

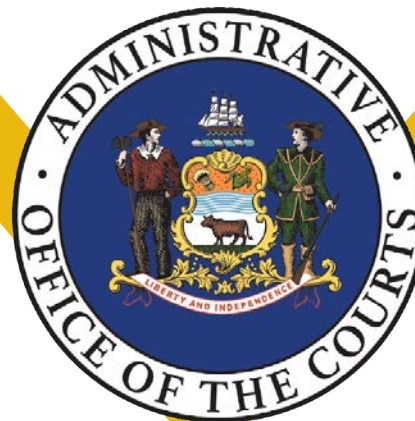


# THE ADMINISTRATIVE OFFICE OF THE COURTS





The **Administrative Office of the Courts** (AOC) is the administrative arm of the State of Delaware Supreme Court. Established in 1971, the AOC provides a broad range of support services to the Delaware Courts in operations, information technology, legal, government relations, financial, administration and programs consistent with the statewide policies and goals established by the Chief Justice of the Supreme Court.



# Administrative Office of the Courts

## State Court Administrator Gayle P. Lafferty

### *By the Numbers*



#### **ADMINISTRATIVE OFFICE OF THE COURTS**

- Full Time Staff - 36
- Judicial Information Center - 39
- Law Library - 3
- Court Collections - 9

TOTAL: 87



#### **NON-JUDICIAL AGENCIES**

- Full Time Staff - 52

TOTAL: 52



# ADMINISTRATIVE OFFICE OF THE COURTS

## Community Court

The Wilmington Community Court initiative is an innovative effort by the Delaware Judiciary to break the cycle of crime before it starts by focusing on treatment and solving problems while ensuring public safety. Defendants are held accountable for their actions, but rather than using only incarceration or fines, community court looks to address the underlying issues that drive low-level, non-violent criminal behavior like drug addiction, mental health issues or unemployment and connects defendants with needed services.

The mission of Community Court is to reduce crime and recidivism by addressing the quality-of-life issues facing its communities utilizing a restorative justice approach, by forging meaningful partnerships, and improving public trust and confidence in the justice system.



### Total Participation 2019-2024

- 616 people enrolled in the Community Court program
- 511 people graduated or completed the program



### Fiscal Year 2024 Participation

- 49 people enrolled in the Community Court program
- 104 people graduated or completed the program



# ADMINISTRATIVE OFFICE OF THE COURTS



## Law Libraries

The Law Libraries have been serving the Delaware Judiciary Since 1911.

The primary purpose of the law library is to provide comprehensive and responsive legal research and information assistance to the Delaware Judiciary by providing the optimum balance of current technology, legal tools, and information training. The law libraries also lend assistance to surrounding state agencies and members of the legal community. Additionally, the libraries provide support to the general public, legal scholars, and those representing themselves in the Delaware Court system.



## Limited Legal Assistance Program

Volunteer attorneys meet with eligible self-represented litigants for a one-time, fifteen-minute meeting. The attorney will not meet with the self-represented litigant outside of the program, nor will the attorney represent the litigant in court.

There is no income eligibility for this service. Instead, to be eligible, people seeking assistance must not have received previous legal assistance regarding the same issue and their question must be one that can be asked and answered within the fifteen-minute time frame. People using the service will be directed to legal service providers and reference materials for further assistance.

### Limited Legal Assistance Program

Fiscal Year	Litigants Served
22	172
23	161
24	187



# ADMINISTRATIVE OFFICE OF THE COURTS

## OSCCE: Office of State Court Collections Enforcement

The Office of State Court Collections Enforcement (OSCCE) pursues the collection of court-ordered financial assessments through a variety of state and private sector sanctions to ensure the enforcement of judicial branch orders. These orders may include, but are not limited to, restitution, statutory surcharges, fines and court costs.

### Fee Reform Efforts

Senate Bill 282 repealed the \$100 Senior Trust Fund Fee; the \$50 Interstate Compact Fee; and the Substance Abuse Rehabilitation, Treatment, Education and Prevention Fund Fee (SARTEP), which is assessed at 15% of all fines, penalties and forfeitures collected by the courts for an applicable criminal offense.

Senate Bill 283 repealed the \$1 DELJIS Fund Fee collected from every adult criminal or traffic defendant and delinquent juvenile.

Senate Bill 284 discharged the outstanding balances of anyone ordered to pay a probation supervision fee before it was repealed in 2021, including approximately \$14.4 million still owed from nearly 70,000 accounts as of January 2023.





## Judicial Information Center

The mission of the Judicial Information Center is to provide strategic IT vision, leadership, and enterprise solutions to the Judicial Branch and its customers, ensuring efficient operations and secure, reliable, and timely access to information.

The Judicial Information Center (JIC) consists of the following units:

- A/V Telecom Team
- Business Solutions and Training Team
- Development Team
- Helpdesk/Technical Support Group
- Information Security
- Operations Team



The Delaware Judicial Branch has kicked off a major initiative to modernize multiple disparate technology platforms. This initiative will centralize the E-Filing, Case Management, Document Management and Reporting solutions employed across the Branch. Through this modernization, we will achieve more efficient operations, greater public access to data, elimination of paper process and a significant expansion to the E-Filing program.





# ADMINISTRATIVE OFFICE OF THE COURTS

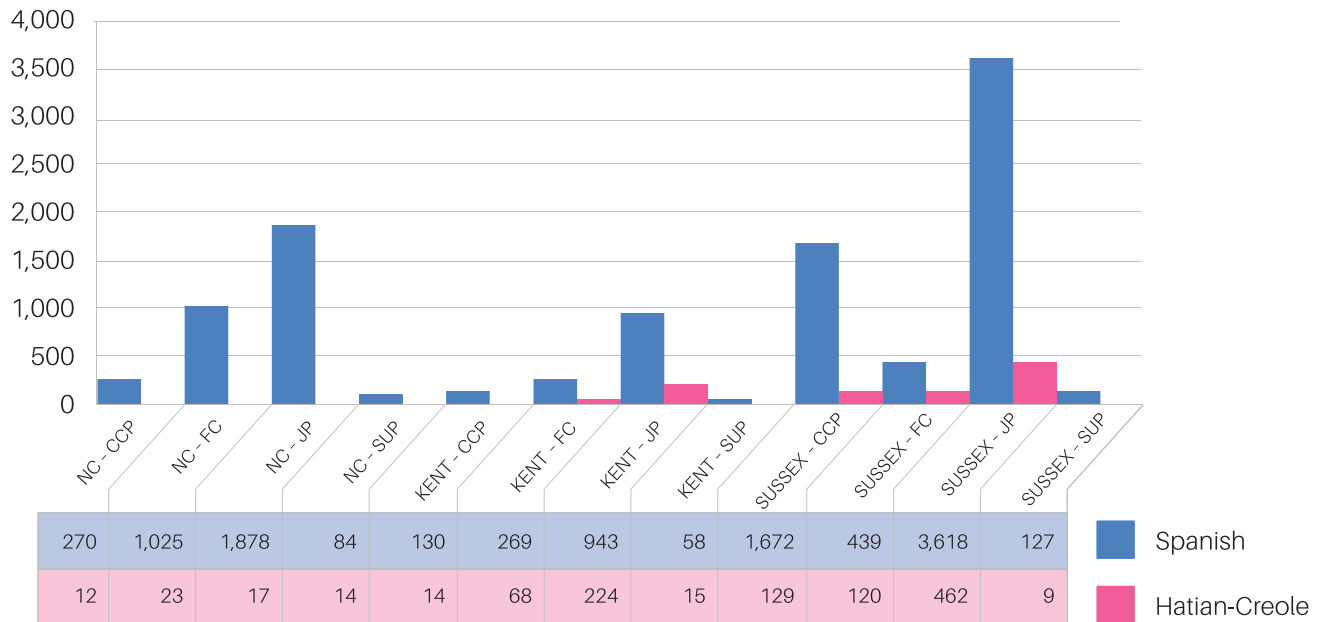
## Interpreter Services

### Delaware Court Interpreter Program

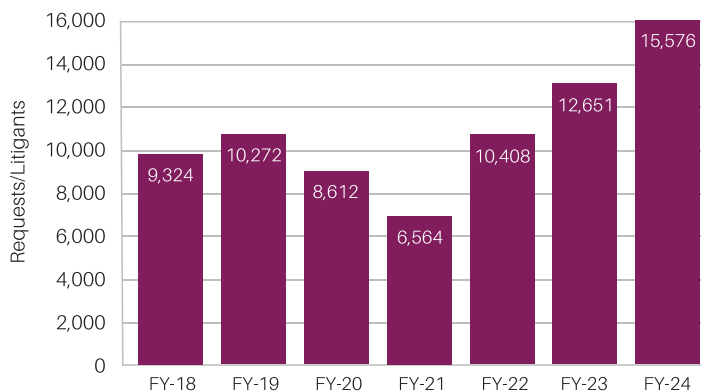


The Delaware Judiciary provides language access to those with limited English proficiency and members of the Deaf and hard of hearing community. The Court Interpreter Program is managed by the Administrative Office of the Courts (AOC) under the direction of the Court Interpreter Advisory Board. Below are several charts detailing the demand for interpretation services.

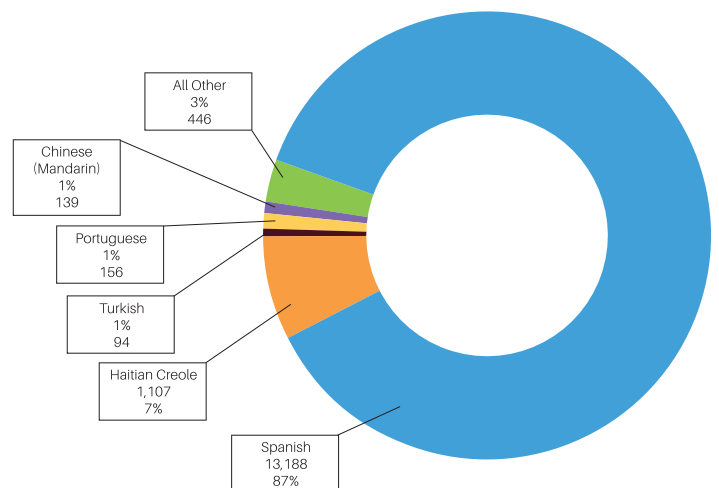
### Fiscal Year 2024 Top Two Languages Requested by Court/County



### Program Requests/Number of Litigants Statewide



### Fiscal Year 2024 Requests for Spoken Language Interpreter Services by Litigants



# ADMINISTRATIVE OFFICE OF THE COURTS



## JUDICIAL BRANCH EMPLOYEES RECOGNIZED

### Charlotte Walsh, Justice of the Peace Court Management Analyst III



Charlotte Walsh, a Justice of the Peace Court Management Analyst III, was named the Judicial Branch Employee of the Year for 2023.

Charlotte, who has been with the Justice of the Peace Court for more than 34 years, started as a clerk in 1989, worked her way up through the ranks to Judicial Case Processor – where she oversaw the clerical staff – and then to Management Analyst III. During that time Charlotte established herself as an expert on court operations and systems, allowing her to lead cross-functional teams and improve a variety of court processes.

She is also well known for her love of data. “When the court has a process that needs to be developed, or a programming issue, Charlotte is usually the first one to know there is something that needs to be fixed and she moves to fix it,” wrote her nominator. This was particularly helpful during the COVID pandemic as the court had to be nimble in the way it was conducting business to keep all involved safe. “She makes system changes just ‘happen’...she makes sure that the court is producing quality work and she is always creative in finding solutions,” wrote her nominator.

### OTHER NOMINEES

**MaryPat Fitzpatrick**, MaryPat Fitzpatrick, Superior Court (former) Chief Deputy Prothonotary (who has since become Human Resources Advisor II). MaryPat is described by her co-workers as “a breath of fresh air who always brightens everyone’s day.”

**MaryJarrell Little**, Court of Common Pleas Human Resources Manager I. MaryJarrell, who has been with the Court of Common Pleas since 2007, is the longest serving Lead Human Resources Professional in the Delaware Judiciary with over 16 ½ years of consecutive service.

**Ramona Monsen**, Court of Chancery Deputy Court Administrator. For nearly 50 years, Ramona has served the State of Delaware, starting with Superior Court in June of 1974, before moving to the Court of Chancery in 1998 as a Judicial Secretary, then an Administrative Officer in 2005, and was named to her current post in 2020.

**Debbie Grossman**, Administrative Office of the Courts Office Manager. Debbie is always going above and beyond for the employees at the Administrative Office of the Courts and the public. One co-worker commented, “I do not know what I would do without Debbie,” while another added, “She is the contact that I always put on my Out of Office when I am going to be out.”

**Karen Stokes-Minus**, Family Court Civil Judicial Operations Manager. Karen began her career with Family Court in 1990 in New Castle County as a Clerk of Court. She was later promoted to a Judicial Case Processing Supervisor, and she has been the Civil Judicial Operations Manager in New Castle County since 2011. Family Court benefits daily from Karen’s wealth of institutional knowledge of the intricacies of more than a dozen case types that are processed by her unit.



## DELAWARE COURTS JUDICIAL BRANCH

Many thanks to the Presiding Judges, Court Administrators, court staff and others in the courts, and the Administrative Office of the Courts for their efforts in preparing this Annual Report.

<http://courts.delaware.gov> (Delaware Judiciary)

<http://courts.delaware.gov/AOC/AnnualReports/FY24>  
2024 Annual Report, Statistical Report of the Delaware Judiciary and  
additional Delaware Courts background information

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All photographs (except judicial officers) by AOC Chief of Community  
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