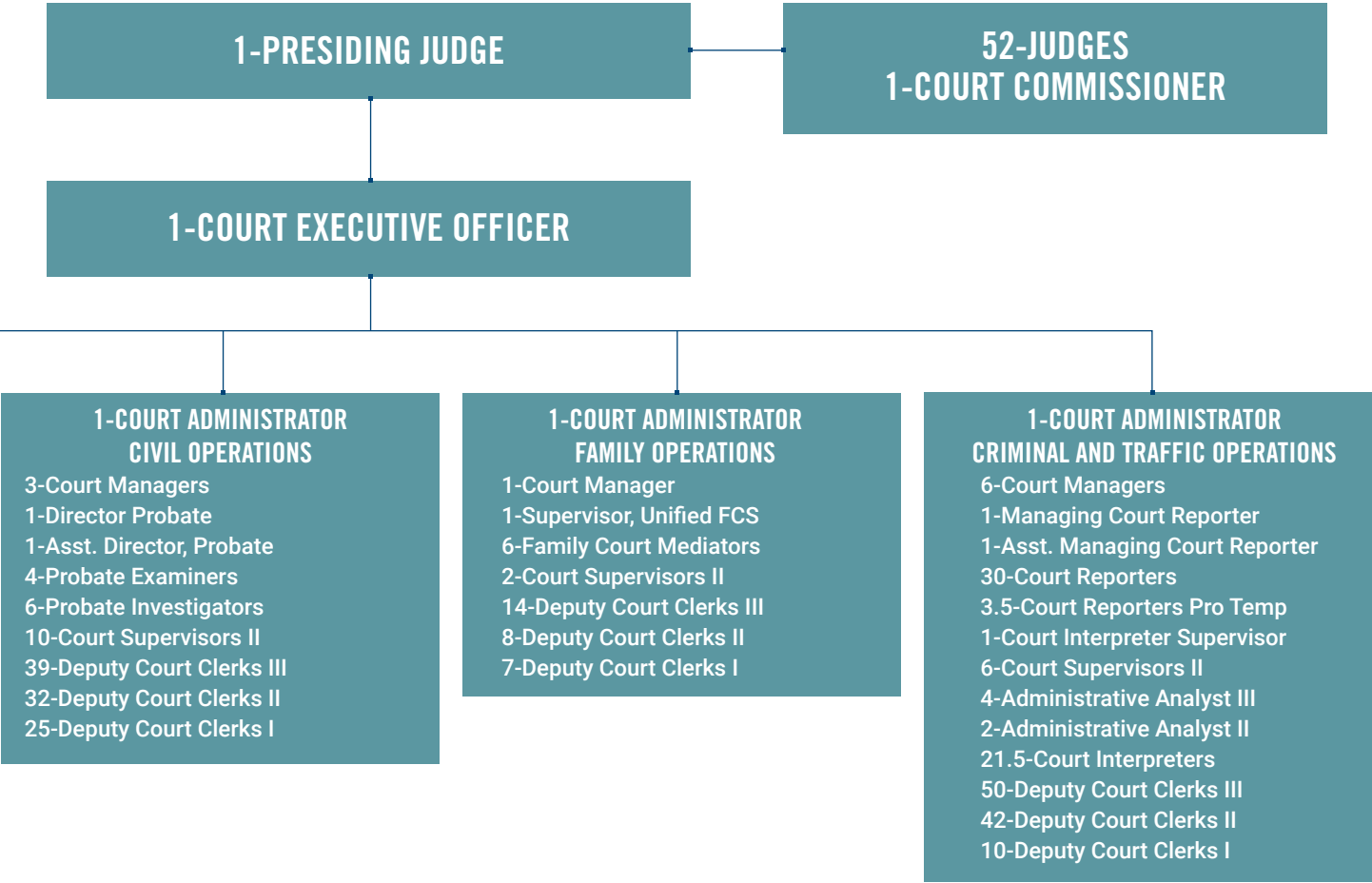
Court Executive Officer

The CEO is the chief executive of the Superior Court of California, County of San Francisco, who is responsible for managing approximately 435 employees, overseeing a \$88 million budget and implementing Court policies and procedures.

(Appointed by the Bench)

ORGANIZATIONAL STRUCTURE





The organizational structure of the San Francisco Superior Court consists of 461.85 full-time equivalent authorized non-judicial positions headed by the Court Executive Officer (CEO). The largest segment of the Court consists of six primary operations:

- Civil includes the Probate Office
- Jury Office
- Unified Family Courts
- Criminal and Traffic, including the Collaborative Courts and Court Reporter and Court Interpreter Services
- Legal Services, including Legal Research; and
- ACCESS Center includes Self-Help Center.

The Administrative Directors of Fiscal Services, Human Resources, Information Technology, Judicial and Administrative Services, and Communications support these Court operations and maintain a direct reporting line to the CEO, ensuring efficiency and transparency.

Also included in the total position number are Subordinate Judicial Officers who report directly to the Presiding Judge.

All numbers shown reflect full-time equivalent (FTE) authorized positions, whether filled or unfilled, as of 7/30/2014. For example, two half-time positions (0.5 FTE each) in the same job title and unit would show a total of 1 FTE on this chart.

COURTHOUSE FACILITIES



CIVIC CENTER COURTHOUSE

400 McAllister St.

The 7-story Civic Center Courthouse (CCC) is comprised of 233,000 square feet and serves as the headquarters for the Court's Civil Operations, Unified Family Court, Administration and Jury Services. There are 38 courtrooms and hearing rooms in the building. CCC was opened in 1998 as a replacement facility for court operations, which were displaced from City Hall following the 1989 Loma Prieta earthquake.

CCC Elevator Modernization Project

In collaboration with the Judicial Council of California, a project is underway to upgrade CCC's elevators with the latest features. The project is projected to be completed in early 2025.



POLK STREET ANNEX

575 Polk St.

The Community Justice Center, which includes a co-located courtroom and service center, operates in leased space at the Polk Street Annex facility.

This space also hosts the new CARE Act Court.
(See page 17 for more information).



JUVENILE JUSTICE CENTER

375 Woodside Ave.

The Juvenile Justice Center (JJC) is a post-World War II structure located in Twin Peaks.

The Court holds its Juvenile Delinquency and Juvenile Traffic hearings in this building. The Court shares this space with Juvenile Probation, the Public Defender's Office and the District Attorney's Office.

The JJC is maintained by City & County of San Francisco.



HALL OF JUSTICE

850 Bryant St.

Opened in 1958, the Hall once housed the District Attorney, Public Defender, a police substation, and a myriad of other agencies. Today, those agencies have abandoned the hulking, failing building, leaving the Court as its main tenant, occupying about 23% of the space under a Joint Occupancy Agreement signed with the County in 2001. The building's main wing, the remaining 76%, is vacant – or at best, sparingly populated.

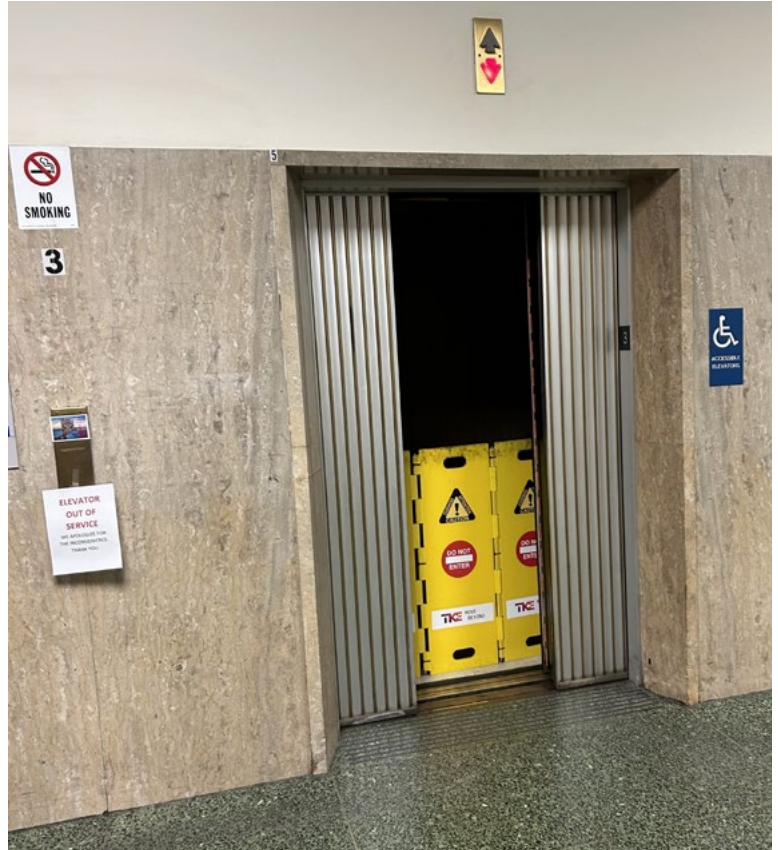
The building also is the site of a county jail, and some police and sheriff operations remain.

The Court's HOJ operations include the Criminal courts, Criminal Clerk's office, Traffic courts, Traffic Clerk's Office, Behavioral Health Court, Drug Court, Jury Assembly Room, Information Technology Group, and the Community Justice Center's in-custody defendants. Court space in the 850 Bryant St. building is confined to the first three floors.

The building is more than 65 years old, and it is plagued by a bevy of structural and mechanical issues. The HOJ has outgrown its useful life span.

The Court, joined by the City and County of San Francisco (CCSF) and the Judicial Council of California (JCC), are working toward a solution. In June 2024, the JCC completed a feasibility study on a HOJ replacement plan. The study was the tangible result of a thriving, strong and productive collaboration with the Court's City Hall partners. The study was completed in 15 months and reflects a shared commitment in the CCSF to agree on a plan and way forward. Recognizing the urgency of the project, the JCC in June 2024 moved the HOJ replacement project into the Judicial Branch's Five-Year Infrastructure Plan.

The daily challenges for operating at the Hall impact the Court's most fundamental service: meaningful access to justice. Routinely, the elevators are broken, denying access to individuals who are unable to manage the two or three flights of stairs it takes to get to the courtrooms. The water pipes frequently burst and flood courtrooms, rendering them unusable and delaying justice in criminal trials. Sewage pipes are prone to bursting, leaking hazardous materials into courtrooms, chambers, and the sheriff's locker room. Bathrooms are routinely out of service for repairs.



The Hall of Justice is plagued with issues that adversely affect access to justice.

There are other deficiencies that erode access to justice and detract from the necessity to visit or work in the building. For example, there is no food vendor on site and few restaurants nearby.

While these deficiencies affect the public, employees and Judges alike, jurors bear the additional burden of often having no choice but to stand in the hallway because of a shortage of benches. To put this in perspective, excluding the COVID years, every year from 2017 to date, nearly 30,000 citizens from San Francisco walked into the Hall to serve as jurors on criminal trials. This year, the Court projects 32,000 citizens will do the same.

In sum, the ongoing problems and current condition of the Hall frequently denies meaningful access to justice for all who depend on the Court. However, recent progress and a shared commitment to moving forward to address the urgent need for a new Hall of Justice inspires confidence that one day in the near future San Franciscans will access justice in a modern, full-service courthouse.

INNOVATION AND COLLABORATION

CARE ACT COURT LAUNCHES IN SAN FRANCISCO

In September 2022, Senate Bill 1338 passed the California Legislature, and the San Francisco Superior Court was honored by its selection as one of seven pilot counties. CARE was created to provide services to individuals diagnosed with Schizophrenia or Other Psychotic Disorders who are not engaged in behavioral health treatment and are not doing well in the community.

Spearheaded by Judge Michael I. Begert, CARE Court opened its doors on October 2, 2023. In the year leading up to the court's opening, a multidisciplinary group of court staff worked diligently to build one of California's first seven CARE Courts. It was the only CARE Court in the Bay Area for nearly one year until San Mateo County debuted its CARE Court on July 1, 2024. The Collaborative Courts team worked to coordinate, budget, staff, troubleshoot, and manifest a court for individuals with Schizophrenia or Other Psychotic Disorders who may be at risk of hospitalization, conservatorship, and/or incarceration. The ACCESS Center and civil specialty courtrooms thoughtfully devised ways for people to file, respond, and participate in CARE.



CARE Act Court information is available in a family law courtroom.

Prior to the establishment of the CARE Act, the Court demonstrated great innovation and leadership in engaging people with serious mental illness (SMI) and substance use disorders (SUD) for several years. San Francisco’s Behavioral Health Court (BHC) began treating individuals with SMI and SUD in 2002, providing a path to evidence-based interventions and support. While CARE Court is a civil court and MHD and BHC fall under the penal code, all require that California’s 58 counties present solutions to a concerning public health and safety issue: untreated SMI. In large cities and rural counties throughout California, county jails have become the top providers of outpatient mental health services in the state, surpassing public and private hospitals. The three largest providers of mental health services in the United States are jails.¹

The Court worked closely with justice partners, non-profits, and the City and County of San Francisco’s (CCSF) Department of Public Health to produce a thoughtful workflow that keeps respondents, and their needs and goals, in the forefront.

Early in the planning stages, the Court recognized that two of the city’s dire needs – a lack of housing and service providers – could impede any progress that an individual was making. If an unhoused individual with acute schizophrenia decided to engage in a CARE plan if they could sleep inside, San Francisco could not provide that service same-day. If an ambivalent respondent was wavering in engaging in CARE or not, it would be crucial to have a supporter available to help them immediately.

¹ RAND Corporation Study, Brooks Holliday (2023)

² USFCA, Loreto-Ashley, Valentina and Loreto-Ashley, Valentina, “Mental Health Navigators bridging the gap of care for clients with schizophrenia: A review” (2022)

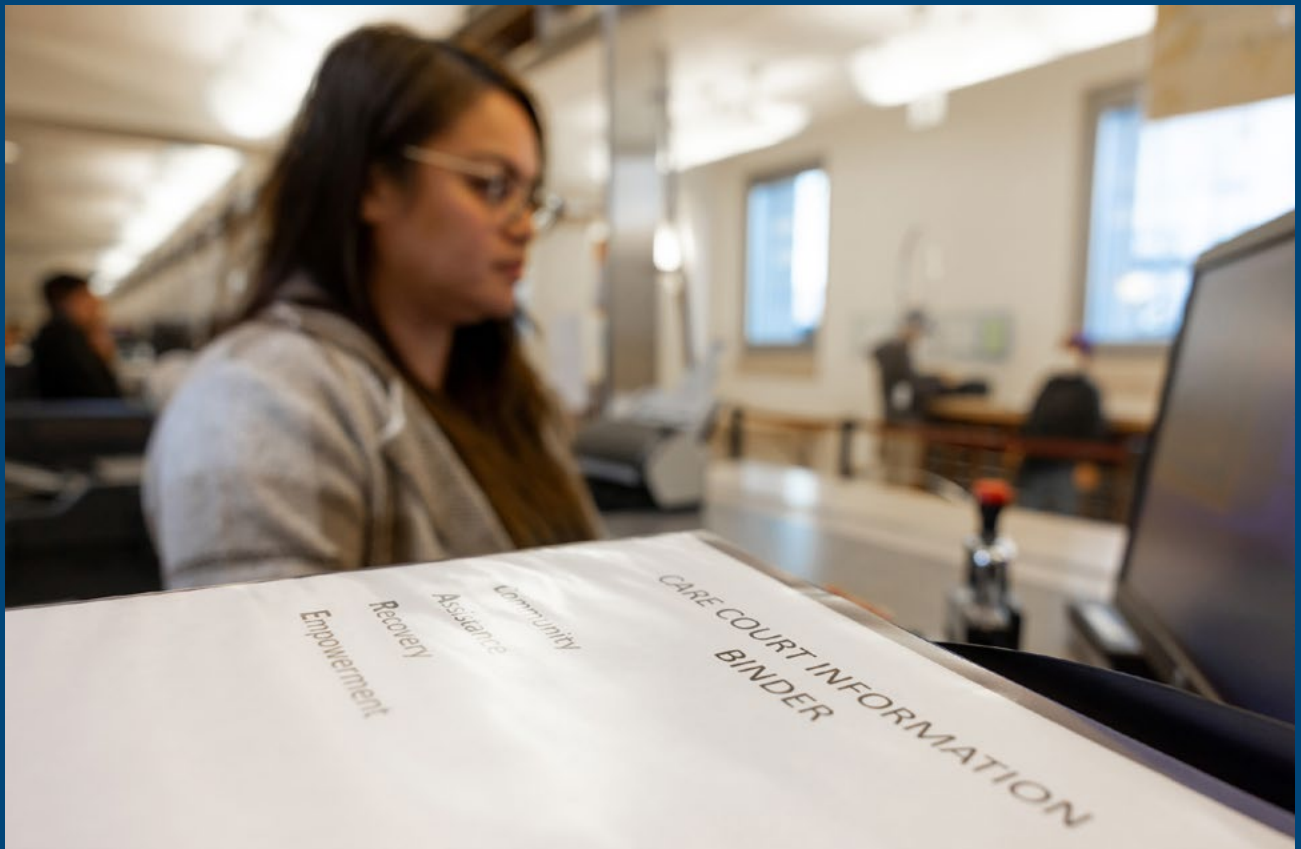
To address these needs, the Court worked with a non-profit to provide same-day housing in a new Single Room Occupancy (SRO) Hotel in a neighborhood not known for the drug trade. This SRO was previously a European-style Pension, with single rooms with sinks and desks. The Court contracted with a separate non-profit to provide same-day peer navigation. The peer navigator assigned to CARE Court attends each court date, meets with respondents, and supports them with basic needs (food, clothing, hygiene items). The navigator provides a person with lived experience with mental health support. Having individuals with lived experience support and engage respondents both at the beginning and through this process is highly effective and evidence-based.²

Throughout the CARE Court’s first few months, the staff worked collaboratively with CCSF partners, the Judicial Council of California, and respondents. The ACCESS Center connected with various non-profits and community agencies.

With this experience, the Collaborative Courts Division has presented on the CARE Act at the San Francisco Department of Adult and Aging Services, the Veterans Administration, and to other Bay Area counties that started CARE Courts on December 1, 2024. Judge Begert has presented on an informational panel before CARE Court’s launch and for Cohort 2 judicial officers from around the state. Judge Begert arranged a monthly meeting for Cohort 1 Judges to discuss ideas, challenges, successes, filing, and multidisciplinary challenges and benefits.

As of the publishing of this report in late 2024, CARE has had 47 petitions filed. Each petition is reviewed and considered, and half have moved forward. The courtroom is as welcoming as can be, with the Judge and all parties seated around a conference table. Potential participants are provided with incentives, including snacks and gift cards. Respondents can return several times prior to committing to a CARE plan, as engagement with acute thought disorders requires patience and an empathic response.

Effective January 21, 2025, Judge Ross C. Moody is presiding in CARE Court.



The Clerk's Office devotes a window for CARE Act Court filings.

SELF-HELP AT THE AWARD-WINNING ACCESS CENTER

To provide self-help services to serve individuals with certain untreated severe mental health disorders, the ACCESS Center expanded self-help services by adding a dedicated CARE Court Self-Help Specialist to the team to provide information, assistance, forms completion, and referrals for self-represented CARE Court petitioners and respondents. The specialist's primary responsibilities include assessing the qualifying relationship of the petitioner, proper venue, and respondent/participant's CARE eligibility criteria, and to assist with review and forms completion of the petition and related paperwork. Additionally, the specialist conducts outreach to community-based organizations, health care providers, churches and social services agencies, libraries, legal service providers, and organizations who may have referrals to CARE Court, or serve as a referral source for the ACCESS staff.

In addition to CARE self-help services, the ACCESS Center's comprehensive menu of services include dissolution of marriage and domestic partnerships, legal separation, nullity, parentage actions, child custody and visitation, child support (IV-D and non-IV-D), spousal support, property division, restraining orders, evictions, small claims, name and gender changes, step-parent adoptions confirming parentage, guardianship of the person, and conservatorship of the person.



The Court remains committed to addressing the technological trends and meeting the needs of self-represented litigants by expanding virtual self-help service options. Innovations in technology have been a focus and priority of the ACCESS Center to ensure broad reach and access to self-help services.



Staff Attorney Betsy Lee helps a litigant with a motion to vacate in an unlawful detainer case during a walk-in clinic.

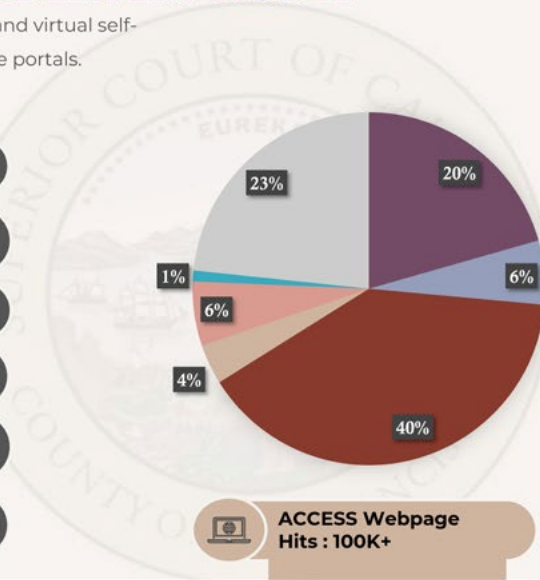
CURRENT SERVICE DELIVERY MODEL

The ACCESS Center offers in-person and virtual self-help services through multiple service portals.

26528

Total SRLs served in 2023

-  In-Person Triage
-  Same Day Priority Assistance
-  Chat & Live Helplines
-  Appointments
-  Online Survey Monkey Inquiries
-  Online Informational Library



- In-Person Triage: 5460
- LiveChat/Chatbot: 1558
- Live Helpline/Call Backs: 10517
- Survey Monkey: 977
- In-Person Same Day Assistance: 1560
- Courtroom: 264
- Appointments: 6192

The self-help webpage received approximately 86,598 hits in a 9-month period during the pandemic. In response to high demand through virtual platforms, the ACCESS Center integrated and expanded technological solutions. Enhancement of service delivery models encompassed various paths for self-represented litigants to access legal

information and assistance, including live helplines, call centers, online chat, chatbot, SurveyMonkey email inquiries, Zoom appointments, and QR Codes for easy access to updated self-help schedules and multilingual informational brochures.



FLASH Staff Attorney Jennifer Gomez helps a litigant with her divorce case. The ACCESS Center partners with the BASF/JDC to house the FLASH low-income divorce services at the ACCESS Center.

To further enhance all facets of service delivery, the ACCESS Center modernized staff equipment by upgrading laptops to expand memory capacity for software and applications resulting in enhanced language access capabilities. Upgraded headsets ensure clear sound quality during operator calls on the live helpline and call centers, and during video conferencing with self-represented litigants (SRLs). Additionally, the augmentation of laptops and tablets enable volunteers with access to onsite and remote equipment to reduce wait times for the public, and expedite volunteer access to workstations.

The ACCESS Center recognizes the need for same-day assistance in priority cases. To accommodate and address the needs of self-represented litigants seeking legal information and assistance on how to navigate the court system, the ACCESS Center maintains in-person self-help services at the courthouse during walk-in sessions on Monday, Tuesday, and Thursday. Same-day information and assistance is prioritized for restraining orders, evictions, ex parte family law matters, child support modifications, and CARE Court inquiries.

The ACCESS Center's customers reflect the diverse socioeconomic and cultural landscape of the San Francisco Bay Area. The center does not have income requirements for its customers.



Clipboards are ready for in-person services at the ACCESS Center morning walk-in sessions.



JusticeCorps member Angel Gao assists a self-represented litigant by telephone through the ACCESS call center.

The Virtual Self-Help Center mirrors the schedule of walk-in service days with similar hours of operation for SRLs seeking information and assistance in other areas of law. The dual service delivery models, encompassing in-person and virtual self-help centers, prioritize ease of access for the self-represented litigant. This approach reduces the need for multiple courthouse visits, minimizes time off from work or school, and alleviates hardships related to childcare or care of dependent adults.

The multilingual ACCESS staff consisting of six attorneys, three paralegals, four deputy clerks, one business analyst, one CARE Court specialist, one director, and 14 dedicated AmeriCorps/JusticeCorps interns, ensures that language barriers are minimized. The ACCESS Center also partners with the Bar Association of San Francisco's Justice and Diversity Center to offer the F.L.A.S.H. (Family Law Assisted Self-Help) and the Sargent Shriver Custody Projects. These partnerships provide critical one-on-one assistance at the ACCESS Center to Spanish-speaking low-income individuals confronted with dissolution and/or custody matters. The use of technology integrated with a telephonic language service improved and enhanced multilingual language access capabilities for immediate real time interpretation in-person or through a virtual platform.

The success of integrating technology in self-help services paved the way for further expansion. The ACCESS Center's current technological project involves designing and strategically planning a virtual multilingual roadmap way finder tailored for SRLs addressing the high demand of queries and requests for assistance with divorce cases. The project aims to provide vital information to a wide audience in a user-friendly format, empowering individuals with multilingual support while navigating the legal process independently. Phase II will develop and implement a pilot, with final deployment to the public in Phase III.



JusticeCorps Fellow Tiffany Tang works with JusticeCorps interns on a restraining order case.

CERTIFIED COURT REPORTER CRISIS AND SOLUTIONS

Despite generous recruitment and retention incentives, including a \$30,000 signing bonus – the Court’s Certified Shorthand Reporter (CSR) shortage persists. Even with these enticements made possible by state funding, the Court was unable to hire even one new in all of 2023.

The Court seeks, when possible, to provide CSR coverage for family law proceedings – a non-mandated case type for CSR coverage under state law. However, the shortage reached a crisis level in 2023, leaving just 24 full-time CSRs to cover 28 departments, including courtrooms handling felony criminal matters. Unfortunately, in 2023, there were 24 days when CSRs were unavailable to staff family law courtrooms.

However, in 2024, collaboration between Court Reporters and their managers led to some innovative solutions to address the shortage and bring new talent into the Court. In January 2024, the Court announced a licensed Voice Writer would be joining the Court to serve as a CSR – the first time that a Voice Writer was recruited to fill a CSR vacancy.

Later in June 2024, the Court announced the early success of a unique Court Reporter Internship Program. Launched in April 2024, the Court Reporter Internship Program provides an exciting opportunity for qualified candidates to work in person at the Court as a paid intern working a minimum of 16 hours a week.

The Court has hired three interns to full-time CSR positions.

Interns report to the Court Reporter Management Office (CRMO) and are assigned to shadow an official reporter in courtrooms that cover trials, preliminary hearings, and general calendars in criminal, juvenile, and/or family courts. Interns must produce 10 pages of transcripts each week for review by the CRMO, including cover, appearance, and index pages.

As a result of the incentives and collaboration between Court Reporter union members and management, the Court – since the beginning of 2024 – hired three voice reporters and one machine writer to work as CSRs. The internship builds on those efforts with the new internship program which allows students working alongside CSRs to get valuable courtroom experience taking the records.

At the end of 2024, the Court had 12 vacancies for Court Reporters.



Voice Writer Vincent R. Altadonna working in a criminal courtroom.

ADMINISTRATION AND JUDICIAL SERVICES

EXECUTIVE

The Executive Office supports the needs of the Court's 52 Judges, one Commissioner and court operations staff. It also oversees and enforces the policies and procedures for the Court. The Executive Office is comprised of ACCESS, Administrative Services Division, Communications Office, Fiscal Services, Human Resources, Information Technology Group, Jury Office and the Managing Attorney/General Counsel.

ADMINISTRATIVE SERVICES DIVISION

This division encompasses facilities, court security, Assigned Judges Program, Temporary Judge Program, Americans with Disabilities coordination, new employee orientation, California Law Enforcement Telecommunications System coordination (CLETS), and customer service and support for the Offices of the Presiding Judge and the Court Executive Officer. The Administrative Services Division supports the entire Court.

One of its chief functions is to provide administrative support to the Presiding Judge and Court Executive Officer.

Alternate Dispute Resolution Program (ADR)

The Administrative Services Division oversees the coordination of the ADR program. ADR is designed to take place as early as possible in the life of a case, to provide an opportunity to settle all or part of the case, and to keep litigation expense to a minimum. ADR is typically faster, cheaper, and less stressful than going to court. ADR also allows litigants to resolve their disputes in a more private environment. Parties in a civil case can use a mediator, arbitrator, or settlement conference neutral for assistance in resolving a case.

In October 2023, Presiding Judge Anne-Christine Massullo announced a revised settlement program which places



the burden on parties to let the court know when they are prepared for a meaningful settlement conference. The ADR Coordinator works with the parties to assign an available Judge, and volunteer settlement conference officer. The coordinator also helps promote voluntary expedited jury trials for those interested in proceeding to trial.

Children's Waiting Rooms

The Court has established Children's Waiting Rooms (CWR) at two of the Court's locations: Civic Center Courthouse and the Hall of Justice.

During the pandemic in 2020, the Children's Waiting Rooms were closed. The purpose of the Children's Waiting Room is to provide a safe place for children while their parent or guardian attends to court matters. Furthermore, it is the Court's intention to protect children from the difficult and often stressful atmosphere surrounding court proceedings, and to reduce noise disruption in the courtroom. The Court has contracted with Mission Neighborhood Centers, Inc., also known as MNC, to provide childcare services to our court users.

The Civic Center Courthouse location hosted a grand opening event on January 8, 2024, and opened to the public on January 9, 2024. The hours of operation are 8:30 a.m. – 4:30 p.m. (closed from 12 – 1 p.m.), Monday through Friday, except court holidays.

The Hall of Justice location opened on July 15, 2024 to provide supervision for newborns to 16-year-old children.

CLETS

The Administration Services Division also supports court operations by managing the Memorandum of Understanding (MOU) between the Court and the California Department of Justice (DOJ). The MOU requires that the Court's use of the California Law Enforcement Telecommunications System (CLETS) is within DOJ Guidelines. The division is responsible for responding to DOJ audits, coordinating the training of court staff, and providing secure access to the system.

Facilities

The Administrative Services Division provides the Court with a central point of contact for facility concerns and a unit dedicated to responding to facility issues. The Administrative Services Division has two Business Services Technicians dedicated to responding to facility concerns. Staff coordinates with vendors for large-scale moves, building renovations, building systems repairs, and non-IT equipment purchases.

Judicial Services

The Administrative Services Division provides many support services for judicial officers, including tracking the judicial weekly assignments, judicial education and new judge orientation.

Temporary Assigned Judges Program (TAJP)

In collaboration with the Judicial Council's Temporary Assigned Judges Program (TAJP), the Administration and Judicial Services Division coordinates the Court's participation in the program to secure Visiting Judges to cover judicial absence requests. Retired and active Judges are assigned through this program. The program staff works closely with the Presiding Judge, TAJT staff, and the Visiting Judge to ensure courtrooms are covered when the sitting Judge is unavailable.

ZERO WASTE FACILITATION PROGRAM

The Court participates in San Francisco's efforts to maximize diversion from landfills and reducing waste at the source by striving for a more sustainable solid waste management program. The Court has partnered with Waste Busters to achieve this goal.

Waste Busters helps the Court find efficient ways to stay in compliance. Waste Busters advised the Court on the appropriately sized waste Dumpsters, recycle, and compost bins for court facilities. The Court introduced new signs, added trash cans, and implemented a daily sorting schedule. Court staff identified public spaces that needed more effective recycling and waste solutions. Trainings were held for staff and Judges on proper waste segregation.

In January 2024, the San Francisco Environment Department congratulated the Court on its excellent participation in the City's recycling and composting programs. This track record was reflected in the audit results conducted related to the Refuse Separation Compliance Ordinance. A recent audit of waste, recycling and composting indicated that the Court has an effective program in place to ensure proper separation of materials. The Court's efforts contribute to the City's goal of Zero Waste and the long-term sustainability of the San Francisco community.

As a large refuse generator, the property is subject to the requirements of the Refuse Separation Compliance Ordinance that went into effect July 1, 2019.

The Court's successful audit indicated compliance with the law. Waste Busters and the Court's Facilities team were invited by the Judicial Council Program Accountability Facilities Services Administrative Division to present at the March 2024 Sustainability Partnership Group Meeting, attended by representatives from all 58 courts throughout California, to discuss how the Court addressed challenges and explored other opportunities to continue successful recycling and compost solutions. The Court's successful participation in the recycling and composting programs advances material recovery, saves water and energy, and reduces climate emissions.

The Court is committed to separating refuse streams and will continue to educate and encourage court staff and judicial officers to do their part.



In January 2024, the San Francisco Environment Department congratulated the Court on its excellent participation in the City's recycling and composting programs.

COMMUNICATIONS

The Communications Office serves as the liaison between the Court and news media on inquiries related to cases, Judges, court administration, and requests to photograph, film or record per California Rule of Court 1.150. The office issues public statements and news releases; updates the Court's social media content; and serves the bench and staff on various internal and external communication needs.

In early 2024, the Communications Office launched a new e-newsletter, SF Court Report, to communicate directly with the public on the Court's accomplishments, programs and priorities. In alignment with the Court's commitment to transparency, the office served as the project lead for this Biennial Report – the first such report in more than seven years.

Another chief accomplishment was working with ITG on a redesign of the Court's Intranet. Working with project leads from all departments and divisions, the Court now has a modern Intranet with updated content to help judicial officers and staff do their jobs more effectively and to facilitate court accomplishments and updates internally.

The office also served as the project lead for a series of instructional videos to help self-represented litigants navigate the Real Property Court (Department 501). This project was initiated by the Public Outreach Committee, which is a group of Judges appointed by the Presiding

Judge that focuses on strengthening ties with San Francisco communities and neighborhoods as well as educating the public about the Court. The videos are available on the Court's website (www.sf.courts.ca.gov) under Divisions>Civil>Real Property Court, and YouTube page (@sanfranciscosuperiorcourt2218).

OFFICE OF FISCAL SERVICES

The Office of Fiscal Services (OFS) is responsible for budget oversight, contracts and procurement for the Court's \$88 million budget. In addition, the Business, Planning and Research (BPR) unit of the OFS provides research and evaluation reports to inform planning efforts to advance the Court's strategic goals. OFS has benefited from the numerous technology solutions made available in just the past few years which, in turn, have generated immediate cost efficiencies and enabled staff to use data to inform court programming and optimize court performance in all units.

Following are OFS's accomplishments along with court-wide initiatives spearheaded by OFS staff:

- The Court moved to a paperless digital environment for contracts, procurement and accounts payable (e.g., invoices and grant billings) during 2022-23. A digital filing system for payments and contracts was established and the electronic process has streamlined the purchasing process. As a result, purchase request approvals are



Media gathers at the Hall of Justice to cover a high-profile criminal matter.

quicker, allowing goods and services to arrive sooner. The new electronic invoicing process has generated cost efficiencies such as the elimination of one full-time fiscal position through attrition.

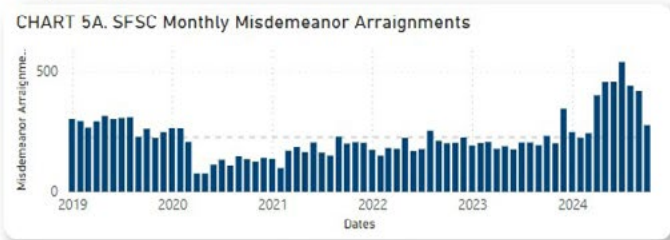
- OFS assisted the Bar Association of San Francisco (BASF) to develop and implement a new online case management system (CMS) to pay their dependency attorneys in 2021. The Court established a payment interface that connects to the BASF’s case management system and allows bills to be processed automatically in the Court’s accounting system. This enables batch payments whereby several people are paid with a push of one button rather than processing each invoice individually. An online billing platform is the next evolution of accounts payable with the ultimate goal of moving all vendors that currently email invoices to instead submit them online in a single web portal.

- In late 2023, the Court took steps to modernize its approach to data management, appointing its first-ever Chief Data Officer and establishing a Data Governance Committee comprised of the Presiding Judge, Assistant Presiding Judge, and executive management. The Court’s data governance initiatives seek to create a culture of responsible data stewardship, to establish data policies and priorities aligned with the Court’s strategic plan and business needs, and to bring data collection and reporting systems into an environment that will facilitate sharing and integration. Further, the committee will identify and pursue opportunities to leverage the Court’s data resources to streamline processes and drive transformative business innovation. Early milestones include the creation of a dashboard tracking e-filing workflows by document, transaction, and case type; a last-day dashboard for getting cases out to trial; and the importation of performance measure data into an accessible, real-time dashboard environment, which launched publicly in the fall of 2024.

Criminal Data Dashboard

Misdemeanor Arraignments, Clearance Rate, Active Pending Caseload, and Dispositions
 Last Updated: 10/25/2024

Last 12 Months
Last 3 Years
Jan 2019 Forward
All Time



543
77
 Misdemeanor Arraignments Maximum
 Misdemeanor Arraignments Minimum



225.44%
48.07%
 Misdemeanor Clearance Rate Maximum
 Misdemeanor Clearance Rate Minimum



2693
1943
 Active Pending Caseload Maximum
 Active Pending Caseload Minimum



453
96
 Misdemeanor Dispositions Maximum
 Misdemeanor Dispositions Minimum

MTRs and Trials
Outcomes
Annual
Sources

Real-time data dashboards are available on the Court's website.

HUMAN RESOURCES

The Human Resources Office (HRO) consists of an 8-member team that administers programs for court employees' pay and benefits; recruitment, selection, and hiring; job classifications; labor relations, grievances and labor contract negotiations; employee relations and investigations; disciplinary actions and appeals; training; and attendance and disability programs. Currently, the HRO also is overseeing the first court-wide classification and compensation study to ensure its classifications and compensation structure are current and competitive within the public sector.

The statewide dearth of Certified Shorthand Reporters (CSR) necessitated innovative ways of recruiting and retaining reporters to the Court. In January 2023, using money specifically allocated for this purpose by SB 154 and SB 170, HRO negotiated a wage increase; increases at each of its four-step existing salary structure; and recruitment and referral incentives. Additionally, in August 2023, the HRO negotiated increases in the signing bonuses and in the daily rate of pay for Pro Tempore Court Reporters. Finally, in February 2024, the signing bonus was made available to Pro Tempore Court Reporters on a trial basis. In February 2024, the Court was the first trial court in California to hire a Voice Writer.

The COVID-19 pandemic had major impacts on the work of the HRO. It was necessary to transition HRO trainings to remote sessions. The HRO developed policies and procedures consistent with guidance from state and local health officials. These policies and procedures also were negotiated with labor.

The HRO also helped develop policies for employees who were able to work remotely, in the office, or a hybrid of the two. These, too, were negotiated with labor.

Perhaps the most work-intensive aspects of dealing with the pandemic for the HRO were the monitoring of COVID-positive employees and the reporting requirements to local health officials. The HRO had to maintain close logs of each positive case, track those who were in the same location as the positive case as well as when someone could return to work. The HRO was able to maintain careful track in each of these areas even as the state and local guidance changed repeatedly.

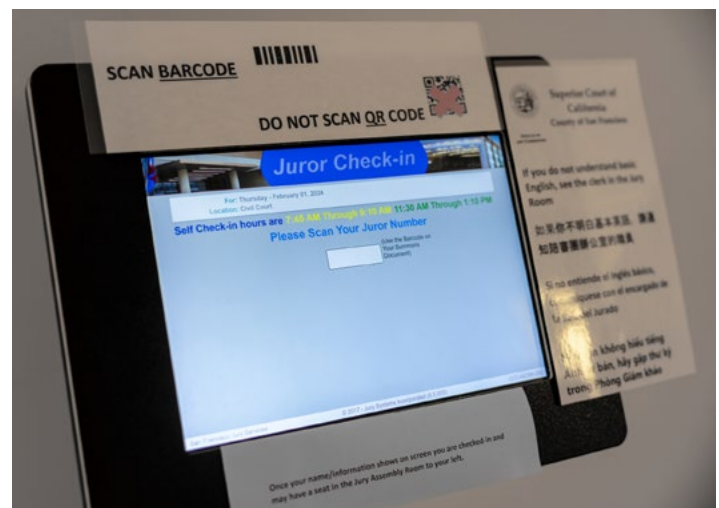
In February 2024, the Court was the first trial court in California to hire a Voice Reporter.

INFORMATION TECHNOLOGY GROUP

With IT evolving into a bimodal model, the Information Technology Group (ITG) focuses on the more traditional direction of an IT department:

- Ensuring the continued operation of all information sharing and technologies; and
- Continuously seeking to innovate and create efficiencies throughout the Court.

The Court's ITG is led by the Court Information Officer who oversees a staff of 13 employees in six divisions: System Administration; Network and Communication; Operations, including Facilities and Support; Applications and Business Intelligence (DevOps); and Budget and Contracts (which includes licensing and maintenance; and Procurement). All divisions work together to maintain court operations and identify and resolve issues quickly and efficiently.



Jurors may check in for jury service using the convenient kiosks outside the Jury Assembly Room in the Civic Center Courthouse.

In today's world of social media, IoT (Internet of Things) and big data (providing more information faster and efficiently), IT projects focus on automating and making information readily available using industry best practices for the Court. This includes:

- Continued research and design of network infrastructure (security and speed);
- Digital signage for court facilities;
- New updated training room;
- Improved audio and video conferencing;
- Expansion of courtroom audio recorders;
- Updated physical security system;

- Enhancement of continued operation and workflows, including system virtualization and active/active failover.
- Implementation of a new traffic system.

ITG has accomplished several major projects to promote the Court’s infrastructure:

- **Cyber Security Enhancement** – implementation of multi-factor authentication and providing YubiKeys to all Court employees. This approach protects access to the Court’s network based on multiple weighted factors, thereby reducing the risks of compromised passwords. It adds another layer of protection from the kinds of damaging attacks that cost organizations millions of dollars.
- **Security Cameras** – replacement of new cameras at the Hall of Justice and Civic Center Courthouse to enhance the security and safety of the public and employees.
- **Kiosks** – installing three new kiosks at the Jury Services Office at Hall of Justice and Civic Center Courthouse to support efficient check-in of summoned jurors.

The department is committed to providing a better user experience, advancing the Court’s technology and safeguarding its networks. In 2023 and 2024, ITG has continued work on several projects:

- **For The Record (FTR) Upgrade** – FTR provides the Court with digital recording tools and advanced speech-to-text platforms. In addition to modernizing the FTR technologies currently in use at the Court, ITG is migrating legal recordings onto the cloud-based storage to allow users to access irrespective of time or location.
- **Fiber Optics Upgrade** – With the advancement of technology, data passing through the current network is getting bigger, which means increased loading onto the current infrastructure laid down many years ago. The fiber optic network connects departments and all equipment (such as computers and printers).
- **Courtroom Audio Upgrade** – Updating the courtroom audio systems is a significant step in the Court’s modernization. The Judicial Council of California is supporting the Court with \$1.36 million to upgrade the audio system across 68 courtrooms in the courthouses. This funding allows the Court to implement the state-of-the-art microphone system, Televic Conference, to enhance trials with focus and efficiency. This system enables the flexibility to adapt to the proceeding’s needs.

- **Conference Room Upgrade** – This improvement expands the Court’s modernization of audio and visual equipment. The new video conferencing system allows for true collaboration from anywhere to participate equally and fully.
- **BlueJeans Migration** – BlueJeans had provided video conferencing system service to the Court. With the sunset of BlueJeans in February 2024, the department has completed migrating the service onto Zoom.

The Court’s virtual server infrastructure and Citrix environment allow agility to grow into future technologies such as hybrid cloud computing. Some other projects underway include:

- A single virtually run Interactive Voice Response system;
- Performance monitoring of all IT-related functions; and
- Hybrid cloud computing.

To make it easier to access criminal case information online, ITG designed and launched a portal in May 2024 that includes a complete chronological calendar and register of action for a criminal case. The portal expands the Court’s availability of free online options to conveniently view case information.

JURY SERVICES

Jury Services staff are responsible for issuing summonses to jurors; processing juror requests for excuse or disqualification; and assisting jurors with inquiries related to their jury service. Staff in the Jury Office are available in person and by phone five days a week to help educate the residents of San Francisco about what to expect during their assigned service week.

A 13-member staff works in two offices, one at Civic Center Courthouse (CCC) and the other at the Hall of Justice (HOJ). Approximately 6,500 summonses are sent out weekly, and staff take an average of 1,700 calls from jurors per week. San Franciscans expect to receive a jury summons in the mail every 12-18 months. In August 2021, Jury Services converted from a long form summons to a postcard.

This change has reduced the cost of materials, and significantly minimized the Court's carbon footprint.

Jury Services staff are aware that jurors would likely rather be elsewhere, but they are committed to making the experience as pleasant as possible for those sacrificing their time to perform their civic duty.

BE THE JURY PROGRAM

In January 2022, together with the City and County of San Francisco, Jury Services launched the Be The Jury program. This program increased jury payments of qualifying jurors assigned to criminal cases to \$100 dollars a day. The pilot program has helped promote an economically and racially diverse trial jury panel that more accurately reflects the demographics of the community. Since its inception in March 2022, nearly 2,700 San Franciscans have participated in the program, which increases the standard juror pay from \$15 a day to \$100 per day for jury service in criminal trials. In late August 2024, the city secured \$650,000 in additional funding from the state to continue the program to compensate jurors with low- to moderate-incomes.



Since its inception in March 2022, nearly 2,700 San Franciscans have participated in the Be The Jury program.

Everyone knows that jury duty involves waiting. Staff strive to minimize the inconvenience, but the simple fact is that the trial process takes time. In an effort to reduce the amount of time people wait in line when reporting to check in, the office launched self-check in kiosks at both courthouse locations in the early part of 2023. As a result, there has been a significant reduction in the amount of time jurors wait to check in on their first day because of the self-check in kiosks.

Jury Services continues to work on improving the juror experience with technology. Jurors can now obtain proof of their jury service directly from their Juror portal. From their portal, jurors can download a .pdf that indicates the dates they reported in person, and how much they should expect to receive in their check. This new feature provides easier access for jurors and is also a cost savings measure for the Court. This new capability means staff will not have to produce as many physical attendance slips therefore saving time and money. The jury office hopes to continue reengineering business process with technology to provide the best jury experience for residents.

While the jury office continues to seek ways to make it easier to report for jury service, staff and Judges also do their best to assure that jury service is a rewarding and efficient experience for San Franciscans. They take this duty seriously and work to assure that justice and dispute resolutions are conducted in a way that respects the jurors' time and contribution to the American system of justice. To that end, the office is seeking to reinstitute a remote process implemented during the pandemic by which jurors can be orientated, assigned to a trial department, and complete a hardship request without having to step foot in the courthouse.

In recognition of the importance of jurors to the justice system, the Court celebrated Juror Appreciation Week during the second week of May 2024. In 1998, the California Legislature passed a special resolution to establish this annual recognition to acknowledge the important contributions of citizens who devote their time and effort in "making the cherished right of trial by jury a reality."

Jury Services staff decorated the jury assembly rooms and provided goodie bags and cookies throughout the week. Staff also organized a lunch for persons serving on the criminal and civil grand juries.



San Franciscans receive a jury summons in the mail every 12-18 months.



Jurors were treated during Juror Appreciation Week in May 2024.

MANAGING ATTORNEY/GENERAL COUNSEL

The Court's legal operations are organized under the direction and supervision of the Managing Attorney and General Counsel to maximize the utility and efficiency of Court-employed attorneys. The Managing Attorney and General Counsel is responsible for the oversight and management of over 25 of the Court's attorneys, including Supervising Staff Attorneys, Senior Staff Attorneys, Staff Attorneys, and Legal Research Assistants, who assist judicial officers with legal research and writing in all departments of the Court.

As a member of the Court's Executive Management Team, the Managing Attorney and General Counsel plans, organizes, and directs the Court's legal operations. This includes legal research court-wide, for the department of the Presiding Judge, civil and criminal trial courts, the Appellate Division, probate, asbestos/CEQA, housing, law & motion, pre-trial, complex litigation, and family courts. A comprehensive court-wide brief-bank has been developed to save legal research in each department. This has increased efficiency and provides immediate access for Judges and Court-employed attorneys to memoranda on issues previously briefed.

The Managing Attorney and General Counsel provides leadership, supervision, training, and work evaluation for assigned attorneys and legal staff. The Managing Attorney and General Counsel also is a member of the Court's Personnel Committee and is responsible for the coordination, maintenance, and renewal of legal staffing for the Court.

Serving as the Court's General Counsel, the Managing Attorney and General Counsel provides comprehensive legal advice and counsel to the Presiding Judge, judicial officers, the Court Executive Officer, members of the Court's Executive Management Team and Managers, as well as addresses issues, legislation, and policies impacting court operations.

For decades, the Court has given law school graduates the opportunity to serve as Legal Research Assistants for the Court. This 1-year program, which is under the Managing Attorney and General Counsel's supervision, provides new lawyers extensive experience in many different areas of the law and the opportunity to deliver significant analyses in substantive legal work. The Judges receive excellent research skills of recent law school graduates, and the Legal Research Assistants gain significant improvement in their writing skills and understanding of court procedures in the civil and criminal courts. The Managing Attorney and General Counsel provides the Legal Research Assistants with a comprehensive day-long orientation program comprised of Judges, the Managing Attorney and General Counsel, and Staff Attorneys, providing an introduction and overview of every court department. Over the course of the year, the Legal Research Assistants receive trainings, legal manuals, and an invaluable experience. The Court is proud to be a part of the development of these fine young attorneys. They leave the Court with a thorough understanding of court operations and are prepared to embark on their careers as attorneys.



Presiding Judge Anne-Christine Massullo and Managing Attorney and General Counsel Stella Pantazis (center right front) with the Court's legal staff in Department 206/Master Calendar Department.

CIVIL OPERATION

The Civil Division has focused on building remote and electronic access to expand access to justice for the public.

CIVIC CENTER COURTHOUSE (CCC) CRIMINAL MISDEMEANOR TRAINING

A multi-module format training program was implemented in October 2023 which prepared 14 additional clerks to cover misdemeanor trials at the CCC, which primarily handles civil matters. As a result, the misdemeanor case backlog has dramatically decreased, enabling the Criminal Operation to conduct more felony trials.

CLERK'S OFFICE, CCC, ROOM 103

The Clerk's Office, which is open daily from 8:30 a.m. to 4 p.m. (except between Noon and 1 p.m.), has accommodated new in-person window services. On October 2, 2023, the Court launched the Community Assistance, Recovery and Empowerment (CARE Act) (see page 17). Self-represented litigants may file in-person at Window 27 in the Clerk's Office, Room 103, of the Civic Center Courthouse. Attorneys are required to e-file their document through the CARE Court with e-filing vendor File & ServeXpress. A year later in October 2024, the Clerk's Office added new Traffic Division window service in Room 103.

MANDATORY E-FILING

The Court expanded its mandatory e-filing program to include additional new case filings in general civil, and probate trusts and estate cases. This achievement was the Court's second largest e-filing expansion since 2014 when it launched mandatory e-filing for civil subsequent filings for all case types.



Court Supervisor II Lesley E. Gomez reviews and e-files document.

Effective July 1, 2021, these additional case types were subject to mandatory e-filing for initiating filings: asbestos; complex; contractual arbitration; construction; injunctive relief; declaratory relief; intellectual property; mass tort; medical malpractice; petitions; products liability; quiet title – McInerney; securities/investment; toxic tort/ environment; and writs of mandate.

The new e-filing manager (EFM) for general civil, complex civil, family and probate cases was launched on June 3, 2024. The Court selected File & ServeXpress as a result of the competitive bidding process to handle the Court's EFM.

The EFM modernizes the Court's technological infrastructure for future advancements in electronic filing. An EFM is a tool courts use to organize and manage e-filing data such as documents, transaction metadata, party attributes, and more. It also streamlines the submission process and reduces administrative burdens for filers and court personnel. An effective EFM can ingest the document intake information from various e-filing interfaces and format the data in a single cohesive system for court users to seamlessly access and process.

The EFM expands the opportunities for Electronic Filing Service Providers (EFSPs) to file into previously exclusive case types, such as asbestos, complex litigation, and probate trust and estate cases, allowing filers to submit documents across a broader range of cases, thereby enhancing court access.

After the Court's acceptance of a new filing, a case number is assigned, and filers are notified by receiving a vendor receipt. E-filing is mandatory for all subsequent pleadings filed by an attorney, but not mandatory for self-represented litigants and non-parties. E-filing rules are contained in San Francisco Superior Court local rule 2.11. This project is aligned with the Court's strategic plan to modernize court operations by leveraging technology to improve service to the public, expand access, save money and resources.

SMALL CLAIMS NIGHT COURT

On July 3, 2023, the Court resumed Small Claims Night Court. This expanded schedule has decreased the small claims caseload during regular business hours and provided equal access to litigants who cannot appear during regular business hours. Litigants may request a night court proceeding when they file their case. In mid-2024, an average of two-to-three cases were heard in night court.

The calendars are held at 5:30 p.m. on the first and third Mondays of the month.

SPECIALTY AND TRIAL DEPARTMENTS

The Court expanded the installation and use of the For The Record (FTR) electronic recording system in civil courtrooms. The FTR system is used to simultaneously record, monitor, and stream audio of the proceedings. The Real Property/Housing Court (Department 501) was the pilot courtroom for FTR, which then was added to other specialty departments such as the Civil Harassment, Complex Litigation, Discovery and Asbestos, Law & Motion departments, and the misdemeanor trial department, at the Civic Center Courthouse. Presently, all trial departments are equipped with the FTR system.



Eric Montoya waits for service at the Clerk's Office in Room 103 in the Civic Center Courthouse.



Judge Ethan P. Schulman presides over a remote hearing in the Complex Litigation Department.

PROBATE DEPARTMENT

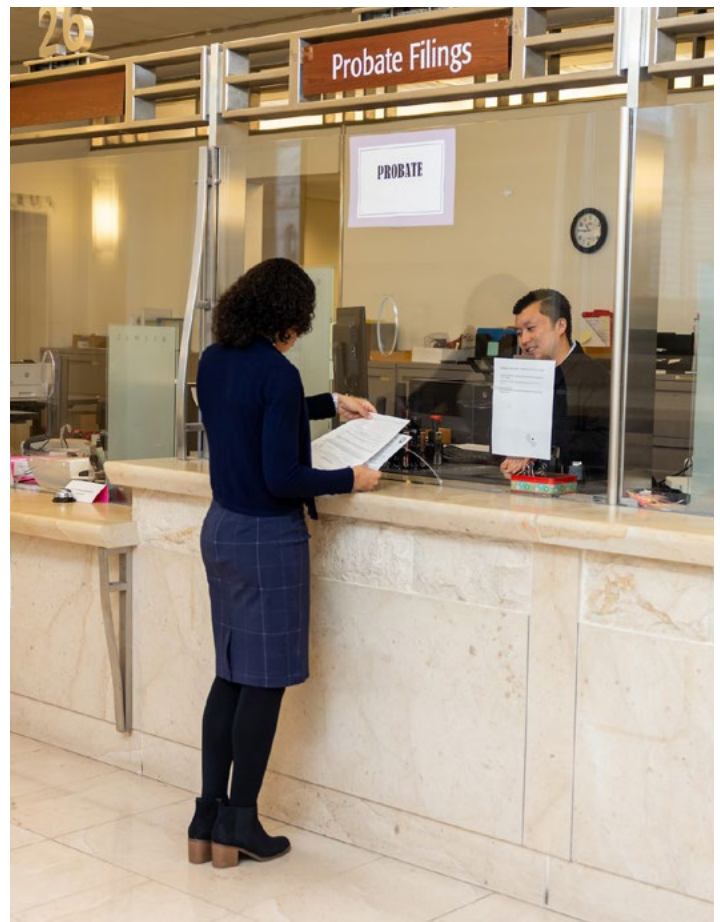
Petitions concerning decedent's estates, wills, and trusts are adjudicated in the Probate Department, as well as petitions for guardianship of children and the conservatorship of vulnerable adults.

The number of probate case filings has steadily increased over the last few years, but, through a series of innovations and calendar management techniques, the Probate Department has successfully decreased the turnaround time for petitions, particularly as pandemic restrictions eased. The Court Investigation Unit has eliminated the entire backlog of pending investigations related to the pandemic. Moreover, trust and estate petitions are set for hearing within eight weeks of filing in general, giving San Francisco faster turnaround time of filing-to-hearing than other neighboring courts.

The Probate Department prides itself on innovation and adoption of best practices. Probate judicial officers and staff recently adopted a protocol that includes the paperless review of court records. Additionally, the Probate Department's judicial officers developed a procedure to close conservatorships following the passing of the conservatee that does not necessarily require parties to appear in court. Effective July 1, 2024, e-filing became available to all probate petitioners, including those filing documents in probate guardianship and conservatorship matters.

One responsibility of the Probate Judges is administering Mental Health Court, where petitions to establish conservatorships for people who are gravely disabled due to a mental health condition are heard. These conservatorships are known as LPS conservatorships, because they are authorized by the Lanterman-Petris-Short Act.

For decades, the definition of grave disability was the same: was the person unable to provide for their food, clothing or shelter due to their mental health condition? Senate Bill (SB) 43, which went into effect January 1, 2024, expands the definition of grave disability, adding two new bases for finding someone gravely disabled. In addition to food, clothing or shelter, does the mental condition leave the person unable to provide for their personal safety, or necessary medical care? This expanded definition will apply to a greater number of people in San Francisco, and the Probate Department expects an increased volume of LPS conservatorship petitions.



A litigant files documents at the probate window in the Clerk's Office in Room 103 in the Civic Center Courthouse.

UNIFIED FAMILY COURT

The Unified Family Court (UFC) encompasses family law, juvenile dependency, and juvenile justice matters. UFC, charged with acting in the child's best interest, receives approximately 3,900 new family law cases, 500 new dependency (child welfare) cases, and 400 new juvenile justice cases every year. These cases include divorce, child custody, child support, spousal support, parentage, and adoption. Since 2020, UFC increased its use of technology to provide remote video hearings in all courtrooms and to provide information to self-represented litigants in family law cases.

The Court celebrated National Adoption Day on November 17, 2023 with a festive lunch on the 4th Floor Rotunda of the Civic Center Courthouse. Judge Richard C. Darwin and Judge Vedica Puri presided over a total of nine adoption finalization hearings, held in person and virtually.

Attended by then-Supervising Judge Monica F. Wiley, five families enjoyed the celebration, which included a welcome participation from San Francisco Human Services Agency officials.

UFC includes several Collaborative Courts, including the Family Treatment Court, Juvenile Reentry Court, and Juvenile Wellness Court. UFC also provides a voluntary court for foster youth who request to stay in extended care until age 21. The AB12 court supports young adults ages 18-20 with housing and vocational and education plans in partnership with San Francisco's Human Services Agency, Juvenile Probation Department, and many legal and community providers. The purpose of extended foster care is to reduce homelessness and to transition former foster youth to successful adulthood.



The AB12 team meets at the Juvenile Justice Center at 375 Woodside Ave. From (L-R front row) Jack Jacqua of the Omega Boys Club; Luna Robledo of San Francisco CASA; Social Worker Therese Cutino; Supervising Unified Family Court Judge Roger C. Chan; and Social Worker Tara Cartagena. (L-R back row Social Worker Kyle Wilkins; Deputy Public Defender Rebecca Marcus; and Deputy Court Clerk III Derrick Navia.



Alan Botts, San Francisco Human Services Agency (HSA) Adoptions Supervisor, and Angela Ramos, HSA Program Director (Permanency Program), attend the celebration with parents and children.



Judge Vedica Puri in her courtroom prior to the adoption proceeding.



Judge Richard C. Darwin and Judge Monica F. Wiley attend the celebration in the 4th Floor Rotunda of the Civic Center Courthouse.



The Court celebrates National Adoption Day with Bay Area families every November with a lunch, balloons, photos and a festive event before judicial officers finalize the adoptions.



On November 17, 2024, Elijah James Baddas, 15 months, joins his forever family, including parents Mariah and Mark Baddas.



Former Supervising Unified Family Court Judge Monica F. Wiley joins the families during the celebration.

CRIMINAL DIVISION

CERTIFIED SHORTHAND REPORTERS/ COURT INTERPRETERS UNITS

Certified Shorthand Reporters Unit

In the realm of Certified Shorthand Reporters (CSR), a series of comprehensive initiatives have been undertaken to enhance efficiency and adapt to contemporary standards. Annually, CSRs most recently transcribed more than 100,000 pages. The successful completion of the 2023 YesLaw transcript e-filing project was a notable achievement. In addition, a significant digital transformation effort has been focused on the Appeals Unit, where criminal appeal notices were digitized to Prepare Transcript, aligning with e-filing standards. Additionally, proactive efforts in CSR recruitment and retention have been a chief focus, including outreach to court reporting schools and the publication of a full-page job announcement in the National Court Reporters Association magazine, managed by the Human Resources Department (see page 24).

To support the growth and development of aspiring Court Reporters and Voice Writer students, shadowing opportunities have been facilitated for over a dozen individuals from various parts of California. This initiative is aimed at preparing students for success in the state CSR licensing exam. (see page 24)

Participation in the Courtroom Audio Project through collaboration with the Information Technology Group involved testing new courtroom equipment tailored for reporters and interpreters. A forward-thinking equipment loaner program for staff has been implemented to facilitate accessibility and support.



Certified Shorthand Reporter Carlito Mandia takes the official record during a criminal proceeding at the Hall of Justice.

Interpreters Unit

San Franciscans live in one of the most culturally diverse cities in the world. Every day, they experience interactions with people from all walks of life and all corners of the world. This makes it essential for the Interpreter Division to offer extensive services to all necessary languages. The Court employs full-time interpreters and independent contractors proficient in nearly every language. The primary responsibility is to assure access to justice for the entire San Francisco community.

The unit employs 24 Interpreter staff, six Interpreter Coordinators, and more than 100 independent contractors who service the Court’s interpreter needs. In Fiscal Year 2023-24, the Court provided 49 languages for 32,996 proceedings (hearings and/or court-ordered events). The top five languages are Spanish, Cantonese, Mandarin, Arabic and Tagalog.

Grant funding has been secured for interpreters to upgrade equipment, ensuring that technology remains current and aligned with industry standards. Overall, these initiatives reflect the Court Reporters’ and Interpreters’ commitment to embracing technology, enhancing operational processes, and fostering professional growth within the department.

PRIORITY IN PROVIDING COURT INTERPRETER SERVICES TO PARTIES

MANDATORY PROVISION OF INTERPRETER SERVICES:

- Criminal
- Traffic
- Juvenile Delinquency or Dependency
- Mental Competency Hearings With Appointed Counsel
- Other Mandated Civil



Spanish Interpreter Rosa Dart interprets during a criminal hearing before Judge Patrick S. Thompson.

Court Comprehensive Collections Unit

The Court Collections Unit (CCU) manages court-ordered fines and fees in criminal and traffic cases. In recent years, the unit has experienced significant impacts from legislative changes at the local and state levels. The Court has actively taken a leading role in addressing and collaborating with local and state partners to address concerns related to financial equity and accountability in these cases.

In July 2018, the San Francisco Board of Supervisors passed Ordinance No. 180132, which deauthorized several local fees collected by CCU, including costs for probation supervision, pre-sentence reports, and booking fees, resulting in write-offs exceeding \$32 million in over 20,000 criminal cases. Subsequent state-level legislation followed suit, leading to the deauthorization, vacation and sunset of numerous fees and penalties in criminal and traffic cases.

Key legislative actions include AB 1869 (July 2021), resulting in the write-off of over \$25,000 in fees such as legal defense counsel, citation, and own recognizance fees; AB 177 (January 2022), leading to a write-off of over \$4.6 million, encompassing fees related to victim restitution orders, drug testing, collections installment payment plan, and accounts receivable processing fee; AB 199 (July 2022), resulting in the write-off of approximately \$50 million in civil assessment penalty for failure to appear or pay on fines; and GC 76000.10 (January 2023), whereby the emergency medical air transportation penalty was allowed to sunset, with a write-off of over \$310,000 after December 31, 2023.

Since 2018, CCU has been processing the discharge of accountability to collect traffic and criminal fines and fees deemed uncollectible, following guidelines from GC 25259.7 to GC 25259.95. Although the court-ordered debts remain due and outstanding, this process allows CCU to enhance efficiencies and concentrate resources on collectible debts. During the pandemic, CCU swiftly established remote solutions for work processes and communications, ensuring continued service to internal and external partners and customers.

A pivotal milestone occurred on June 27, 2022, with data on criminal cases successfully migrating from multiple legacy systems into the new case management system, C-Track. CCU is actively undergoing programmatic

builds, with the objective of consolidating comprehensive case information within a unified system capable of providing real-time updates on court-ordered debts and delivering improved services to the community.

Can't afford to pay your ticket in San Francisco County?

Apply for a reduction online!

If you're having difficulty paying your ticket, you may ask the court for a:

- fine reduction
- payment plan
- plan for delayed payment and/or
- community service

To complete the request, you should have:

- 1** Your citation or driver's license number
- 2** Summary of your monthly income and expenses
- 3** Record of public benefits, if any

If your ticket is past-due, you may still apply!

MyCitations.courts.ca.gov

Superior Court of California, County of San Francisco

The MyCitations tool is a statewide project directed by the Judicial Council of California.

If you do not have a driver's license or citation number, please contact the court at 415-551-8550

Criminal Office and Criminal Courtrooms

In the Criminal Office and Criminal Courtroom domain, a comprehensive C-Track implementation has improved operational processes, ushering in advances in efficiency and accessibility.

The transition to a paperless environment is a cornerstone of this initiative, with all files now stored in a digital format. Efforts to digitize older, active cases have been actively pursued, marking a significant step toward the elimination of paper-based documentation. Plans are underway for the future digitization of additional warehoused files, demonstrating a commitment to modernizing archival practices.

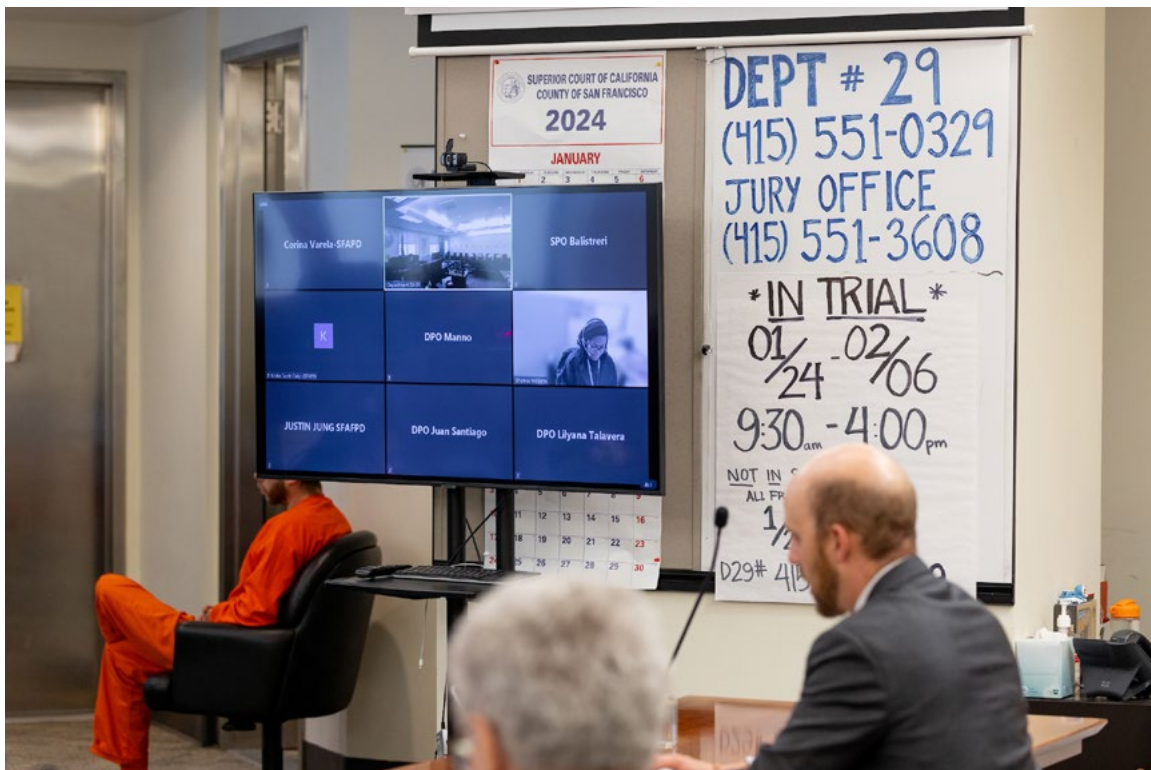
The implementation of Criminal E-File capabilities has streamlined document management, allowing for the seamless electronic filing of documents. This extends to digital appellate filings, contributing to a more efficient and organized workflow.

A notable achievement in this transition is the capability for all courts to accommodate remote appearances. This not only aligns with contemporary trends in virtual proceedings but also contributes to flexibility and accessibility in the legal process.

Overall, the C-Track implementation in the Criminal Office and Criminal Courtroom represents a holistic approach to modernization, from eliminating paper files to embracing digital processes, with an overarching goal of enhancing efficiency and adaptability within the criminal justice system.



Judge A. Marisa Chun presides over a criminal hearing at the Hall of Justice, during which justice partners and attorneys appear remotely.



Parties appear remotely during a Zoom hearing before Judge A. Marisa Chun.

Traffic Division

In the fall of 2024, the Traffic Division embarked on a significant change to expand access to justice by adding Clerk’s Office services to a new location at the Civic Center Courthouse in Room 103. Clerk’s Office services remain available at the Hall of Justice in Room 145.

To improve efficiency in court operations while also making it easier for litigants to take advantage of better public transit and parking options in the Civic Center, the Traffic Division moved all traffic hearings to the Civic Center Courthouse. As a result, traffic hearings are no longer held at the Hall of Justice.

Litigants with traffic citations may visit either Clerk’s Office location in person to request a remote hearing. The Traffic Division team will continue to work toward offering an online request process to schedule a remote hearing. Given the convenience of an online hearing and the savings it affords in travel, daycare costs and time off from work, the team is striving to expand the availability of online hearings.

Within the Traffic Division, the team has implemented a series of enhancements to streamline processes and improve services. Online adjudication and fine reduction capabilities have been augmented, enabling administrative determinations by clerks for a more efficient resolution of cases. The introduction of same-day instant arraignments further expedites legal proceedings.

In an ongoing pilot initiative, the division is testing trial by electronic declaration, a digital approach to legal proceedings currently in-flight. This innovative method aims to enhance the efficiency of the adjudication process.

The Traffic Division also has focused on fortifying its integration capabilities, implementing enhanced 2-way integrations for seamless payment processing. Concurrently, efforts have been directed toward strengthening online services, including LiveChat support, web payments, and the ability to pay fines online.

An important aspect of the division’s strategy involves positioning itself favorably among justice partners in anticipation of future collaborations. This includes ensuring positive communication with law enforcement agency (LEA) command officers through the development of TR-130 revisions. Collaboration with key stakeholders such as Alameda County Public Defender for Homeless and Caring reciprocity and the San Francisco Tax Treasurer’s Office for notice redesigns, public outreach, and support services contributes to fostering positive relationships.

Together, these initiatives underscore the Traffic Division’s commitment to efficiency, innovation, and positive collaboration within the justice system.



Digitizing the past: A year of citations scanned into C-Track.

COLLABORATIVE COURTS

The Court delivers high-quality collaborative justice programs that address addiction, mental health, and other social service needs. The Collaborative Courts Division oversees program operations with the vision of “contributing to a safe and just San Francisco for all.” Along with court partners, collaborative courts change lives by demonstrating these core values:

- High-quality and culturally competent services
- Non-adversarial adjudication
- Procedural fairness
- Cross system collaboration
- Personal accountability Respectful, compassionate, kind, and supportive communication

Collaborative courts depend on the dedication of these public and non-profit partner agencies:

- Department of Public Health
- Office of the District Attorney
- Office of the Public Defender
- The City Attorney’s Office
- Adult and Juvenile Probation departments
- Department of Children, Youth and Their Families
- Health and Human Services Agency
- Veterans Administration
- San Francisco Sheriff’s Department
- San Francisco Police Department
- Non-profit partners working toward a safe and just San Francisco



San Francisco Supervisor Myrna Melgar addresses the Behavioral Health Court graduates.

The Collaborative Courts follow the key components of problem-solving courts, including early identification and engagement of eligible participants, access to a continuum of treatment and other services, and ongoing judicial interaction, pathways to education and employment, and the opportunity to move beyond justice involvement. Each participant receives an initial assessment that informs the court about substance use, mental health, and other social service needs, followed by individualized treatment planning and court-monitored accountability. Collaborative court team members guide participants toward recovery and self-sufficiency to reduce recidivism and its associated costs. Collaborative Courts operate in the Juvenile, Civil, and Criminal divisions.

COLLABORATIVE COURTS IN THE CIVIL DIVISION

Community Assistance, Recovery, and Engagement (CARE) Court

San Francisco was selected as one of seven California Counties to pioneer CARE Court. CARE Court began on October 2, 2023, and provides a new framework to assist Californians with untreated Schizophrenia and Other Psychotic Disorders. CARE seeks to support individuals prior to hospitalization, incarceration, or conservatorship. (See page 17).

Family Treatment Court/Dependency Drug Court

Family Treatment Court (FTC) engages parents in acquiring the necessary skills for a life of family stability, free from parental drug and alcohol misuse, by providing coordinated recovery services, intensive case management, and frequent court monitoring. FTC emphasizes healthy parenting, family safety, and permanency for children with the preferred outcome of family reunification. The FTC:

- Promotes long-term family reunification by supporting parents to address problematic substance use, improve their parenting skills, and navigate the requirements of their juvenile dependency cases.
- Operates as a collaborative partnership made up of both public agencies and community-based service providers.
- Uses a team approach to coordinate services, monitor progress, and help families succeed.

2023 Summary

This year, participants returned to the FTC for in-person sessions. FTC’s 15th anniversary celebration saw a full house of families, service providers, legal partners, and former graduates. San Francisco then-Mayor London Breed addressed the graduates and congratulated them on their success and hard work. FTC Judge Kathleen Kelly was honored for 15 years of commitment to FTC and to San Francisco’s families. Also honored were FTC Program Director Jennifer Pasinosky and former director of San Francisco’s Homeless Prenatal Program, Martha Ryan. Martha dedicated her life to helping vulnerable families reunite and heal, and Mayor Breed and Judge Kelly congratulated her on her retirement. Also, this year, several former FTC participants gained employment as peer mentors and case managers, assisting other families navigate this healing and challenging process. FTC’s annual holiday gift program provided toys to hundreds of families.



Judge Kathleen Kelly, center, thanking then-Mayor Breed and honoring Martha Ryan, former Director of San Francisco Homeless Prenatal Program.

COLLABORATIVE COURTS IN THE CRIMINAL DIVISION

Behavioral Health Court

Established in 2003, the San Francisco Behavioral Health Court (BHC) addresses the complex needs of defendants with serious mental illness (SMI), including those with co-occurring substance use disorders. An individualized treatment plan is developed for each client, including psychiatric rehabilitation services, medication management, supportive living arrangements, substance use treatment, supported employment, and intensive case management services. Graduates of BHC may receive a dismissal of charges or the reduction of a felony to a misdemeanor. To qualify for BHC, an individual must have a serious mental illness as defined in the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, and be amenable to treatment. In 2023, 64 individuals were referred to BHC, 29 were accepted, and 27 graduated.

2023 Summary

In 2023, BHC held its first in-person graduation in four years, and its largest graduation to date. BHC Judge Charles Crompton congratulated the 27 graduates for their hard work and commitment. Of the 27 graduates honored, 23 were unhoused at the time of arrest, three were in temporary housing or shelters, and one individual lived in permanent supportive housing. At the time of graduation, all 27 individuals were housed, either independently or in supportive housing or treatment. Supervisor Myrna Melgar and Supervisor Matt Dorsey honored the graduates and handed out signed certificates from the San Francisco Board of Supervisors.



SF Supervisor Matt Dorsey congratulates the graduates.

Community Justice Center

Established in 2009, the Community Justice Center (CJC) is a criminal court and social service center that serves San Francisco's Tenderloin, Civic Center, Union Square, and South of Market neighborhoods. Clinical staff is available on-site to assess social service needs related to defendants' underlying offenses and to develop individualized treatment plans for defendants determined eligible for CJC services. CJC clients are connected with treatment for substance use, mental health, or primary health issues. In 2022, CJC's court team was awarded a grant to serve Central American young adults in a culturally competent manner. This program is named Nuevos Destinos and offers services to Spanish-speakers.

2023 Summary

In 2023, 224 individuals were referred to CJC, 86 were accepted, and 42 successfully graduated. Referrals to CJC have decreased over the past two years as the collaborative has seen a shift away from participation on a pre-plea basis.

Drug Court

Drug Court provides an intensive supervision case management program for justice-involved individuals with substance use disorders. When a participant successfully completes Drug Court, probation is terminated, or charges may be dismissed or reduced. Drug Court has its own treatment clinic on-site, the Drug Court Treatment Center, and requires regular court appearances, outpatient and residential treatment, and regular drug testing.

Since its inception in 1995, Drug Court has worked with nearly 6,000 defendants.

2023 Summary

In 2023, the number of participants began to return to pre-pandemic levels with 184 individuals referred, compared to 89 in 2022. Of those referrals, 105 individuals were admitted. Since referrals began to increase in the latter portion of 2023, 16 individuals successfully graduated. Drug Court participation can last for up to 24 months – many of the people accepted in 2023 remain active in treatment with expected graduations in 2024.

Intensive Supervision Court

The Intensive Supervision Court’s (ISC) population is comprised of high-risk, high-needs probation clients facing a state prison sentence. ISC provides this population with an opportunity for intensive supervision in the community as an alternative to state prison. The ISC is unique from other treatment courts with a collaborative approach in that it targets clients who have been terminated from other treatment courts or who would be considered ineligible or unsuitable for other treatment courts due to their extensive criminal records, histories of unsuccessful performance on probation, and high risk for probation revocation and state prison commitment.

2023 Summary

In 2023, 37 individuals were referred to ISC, 15 were accepted, and four graduated. As ISC can be a multi-year program, participants continue to engage through treatment and appearances. Also in 2023, there was an increase in resources and services made available to ISC participants, leading to additional treatment options.

Veterans Justice Court

The Veterans Justice Court (VJC) – established in April 2013 and expanded as a stand-alone court in January 2015 – is for military veterans charged with criminal offenses. The VJC’s objective is to provide substance abuse and mental health treatment, as well as academic, vocational, or skills improvement leading to job placement and retention.

To participate, the defendant must meet VJC legal eligibility and clinical suitability criteria. San Francisco’s VJC is unique in that it works with both service-connected veterans with honorable discharges and veterans who are not eligible for VA benefits due to other-than-honorable discharges. The Veterans Administration provides clinical services to service-connected participants, while a San Francisco non-profit partner supports Medi-Cal eligible veterans.

2023 Summary

In 2023, the Court’s Collaborative Courts Division applied for – and was awarded in 2024 – a Justice for Vets VTC Grant to expand services. Developing the additional services, including certified Wellness and Recovery Action Planning for peer mentors and restorative justice for veterans, are currently being created. In 2023, 60 veterans were referred to VJC, 55 were accepted, and 16 have graduated. Several remain on-track for a 2024 graduation. VJC Judge Michael I. Begert is deeply committed to veteran success and public safety. His father was an Air Force veteran, having served for 20 years. A 2023 VJC graduate crafted a United States Flag, which proudly hangs in the VJC courtroom.

Effective January 21, 2025, Judge Simon J. Frankel is presiding in the VJC.



The Wooden Flag, hand-carved by a Veterans Justice Court graduate, is prominently featured in Veterans Justice Court.

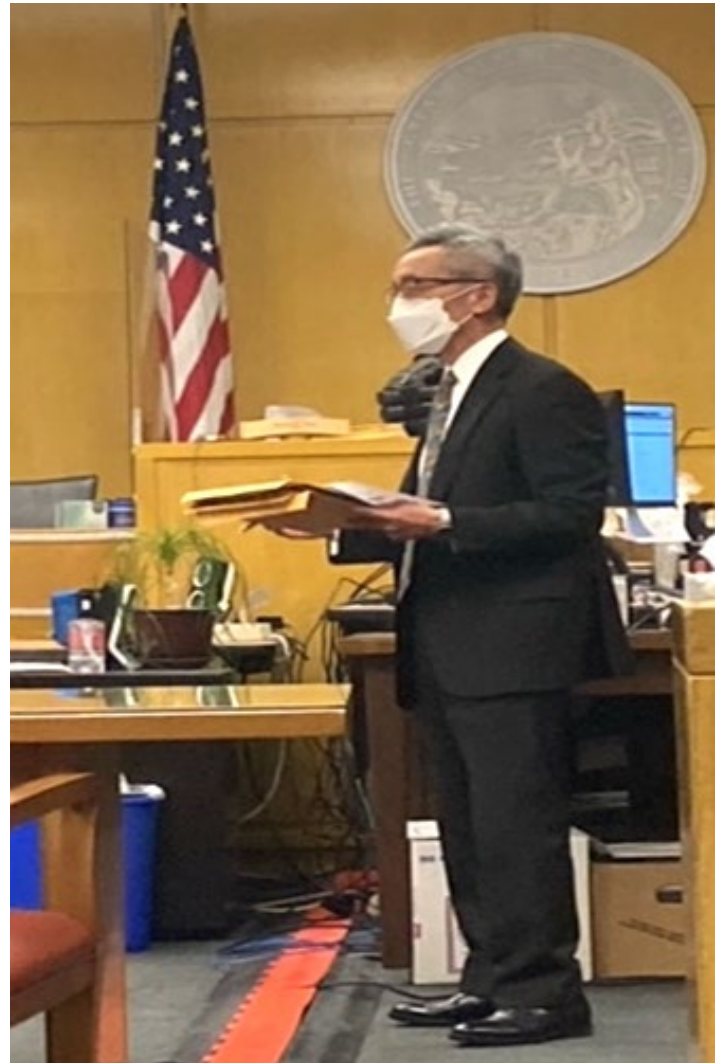
Young Adult Court

San Francisco's Young Adult Court (YAC) was created in 2015 to support justice-involved transitional aged youth (18-24). Many of these young adults have a history of extensive trauma, inadequate familial support, homelessness, and chronic unemployment. Several participants have substance misuse issues and co-occurring mental health disorders. Participants in YAC must be amenable to engaging with the program's resources, which include vocational training, education, and other social services. Judge Bruce Chan, who presides over YAC, has been invited to speak nationally and San Francisco's YAC is viewed as the gold standard in young adult courts. Non-profit partners provide trauma-informed case management, therapy, vocational services and treatment. Participants come to court regularly, drug test, and engage with the Judge at each appearance.

2023 Summary

In 2023, 42 young adults were referred to YAC. Of those, 39 were admitted, and 14 have graduated. Several participants remain on-track to graduate and are progressing through YAC's step-system. UC Law's (formerly Hastings) California Institute on Law, Neuroscience, and Education, Bench to School Initiative approached the YAC team to conduct research on YAC's successes and how the San Francisco model can assist other counties and states in establishing a high-quality Young Adult Court. The research details are actively being defined.

Effective January 21, 2025, Judge Eric Fleming is presiding in the YAC.



Judge Bruce E. Chan addresses the Young Adult Court graduates.

COLLABORATIVE COURTS IN THE JUVENILE DIVISION

Juvenile Reentry Court

The Juvenile Reentry Court (JRC) was established in 2009 by the Juvenile Probation Department and the Office of the Public Defender to provide coordinated and comprehensive reentry case planning and aftercare services for high needs foster youth in the juvenile delinquency system.

The model establishes a collaborative team approach in the development and implementation of reentry plans for youth returning home from out-of-home placement. Three months prior to completion of out-of-home placement, the plan is finalized and may include housing, vocational training, education, therapy and/or drug treatment, and any other services needed to ensure the minor's success. JRC employs evidence-based practices (motivational interviewing, cognitive behavioral therapy) and utilizes risk-needs assessment tools that further enhance the appropriate treatment plan. Participation in JRC is mandatory for all youth returning home or stepping down to less restrictive placement like non-relative foster homes, short-term residential therapeutic programs, juvenile hall, or the Secure Youth Treatment Facility.

Juvenile Wellness Court

The Juvenile Wellness Court exists to help youth and their families successfully engage in appropriate treatment to support healthy, safe and productive lives. This is done through the development of a collaborative intervention plan, intensive community supervision, and connections to effective treatment services. The Wellness Court is also intended to provide a therapeutic and trauma-informed court environment, including priority on the calendar call. Clinical eligibility is determined by Behavioral Health Screening Committee and SF AIIM Higher. Clinical eligibility may include serious mental illness, serious-to-profound impairment in functioning that would benefit from a therapeutic court process, serious risks, multi-system involvement, and multiple failed prior interventions. The Wellness Court team (Court, District Attorney, Minor's Counsel, SF AIIM Higher, and Juvenile Probation Department) determines whether a clinically eligible youth should be accepted. Cases may be referred at any stage of the proceedings.

2023 Summary

Supervising Unified Family Court Judge Roger C. Chan presides over the Juvenile Collaborative Courts, which include Juvenile Reentry, Wellness, and Youth and Family courts.

These problem-solving courts work with the youth's treatment team to address underlying mental health needs and family dynamics and to support successful transitions from more restrictive placements to the community.

In 2023, 282 hearings took place in the Juvenile Collaborative Courts. The hearings are designed to be non-adversarial, focusing on treatment while providing accountability. Young people complete "homework assignments" and "reflection essays" and receive individualized services, positive reinforcement, incentives, and judicial feedback as they progress on their treatment plan goals.

STATISTICS

SFSC ANNUAL FILINGS BY CASE TYPE: FY 2023 AND FY 2024

Case Type	FY 2022-23	FY 2023-24
Total Filings	57,433	71,933
Criminal	5,794	6,867
Felony	3,376	3,585
Misdemeanor	2,418	3,282
Infractions	27,402	38,407
Traffic	26,184	35,688
Non-Traffic	1,218	2,719
Civil	19,168	21,700
Asbestos	108	95
UD	2,955	3,075
Other Complex Lit	388	366
Other Unlimited Civil (excl Asb & Complex)	5,580	6,222
Other Limited Civil (excl UD)	3,097	4,508
Small Claims	1,231	1,488
Appellate	74	189
Probate	1,068	1,188
C & G	249	355
Elder Abuse	128	141
Estates, Trusts, Other	691	692
Mental Health	4,667	4,569
UFC	5,069	4,959
Dissolution	1,736	1,782
Family Law Petitions	2,231	2,126
Child Support	970	751
DVPA	885	965
Parentage	172	162
Other Family Law	204	248
Juvenile	1,102	1,051
Justice	398	496
Dependency	544	447
Traffic	160	108

* Preliminary totals, subject to revision. Criminal totals are projections.
Source: San Francisco Superior Court

SFSC ANNUAL DISPOSITIONS BY CASE TYPE: FY 2023 AND FY 2024

Case Type	FY 2022-23	FY 2023-24*
Total Dispositions	58,198	68,515
Criminal	4,881	5,833
Felony	2,582	3,218
Misdemeanor	2,299	2,615
Infractions	26,688	36,616
Traffic	25,538	34,271
Non-Traffic	1,150	2,345
Civil	21,390	20,657
Asbestos	81	90
UD	2,953	3,086
Other Complex Lit	371	244
Other Unlimited Civil (excl Asb & Complex)	6,663	6,110
Other Limited Civil (excl UD)	4,073	3,695
Small Claims	1,260	1,454
Appellate	106	180
Probate	1,146	1,219
C & G	275	307
Elder Abuse	144	142
Estates, Trusts, Other	727	770
Mental Health	4,737	4,579
UFC	5,239	5,409
Dissolution	1,883	2,043
Family Law Petitions	2,210	2,104
Child Support	972	765
DVPA	858	913
Parentage	163	184
Other Family Law	217	242
Juvenile	1,146	1,262
Justice	369	483
Dependency	639	658
Traffic	138	121

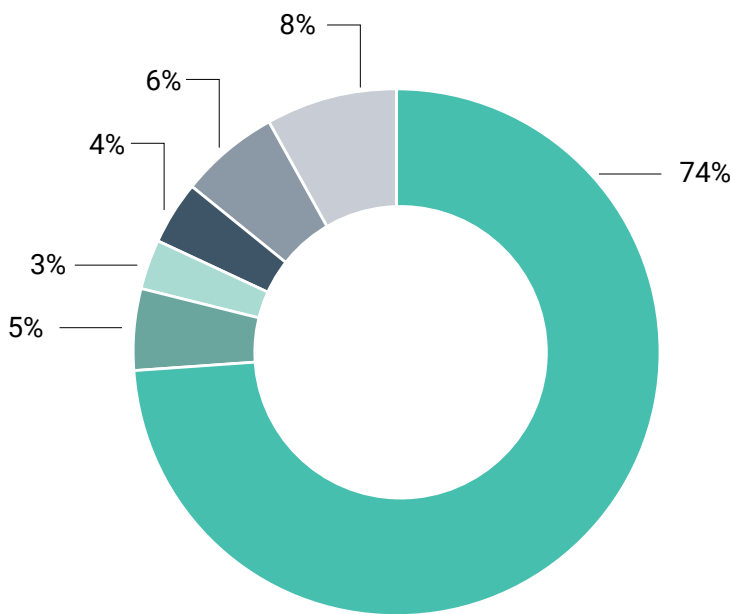
* Preliminary totals, subject to revision. Criminal totals are projections.
 Source: San Francisco Superior Court

BUDGET

2023-24 TRIAL COURT TRUST FUND

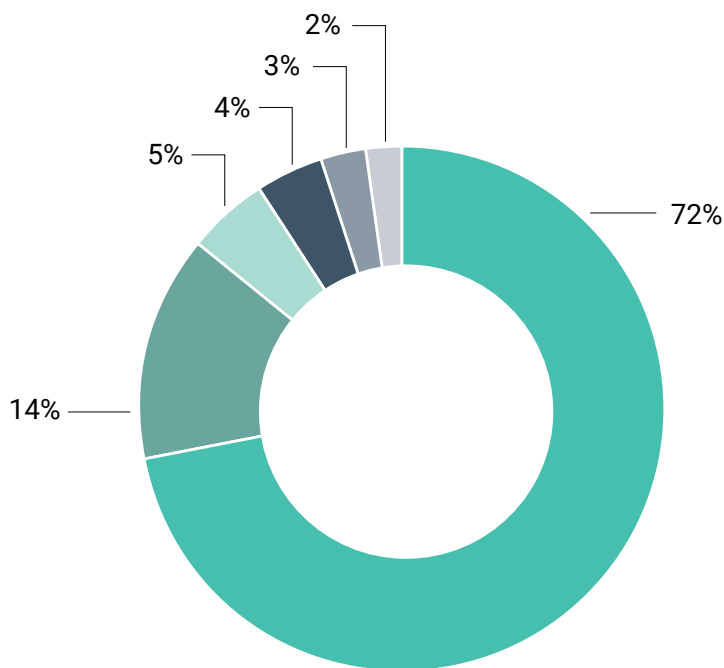
REVENUES (\$ MILLIONS)

- Trial Court Base Allocation (WAFM)
- Other Local Revenue
- JCC Grant Reimbursements
- Dependency Reimbursements
- Interpreter Reimbursements
- Other Reimbursements



EXPENDITURES (\$ MILLIONS)

- Salary+Benefits
- Contracted Services
- Information Technology
- Collaborative Courts Grant Work
- Retiree Healthcare Costs
- Facilities and Other General Expenses



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