



Request for Resolution

Family Court Services Support Specialist

AUGUST 1, 2023

REPRESENTATIVES

Hon. Davis VanderVelde, Administrative District Judge

Benita Miller, Acting Trial Court Administrator

Laura Kiehl, Deputy Trial Court Administrator

Tony Salazar, Court Assistance Office Lead

Chris Paulsen, Family Court Services Manager

Introduction & Background

The position of Eviction Mediation Services Coordinator was previously approved as part-time for the FY 2021 budget, with a salary range of \$25.00 - \$32.00 per hour. For FY 2022, the Canyon County Board of County Commissioners (BOCC) approved the position as full-time, supplemented with American Rescue Plan Act (ARPA) funding through Idaho Supreme Court (ISC). However, the eviction court program was recently eliminated and eviction proceedings have since reverted to a traditional court model. For this reason, a new job title, description, and salary range are necessary to reflect these changes.

The proposed new job title is Family Court Services (FCS) Support Specialist, determined to be salary grade 13, with a salary range of \$24.50 - \$33.81 per hour (\$50,960 - \$70,324 annually). If approved, this position shall:

1. Encompass FCS related duties assumed by the previous position
2. Field CAO inquiries by phone, email, and a web-based chat feature
3. Calculate Child Support amounts for litigants and judicial officers
4. Provide CAO coverage as necessary

The objective of this Request for Resolution is to seek approval from BOCC of a new job title, description, and salary range indicative of the proposed position, created to provide these services.

Current Need: Court Assistance Office

Monthly Averages for Court Assistance Office:

1. Family Law Contacts: 452
2. Spanish Contacts: 21
3. Total Contacts: 747

Anticipated CAO Responsibilities of Position:

1. **Customer Service:** Provide customer service to clients, attorneys, court personnel, and the general public by addressing inquiries, providing information on court procedures, and assisting with the completion of necessary forms and documentation.
2. **Child Support Calculations:** Provide child support calculations for litigants and requesting judicial officers.
3. **Online Chat Feature:** Provide additional customer service by responding to online chat inquiries.
4. **Data Entry and Reporting:** Enter data into electronic databases and case management systems. Generate reports and compile statistical data as required to support office operations and performance evaluation.
5. **Records Management:** Maintain and update records and databases, retrieve and disseminate information from court records as required.
6. **Legal Research:** Conduct basic legal research and gather relevant information to support court proceedings and decision-making processes within the Third Judicial District.
7. **Office Collaboration:** Collaborate with team members and contribute to a positive work environment within the Third Judicial District. Assist colleagues with their duties during peak workloads or absences.

Current Need: Family Court Services

Monthly Averages for Family Court Services:

1. Reports & Filings: 177
2. Processed Applications for Funding: 19
3. Focus on Children Assistance: 5
4. Parenting Plan Assistance: 5

Anticipated FCS Responsibilities of Position:

1. **Office Management:** Manage incoming calls, respond to inquiries, and schedule appointments as necessary.
2. **Case Management Support:** Assist in case file, document, and record management related to judicial matters within the Third Judicial District.
3. **Customer Service:** Provide customer service to clients, attorneys, court personnel, and the general public by addressing inquiries, providing information on court procedures, and assisting with the completion of necessary forms and documentation.
4. **Data Entry and Reporting:** Enter data into electronic databases and case management systems. Generate reports and compile statistical data as required to support office operations and performance evaluation.
5. **Records Management:** Maintain and update records and databases, retrieve and disseminate information from court records as required.
6. **Administrative Support:** Provide general administrative support to Family Court Services.
7. **Training and Orientation:** Assist with the coordination and facilitation of distance and in-person parenting classes for parents involved in a family law case.
8. **Office Collaboration:** Assist colleagues with their duties during peak workloads or absences.

Essential Duties & Responsibilities

1. Recruits, trains, assigns, schedules, evaluates, and mentors interns and volunteers;
2. Monitors changes in the laws, policies, and procedures relative to mediation;
3. Conducts and assists mediators in community outreach and education efforts;
4. Promotes ethical and professional conduct;
5. Participates in research, development, and implementation of operational processes and new programs;
6. Produces annual mediation report if requested or required;
7. Communicates with and makes referrals to state and local agencies such as the YMCA, IVLP, Idaho Legal Aid Services, etc.;
8. Connects members of the public who are in need of assistance with local housing authorities, assistance programs, and nonprofit organizations;
9. Keeps statistics and compiles data relating to the effectiveness of mediation in both criminal and civil cases;
10. Creates and files status reports in family law cases;
11. Assists family law litigants with accessing necessary family law curriculums, services, and available resources;
12. Maintains databases, rosters, and statistics on court-ordered services and administrative duties;
13. May communicate with area providers regarding court orders and litigant funding;
14. Performs a variety of administrative duties including answering the telephone, scheduling, copying, scanning, typing, and editing;
15. Accurately calculates child support and provides those calculations to necessary parties;
16. Assists the Court Assistance Office with initial contacts to their office
17. Provides information about eviction mediation, other civil case mediation, and criminal mediation to justice partners as well as the citizens of Canyon County;
18. May prepare grant proposals, monitor grant funds, and prepare grant completion reports;
19. May be requested to complete additional training or professional development;
20. Performs related functions as required per the TCA or designee.

Proposed Timeline

Our anticipated timeline for FCS Support Specialist is as follows:

Request for Resolution	08/01/2023
Anticipated Start Date	10/02/2023
Completion of FCS & CAO Initial Training	10/20/2023
First Quarterly Evaluation	01/02/2024

Budget

ARPA:	\$	Base Pay:	\$50,960.00
Canyon County:	\$	<u>Paid Benefits:</u>	<u>\$31,070.97</u>
		Total Compensation:	\$82,030.97

Organizational Structure

