

Administrative and Procedural Updates

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Statewide Electronic Filing Project Update

The State Court Administrative Office (SCAO) formally kicked off their e-filing project in August 2017.

E-Filing will be mandatory for all courts, case types, and filers with certain limited exceptions which have not yet been finalized.

ImageSoft has been selected as the vendor for the statewide e-filing system, a Michigan based company.

The same electronic filing access portal system will be used statewide for all types of courts, called MiFILE.

Specific courts will be brought on individually. SCAO has announced the following timetable for implementation:

- The five courts that had operated their own e-filing projects are to be implemented by the end of 2017. (3rd, 6th, 13th, 16th & 20th Circuit Courts)
- Expansion to all Michigan courts between January 2018 and June 2021.

The specific timeframe for implementation in the Wayne County Probate Court is uncertain at this time.

Online Payment Option - CourtView

An online payment option via the CourtView system is being reviewed for use in the Wayne County Probate Court. Once implemented, outstanding payments can be made online, without the need to physically come to court. Implementation is anticipated in 2018.

Recent legislative changes relating to e-filing has made this possible.

Attorney Line and Check-In

The court now dedicates two clerks to the Attorney Line and they process only work filed by attorneys; however, other intake staff at the Probate Counter may also process

pleadings for attorneys if they are next in line to be serviced. Please check in for service with the Attorney Line clerks located in the back of Room 1307 (the prior location for the Information Line) at the Probate Counter.

Staff Training

The Court has experienced its highest turnover rate within the last year. More than 1/3 of the staff has been with the court less than a year.

To address this concern, the Court has added 6 more positions in the General Offices Department, which consists of the Service Clerks and Counter Clerks at the Probate Counter, the Cashiers, and Mental Health clerks.

Although training efforts are constant, not everyone at the counter is fully trained yet, and there are still 3 vacancies in this department.

Of the 12 positions in our Records Department, 3 are vacant, and 9 have been hired in the last 6 months.

Training has become one of the Court's highest priorities. A new training room has been completed, and a Training Coordinator has been hired. The Coordinator has begun to develop training plans for all individuals in the court as well as schedule, conduct, and monitor specific training efforts.

As part of the training, management continues to meet with the Probate Counter staff to enhance their understanding of the check in procedure, attorney line procedures, and the priority of "drop box" and mailed items.

Since May, the average wait time to see an intake clerk has been reduced by 15 minutes. Processing time will continue to improve as the staff becomes fully trained.

We appreciate your patience as we work toward stabilizing staffing levels and improving employee training.

Lunchtime Video Staff Training Program

Kudos to the Wayne County Probate Bar Association, who has generously sponsored weekly lunchtime staff training sessions this summer.

These sessions have been videotaped and placed on the Court's intranet, along with outlines for each topic.

The videos and handouts are being utilized for training new employees and are also available as a resource for all staff.

Mental Health Assignments – Notification of Declination of Cases

If your schedule has changed after you've agreed to receive assignments for mental health cases, please notify the Judge of Record's Courtroom Coordinator immediately.

This allows the Court to quickly assign the case(s) as they are filed and permit them to be heard within the time frame required by law without the need for time consuming reassignments.

The Judge of record will appreciate your prompt notification to the Court if you are unable/unwilling to provide representation for a particular proceeding(s).

Attorney Change of Address

The Court is in the process of implementing an automated attorney address update system. Once implemented, the Court will no longer accept change of address information directly from attorneys. The data will be automatically uploaded from the State Bar of Michigan into our case management system. Attorney change of address notifications must be filed directly with the State Bar of Michigan. Once an implementation date has been identified, a notice will go out to attorneys with more detail.

Selected Documents Available via Electronic Image Only

In an effort to reduce paper, in 2015, the Court began maintaining certain documents as a digital image only. The physical copies of these documents are no longer available in the case file. The list of imaged-only documents continues to increase. When reviewing a file, please begin by reviewing information in CourtView, the court's case management system. Please request the physical file only if images are not available. The Court began imaging all court documents in October, 2003.

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