



# 2024 ANNUAL REPORT | CLERK OF COURT

## SELECTED PERFORMANCE MEASURES

OUTPUTS	2018	2019	2020	2021	2022	2023	2024
Total Collections through regular payments:	4,152,038	4,731,682	\$3,613,601	\$4,061,736	\$3,668,257	\$3,383,613	\$3,853,482
<b>Additional Collections:</b>							
Debt turned over to SDC:	8,933,093	4,731,682	\$2,848,917	\$3,041,958	\$1,671,821	\$248,0154	\$4,343,750
Debt Collected from SDC:	1,004,497	2,059,244	\$2,170,472	\$1,787,792	\$1,436,240	\$866,122	\$834,433
Collected from Tax Intercept	387,105	76,134	\$86,944	\$67,669	\$88,307	\$61,553	\$108,519
Collected from Interest	127,372	248,537	\$182,060	\$244,539	\$204,837	\$142,553	\$131,011
Number of Court hearings clerked: (*including traffic)	*42,841	*44,498	20,043	24,644	25,733	25,126	26,497
Number of Traffic hearings clerked (*including defaults):	N/A	N/A	*12,254	*14,410	*5,001	1,673	1,714
Number of Traffic/Ordinance Cases handled by Clerk (*including defaults)	N/A	N/A	N/A	N/A	*7,660	*10,810	*12,415
Number of docketed events:	297,471	292,844	259,997	273,481	251,488	252,509	270,538
Number of documents added (*includes system generated documents):	*355,537	*313,463	*236,542	*402,641	164,854	162,112	168,895
Number of cases opened:	22,418	22,772	17,596	18,809	17,771	17,853	20,239

## SUMMARY OF ACCOMPLISHMENTS

- Mandated services:
  - Number of court record entries increased by over 18,000 entries, and number of cases opened increased by over 2,300 cases.
  - In the area of collections, we had an overall increase in fees and fines collected of \$469,869.
  - Over 470 Court appointed attorney invoices and over 200 Guardian ad Litem attorney invoices processed and entered for payment .
  - Over \$14,000 collected utilizing the newly implemented Income Assignment procedure.
  - Maintain Jury Management program while looking at efficiencies in the number of jurors called to serve per trial to reduce expended costs per juror.

### Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

- Assuring access to the courts by providing assistance to the legal community as well as unrepresented parties.
- Case Retention - scanned and purged 1,114 case files.
- Staffing
  - We continue to promote from within and shift staff to meet the needs of the office. In 2024 we onboarded 5 Deputy Court Clerks and 2 Deputy Clerks either through internal promotion or hiring from the outside.
  - With Susan Schaffer's retirement and the appointment of Cherie Norberg to complete her term as the Clerk of Circuit Court, we promoted Christie Knutson to Deputy Operations Manager, and Evan Wynn to Civil/Family Team Supervisor.
  - Through the support of this committee and the full county board, two of our entry-level positions were elevated to court clerk positions for the 2025 budget year. This change goes into effect mid-January 2025. This will have a very positive and immediate impact on our ability to effectively keep the record and maintain the high standards we have established for timeliness and accuracy, especially in light of our current vacancies.
  - Wages and benefits came in under budget by \$142,765.
- *The Brief* - monthly publication sent to court partners regarding changes, procedures, and information related to the court system.

## ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Ongoing recruitment and training of staff in the office, both new staff and staff in new positions.
- Staff retention continues to be an issue that accounts for our vacant positions.
- Legislative issues:
  - The Wisconsin Clerk of Circuit Court Association (WCCCA) is continuing their partnership with the Wisconsin Counties Association (WCA) as we lobby for an increase in the State contribution to the Courts through the semi-annual grant for their 2025-2027 biennial budget.
  - Currently being monitored (pending the outcome of the request for an increase in the State Grant to the courts), is the request to increase fees that are 100% county retained and have not been increased in over 30 years. These are outlined in the Clerk of Court Q4 Report.

## STRATEGIC INITIATIVES

- Continue working with State Debt Collection to maintain revenues for both the Clerk of Court and Circuit Court budgets.
- Verify cases that have a statute requesting DNA collection for Department of Justice
- Provide statistics to CJCC and data analyst upon request
- Work with Court Operations on legal and procedural questions; as well as CCAP for hardware and software needs
- Ongoing collaboration with Child Support Agency (CSA) as we look to expand services for which reimbursement is sought relative to IV-D case work completed by staff. Also, per our Cooperative Agreement, we continue to provide CSA with weekly reports regarding restraining orders.
- Collaborate with IS for connectivity between state and county computer systems, as well as courtroom technology.
- Work directly with many other court partners on a daily basis.
- Develop strategies to improve staff retention utilizing training opportunities, and offering limited flexibility for appointments.

## GOALS FOR NEXT YEAR

- Recruit and fill the two open positions on the Civil/Family team.
- Train new staff members as they begin employment.
- Continue to train deputy clerks hired in 2024.
- Continue to train the new Deputy Operations Manager and the Civil/Family Division Supervisor in their respective roles.
- Collaborate with the District Attorney's office to streamline procedure changes with a focus on increasing efficiency within the criminal court system.

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