

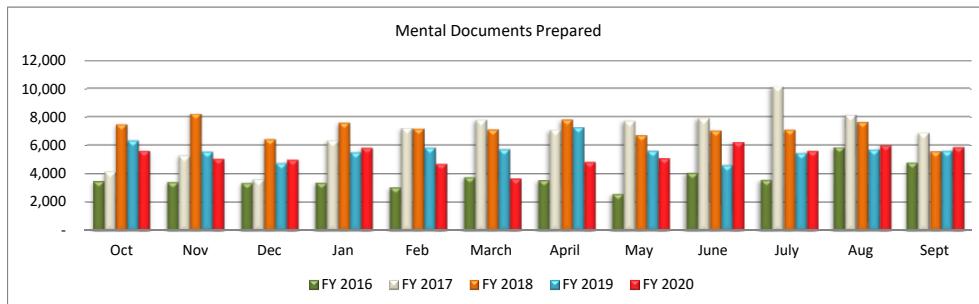
MENTAL - DOCUMENT PREPARATION

Receive all applications, motions, notices or any other paper document or item made part of the record. These shall be filed with the clerk. Accurately record and prepare case files, prepare service papers and contact deputies and hospitals to serve papers in a timely manner.

Description of measures as reported from County Clerk Probate/Mental Department Odyssey Software System.

FY 2020 Goals & Objectives

- Consistently meet requirements set by statute. Documents prepared and patient served within 24 hours.



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|-------|--------|
| FY 2016 | 3,490 | 3,418 | 3,358 | 3,370 | 3,044 | 3,754 | 3,560 | 2,595 | 4,069 | 3,564 | 5,875 | 4,782 | 44,879 |
| FY 2017 | 4,149 | 5,262 | 5,398 | 6,326 | 7,203 | 7,768 | 7,078 | 7,707 | 7,893 | 10,143 | 8,120 | 6,865 | 82,112 |
| FY 2018 | 7,465 | 8,227 | 6,428 | 7,584 | 7,161 | 7,103 | 7,800 | 6,712 | 7,027 | 7,088 | 7,623 | 5,574 | 85,792 |
| FY 2019 | 6,319 | 5,542 | 4,733 | 5,495 | 5,823 | 5,708 | 7,251 | 5,591 | 4,588 | 5,441 | 5,687 | 5,583 | 67,761 |
| FY 2020 | 5,602 | 5,057 | 4,983 | 5,828 | 4,697 | 3,666 | 4,823 | 5,101 | 6,247 | 5,613 | 5,989 | 5,872 | 63,478 |

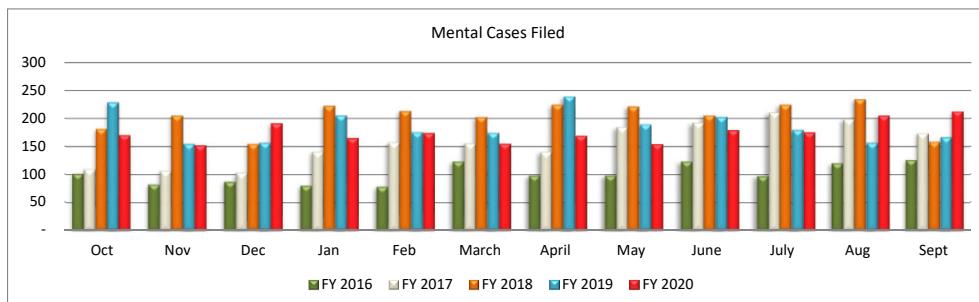
MENTAL - CASE DETAIL

Attend preliminary hearings, update files, prepare for final hearings, contact hospitals and attend final hearings.

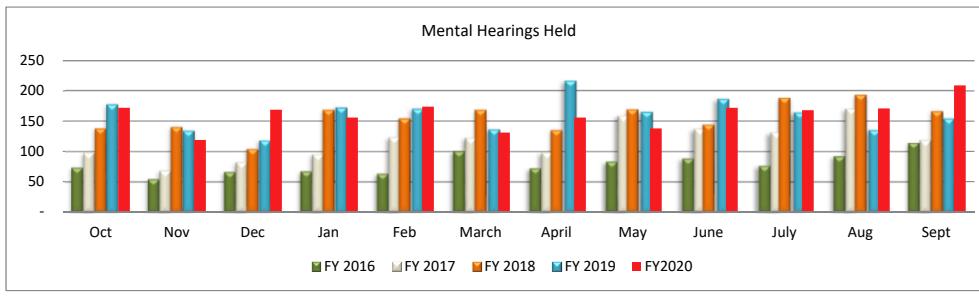
Description of measures as reported from County Clerk Probate/Mental Department-Odyssey Software System.

FY 2020 Goals & Objectives

- Consistently meet statutory requirements of 24 hours to issue. Complete Order of Protective Custody within 2 hours of receipt from hospital.

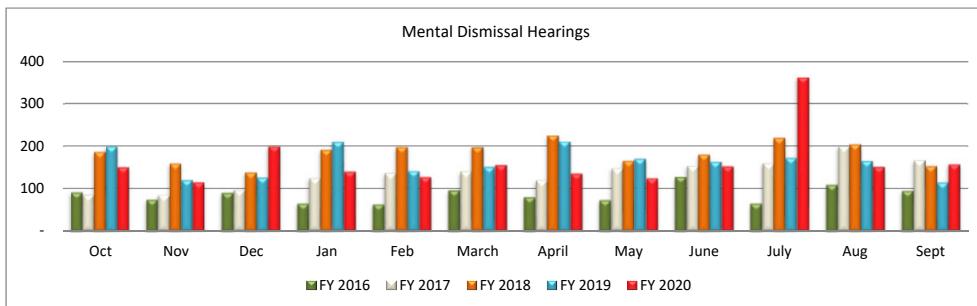


| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 101 | 82 | 87 | 80 | 78 | 123 | 98 | 98 | 123 | 97 | 120 | 126 | 1,213 |
| FY 2017 | 109 | 106 | 103 | 140 | 157 | 155 | 140 | 184 | 192 | 210 | 198 | 173 | 1,867 |
| FY 2018 | 181 | 205 | 154 | 222 | 213 | 202 | 224 | 221 | 205 | 224 | 234 | 158 | 2,443 |
| FY 2019 | 228 | 154 | 156 | 205 | 175 | 174 | 239 | 189 | 202 | 179 | 156 | 166 | 2,223 |
| FY 2020 | 170 | 152 | 191 | 165 | 174 | 155 | 169 | 154 | 179 | 175 | 205 | 213 | 2,102 |



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 73 | 54 | 66 | 67 | 63 | 100 | 72 | 83 | 88 | 76 | 92 | 114 | 948 |
| FY 2017 | 98 | 68 | 82 | 95 | 123 | 122 | 98 | 158 | 137 | 131 | 170 | 118 | 1,400 |
| FY 2018 | 138 | 140 | 104 | 168 | 154 | 168 | 135 | 169 | 144 | 188 | 193 | 166 | 1,867 |
| FY 2019 | 177 | 134 | 118 | 172 | 170 | 136 | 216 | 165 | 186 | 164 | 135 | 154 | 1,927 |
| FY 2020 | 172 | 119 | 169 | 156 | 174 | 131 | 156 | 138 | 172 | 168 | 171 | 209 | 1,935 |

County Clerk - Probate Mental FY 2020



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 91 | 74 | 90 | 65 | 63 | 96 | 80 | 73 | 128 | 65 | 109 | 95 | 1,029 |
| FY 2017 | 85 | 84 | 96 | 124 | 136 | 140 | 119 | 147 | 153 | 159 | 199 | 166 | 1,608 |
| FY 2018 | 186 | 159 | 138 | 191 | 198 | 197 | 225 | 165 | 180 | 219 | 204 | 153 | 2,215 |
| FY 2019 | 199 | 120 | 126 | 210 | 141 | 151 | 211 | 170 | 163 | 172 | 165 | 114 | 1,942 |
| FY 2020 | 150 | 115 | 199 | 140 | 127 | 155 | 135 | 124 | 152 | 362 | 151 | 157 | 1,967 |

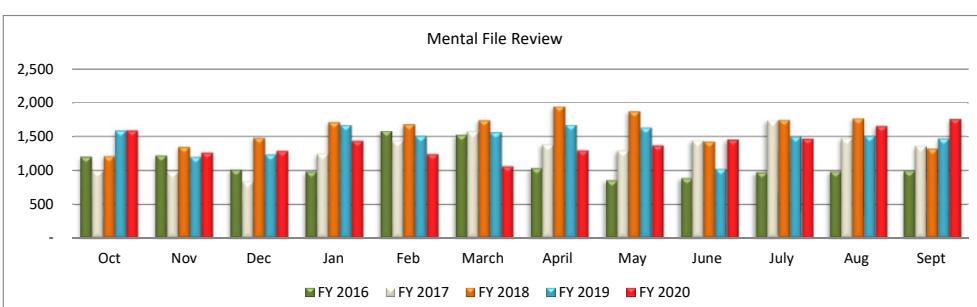
MENTAL - FILE REVIEW

Attend preliminary hearings, update files, prepare for final hearings, contact hospitals and attend final hearings. Cases must be reviewed within 1 business day after a hearing is held.

Description of measures as reported from County Clerk Probate/Mental Department-Odyssey Software System.

FY 2020 Goals & Objectives

- Consistently meet requirements for case review. Cases are reviewed the same morning hearing is held.



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| FY 2016 | 1,200 | 1,218 | 1,008 | 980 | 1,582 | 1,522 | 1,030 | 851 | 884 | 970 | 982 | 991 | 13,218 |
| FY 2017 | 988 | 976 | 831 | 1,243 | 1,433 | 1,570 | 1,376 | 1,286 | 1,436 | 1,734 | 1,470 | 1,356 | 15,699 |
| FY 2018 | 1,207 | 1,343 | 1,477 | 1,707 | 1,677 | 1,736 | 1,943 | 1,869 | 1,423 | 1,739 | 1,763 | 1,319 | 19,203 |
| FY 2019 | 1,586 | 1,194 | 1,232 | 1,666 | 1,504 | 1,560 | 1,670 | 1,628 | 1,019 | 1,495 | 1,505 | 1,467 | 17,526 |
| FY 2020 | 1,587 | 1,264 | 1,287 | 1,434 | 1,240 | 1,060 | 1,294 | 1,368 | 1,454 | 1,468 | 1,653 | 1,756 | 16,865 |

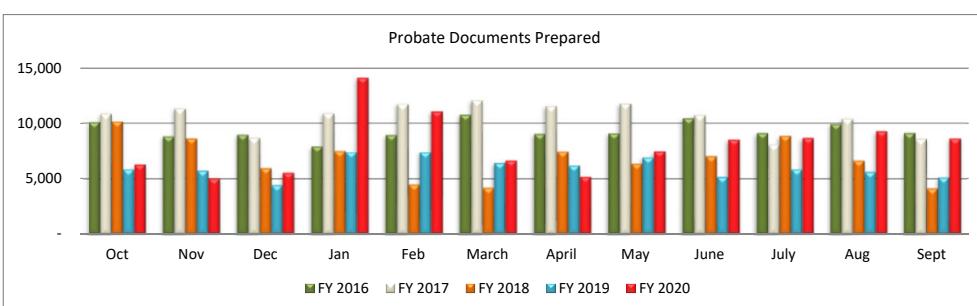
PROBATE/GUARDIANSHIPS - DOCUMENT PREPARATION

Receive all applications, file and prepare case files for hearings, prepare citations and scan.

Description of measures as reported from County Clerk Probate/Mental Department-Odyssey Software System.

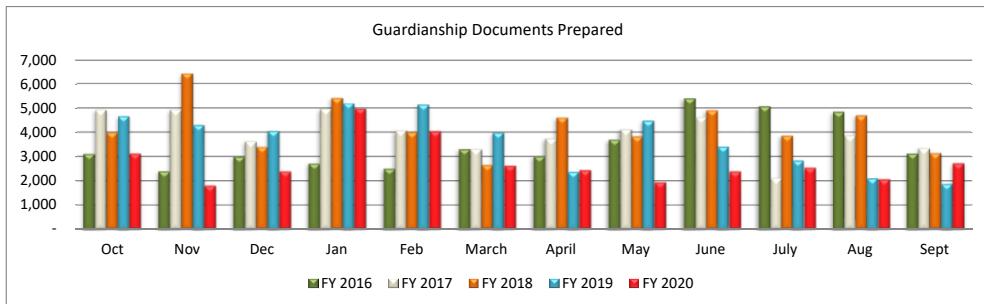
FY 2020 Goals & Objectives

- Consistently meet statutory requirements for document preparation. These documents are prepared within 1 business day of receipt.



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|----------------|--------|--------|-------|--------|--------|--------|--------|--------|--------|-------|--------|-------|---------|
| FY 2016 | 10,072 | 8,783 | 8,933 | 7,871 | 8,907 | 10,741 | 9,016 | 9,059 | 10,418 | 9,075 | 9,890 | 9,080 | 111,845 |
| FY 2017 | 10,827 | 11,269 | 8,645 | 10,846 | 11,679 | 12,015 | 11,490 | 11,719 | 10,694 | 8,046 | 10,359 | 8,547 | 126,136 |
| FY 2018 | 10,136 | 8,601 | 5,931 | 7,476 | 4,468 | 4,168 | 7,416 | 6,320 | 7,001 | 8,841 | 6,601 | 4,097 | 81,056 |
| FY 2019 | 5,820 | 5,707 | 4,391 | 7,381 | 7,374 | 6,396 | 6,160 | 6,886 | 5,140 | 5,812 | 5,590 | 5,096 | 71,753 |
| FY 2020 | 6,248 | 4,978 | 5,501 | 14,067 | 11,026 | 6,606 | 5,135 | 7,433 | 8,492 | 8,629 | 9,244 | 8,589 | 95,948 |

*Disaster Declaration issued by County Judge on March 16, 2020 due to COVID-19



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| FY 2016 | 3,117 | 2,404 | 3,007 | 2,718 | 2,508 | 3,310 | 3,020 | 3,705 | 5,395 | 5,074 | 4,845 | 3,132 | 42,235 |
| FY 2017 | 4,924 | 4,928 | 3,626 | 4,963 | 4,074 | 3,301 | 3,736 | 4,112 | 4,617 | 2,117 | 3,864 | 3,341 | 47,603 |
| FY 2018 | 3,996 | 6,431 | 3,394 | 5,411 | 4,002 | 2,644 | 4,600 | 3,832 | 4,903 | 3,856 | 4,695 | 3,139 | 50,903 |
| FY 2019 | 4,665 | 4,303 | 4,061 | 5,212 | 5,145 | 3,989 | 2,384 | 4,478 | 3,420 | 2,845 | 2,118 | 1,880 | 44,500 |
| FY 2020 | 3,125 | 1,797 | 2,387 | 4,985 | 4,041 | 2,623 | 2,437 | 1,936 | 2,384 | 2,542 | 2,053 | 2,711 | 33,021 |

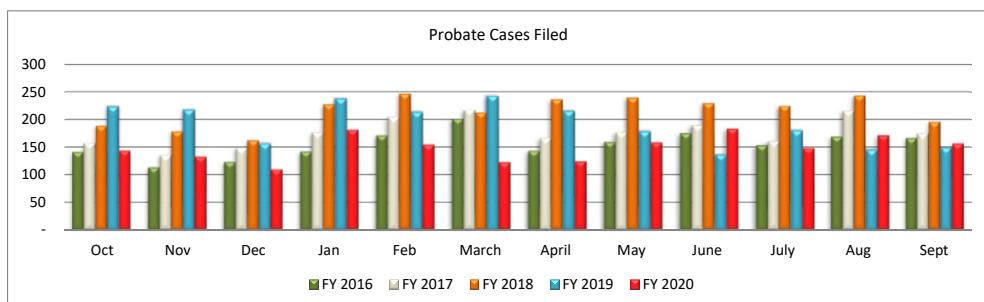
PROBATE/GUARDIANSHIPS - CASE FILE DETAIL

File all pleadings, motions, notices, briefs, proposed orders, proposed judgments, and any other paper, document or thing made a part of record that shall be filed with the clerk that are mailed by customers or E-Filed by attorneys to be added to file. Enter case information on computer into proper case file. Scan documents as filed. In Guardianship cases send Court Investigator copy of file, when we receive report from Court Investigator, we appoint Attorney Ad Litem to represent the individual. Set hearings and maintain Judges calendar. Send notices, perform record searches, issue certified and exemplified copies. Keep in contact with attorneys on hearings and reminder of any filings that need to be sent in. Scan and verify as needed.

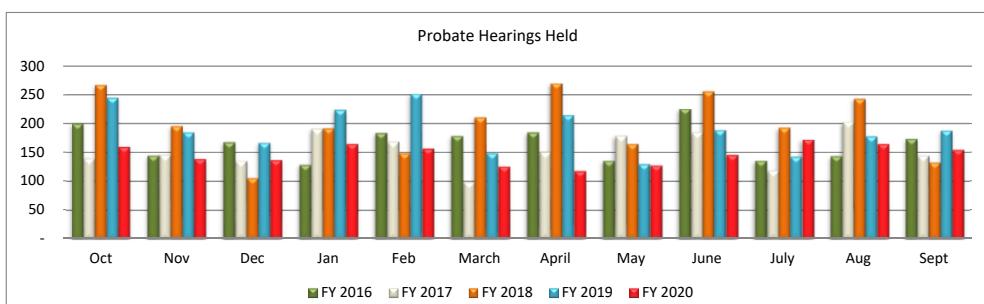
Description of measures as reported from County Clerk Probate/Mental Department-Odyssey Software System.

FY 2020 Goals & Objectives

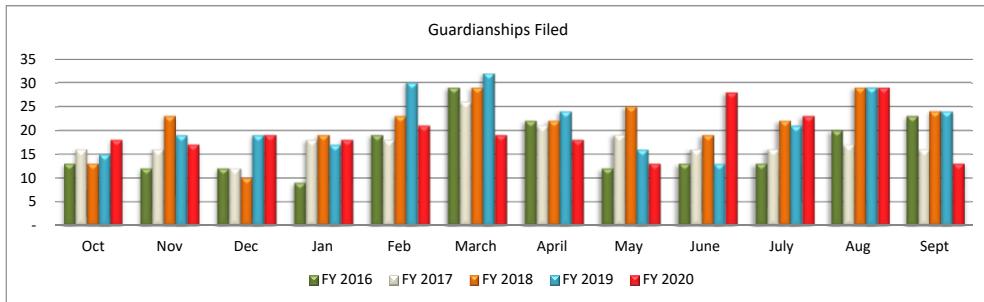
- Consistently meet statutory requirement of case filings, to be completed within 2 days and QC'ed within 2 business days.



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 141 | 113 | 123 | 142 | 171 | 201 | 143 | 159 | 175 | 153 | 169 | 166 | 1,856 |
| FY 2017 | 157 | 135 | 148 | 176 | 204 | 217 | 166 | 176 | 189 | 160 | 215 | 174 | 2,117 |
| FY 2018 | 188 | 178 | 162 | 227 | 246 | 212 | 236 | 239 | 229 | 224 | 243 | 195 | 2,579 |
| FY 2019 | 223 | 217 | 156 | 237 | 213 | 242 | 215 | 178 | 136 | 180 | 145 | 149 | 2,291 |
| FY 2020 | 143 | 132 | 109 | 181 | 154 | 122 | 124 | 158 | 183 | 148 | 171 | 156 | 1,781 |



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 199 | 144 | 167 | 128 | 183 | 178 | 184 | 135 | 225 | 135 | 143 | 173 | 1,994 |
| FY 2017 | 139 | 145 | 135 | 190 | 168 | 98 | 150 | 178 | 184 | 118 | 202 | 144 | 1,851 |
| FY 2018 | 266 | 195 | 105 | 191 | 148 | 210 | 269 | 164 | 255 | 192 | 242 | 132 | 2,369 |
| FY 2019 | 244 | 184 | 166 | 223 | 251 | 148 | 214 | 129 | 188 | 142 | 177 | 187 | 2,253 |
| FY 2020 | 159 | 138 | 136 | 164 | 156 | 125 | 117 | 127 | 145 | 172 | 164 | 154 | 1,757 |



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-----|-----|-----|-----|-----|-------|-------|-----|------|------|-----|------|-------|
| FY 2016 | 13 | 12 | 12 | 9 | 19 | 29 | 22 | 12 | 13 | 13 | 20 | 23 | 197 |
| FY 2017 | 16 | 16 | 12 | 18 | 18 | 26 | 21 | 19 | 16 | 16 | 17 | 16 | 211 |
| FY 2018 | 13 | 23 | 10 | 19 | 23 | 29 | 22 | 25 | 19 | 22 | 29 | 24 | 258 |
| FY 2019 | 15 | 19 | 19 | 17 | 30 | 32 | 24 | 16 | 13 | 21 | 29 | 24 | 259 |
| FY 2020 | 18 | 17 | 19 | 18 | 21 | 19 | 18 | 13 | 28 | 23 | 29 | 13 | 236 |

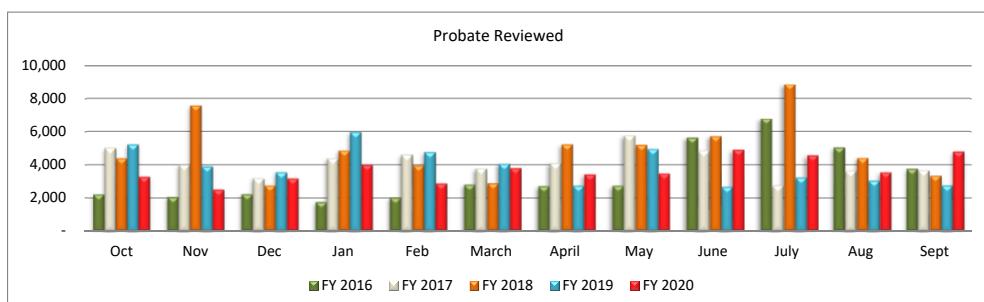
PROBATE/GUARDIANSHIPS - FILE REVIEW

Accurately accept and verify all documents. On special cases arrange for Court Reporter to be retained. After hearing, review files for orders signed by Judge. Prepare all required documents including Letters of Testamentary, Letters of Guardianship and citations. Accurately enter information in court management database. Maintain Judge's calendar for any hearing for continuance. Fax orders to Auditor for Ad Litem Pay. Send annual reports and accounting to Guardians in month in which they qualified.

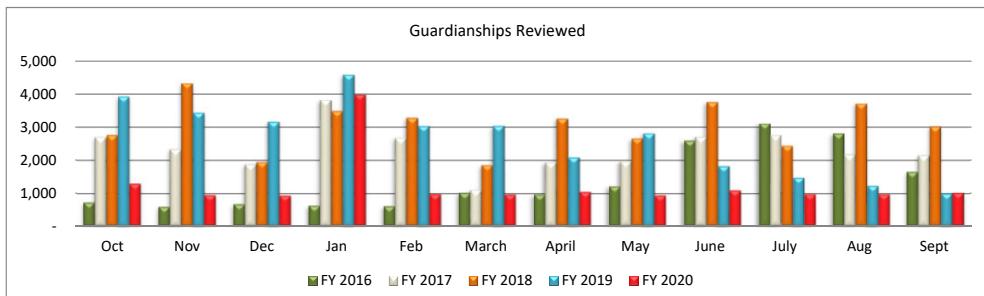
Description of measures as reported from County Clerk Probate/Mental Department-Odyssey Software System.

FY 2020 Goals & Objectives

- Consistently meet requirements for case review. Case reviewed 1 day prior to hearing and within 1 day following Court hearing in both Probate and Guardianship cases and QC'ed within 2 business days.



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| FY 2016 | 2,197 | 2,030 | 2,209 | 1,732 | 1,999 | 2,787 | 2,687 | 2,725 | 5,612 | 6,780 | 5,022 | 3,742 | 39,522 |
| FY 2017 | 5,001 | 3,989 | 3,174 | 4,353 | 4,602 | 3,766 | 4,078 | 5,745 | 4,835 | 2,747 | 3,629 | 3,653 | 49,572 |
| FY 2018 | 4,369 | 7,557 | 2,733 | 4,835 | 3,928 | 2,866 | 5,206 | 5,176 | 5,689 | 8,841 | 4,384 | 3,320 | 58,904 |
| FY 2019 | 5,205 | 3,891 | 3,547 | 5,959 | 4,751 | 4,043 | 2,742 | 4,936 | 2,674 | 3,222 | 3,039 | 2,752 | 46,761 |
| FY 2020 | 3,256 | 2,479 | 3,146 | 3,984 | 2,842 | 3,789 | 3,395 | 3,453 | 4,885 | 4,549 | 3,528 | 4,769 | 44,075 |



| | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | Total |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| FY 2016 | 710 | 579 | 658 | 616 | 602 | 1,005 | 953 | 1,201 | 2,582 | 3,110 | 2,803 | 1,640 | 16,459 |
| FY 2017 | 2,688 | 2,320 | 1,864 | 3,816 | 2,667 | 1,091 | 1,929 | 1,961 | 2,692 | 2,747 | 2,164 | 2,138 | 28,077 |
| FY 2018 | 2,753 | 4,328 | 1,935 | 3,478 | 3,273 | 1,843 | 3,251 | 2,654 | 3,749 | 2,430 | 3,701 | 3,010 | 36,405 |
| FY 2019 | 3,925 | 3,435 | 3,162 | 4,579 | 3,029 | 3,036 | 2,084 | 2,805 | 1,819 | 1,475 | 1,228 | 994 | 31,571 |
| FY 2020 | 1,278 | 934 | 922 | 3,984 | 966 | 951 | 1,030 | 926 | 1,075 | 958 | 957 | 999 | 14,980 |