

Continuity of Operations Plan

2011

Orleans Parish Juvenile Court

421 Loyola Avenue

New Orleans, LA 70112

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OVERVIEW

The Orleans Parish Juvenile Court Continuity of Operations Plan (COOP) is based on *the Department of Homeland Security (DHS) Headquarters Continuity of Operations (COOP) Guidance Document, dated April 2004.*

Questions concerning this plan can be directed to:

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I. EXECUTIVE SUMMARY

The Orleans Parish Juvenile Court (OPJC) Continuity of Operations Plan (COOP) establishes policies and guidelines to ensure the execution of essential functions for the Court in the event an emergency threatens or incapacitates operations, including the relocation of selected personnel.

Specifically, the plan is designed to:

- Ensure the Orleans Parish Juvenile Court is prepared to respond to emergencies, recover from them, and mitigate against their impacts.
- Ensure the Orleans Parish Juvenile Court is prepared to provide critical services in an environment that is threatened, diminished, or incapacitated.

II. INTRODUCTION

Orleans Parish has developed plans to protect the citizens in the event of a disaster, civil disturbance, pandemic or unusual occurrence. The Orleans Parish Civil Sheriff has developed a plan to secure and protect the premises of the Civil District Court building housing Orleans Parish Juvenile Court. Preparation to manage such disaster requires a realistic combination of the efforts of different agencies. Orleans Parish Juvenile Court will be responsible for ensuring all its employees are informed, prepared and in constant communication to provide the safest possible outcomes in the event of a disaster.

III. PURPOSE

The following plan will establish leadership guidelines for managing unusual occurrences and the continuity of essential court functions. An unusual event may be natural or man-made and may cause services to be interrupted. Examples of an “unusual event” include but are not limited to fire, electrical outage, pandemic and weather-related events. The plan is designed to prioritize the continuation, mitigation, and restoration of Juvenile Court operations that may be interrupted due to unusual occurrences. The objectives of the plan include:

- Ensure the continuous performance of the Court’s essential functions/operations during an emergency;
- Protect essential equipment, records, information technology and other assets;
- Reduce or mitigate disruption of operations;
- Identify and designate principals and support staff to be relocated;
- Facilitate decision-making for execution of the Plan and the subsequent conduct of operations;
- Achieve a timely and orderly recovery from the emergency and resumption of full service to all customers.

IV. APPLICABILITY AND SCOPE

- This document is applicable to Orleans Parish Juvenile Court.
- Support from other state agencies, city and local governments as described herein will be coordinated with the responsible office as applicable.

V. ESSENTIAL FUNCTIONS

It is important to establish priorities before an emergency to ensure that the relocated staff can complete the essential functions during an emergency. All designated persons shall ensure that the essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any task not deemed essential must be deferred until additional personnel and resources become available.

Priority	Essential Functions
1.	<p>Ensure that the following legally mandated hearings are held within the time restraints required by law:</p> <ul style="list-style-type: none"> a. Juvenile Delinquency Continued Custody Hearings – Pursuant to Louisiana Ch.C.Art. 819, when a child has been arrested and the judge has found reasonable grounds to hold the juvenile in the custody of the juvenile detention center, a continued custody hearing must be held within 3 days after the child's entry into the juvenile detention center and a probable cause determination must be made at that time. b. Child in Need of Care Continued Custody Hearings – Pursuant to Louisiana Ch.C. Art. 624, when a child has been taken into custody of the state and is not released to the care of his parents, a continued custody hearing must be held within 3 days after the child's entry into custody. <p>Staffing Requirements: The Judge, a Minute Clerk, Court Recorder and Security Personnel</p> <p>Resource Requirements: A courtroom, recording equipment and access to the court's network. If these resources are not available, hearings can be recorded on a simple tape recorder and documents prepared manually.</p>
2.	<p>Ensure that all pleadings are filed and docketed in a timely manner.</p> <p>Staffing Requirements: Clerk of Court.</p> <p>Resource Requirements: Office space, file stamp, copier/printer, docket ledger, miscellaneous office supplies and access to the court's network.</p>
3.	<p>Ensure that all essential finance and accounting functions are maintained.</p> <p>Staffing Requirements: Judicial Administrator and Fiscal Administrator</p> <p>Resource Requirements: Office space, personal computer equipped with accounting and other essential software, copier/printer, budget book, financial policies, audit report, most recent balances, checks, deposit slips, stamps and miscellaneous office supplies.</p>

Priority	Essential Functions
4.	<p>Ensure that the collection and distribution of fees and costs are maintained in accordance with proper accounting procedures.</p> <p>Staffing Requirements: Judicial Administrator and Fiscal Administrator</p> <p>Resource Requirements: Office space, cash register, receipt book and miscellaneous office supplies.</p>

VI. AUTHORITIES AND SUPPORT

The Chief Judge and the Deputy Chief Judge, in consultation with all the judges, are the authorizing figures in ensuring essential court functions are carried out during an emergency. In the event there is no Deputy Chief Judge the most senior Judge will have authority in consultation. The Judicial Administrator, Assistant Judicial Administrator and Management Personnel are supporting authorities. Management Personnel includes the Clerk of Juvenile Court, the Director of FINS, Director of Drug Court, Director of IT, Fiscal Administrator, Recovery Coordinator and one Point Person appointed by the Judges for each section of juvenile court. Assisting authorities are the New Orleans Police Department, the Orleans Parish Sheriff, Orleans Parish District Attorney's Office, Juvenile Regional Services, Department of Children and Family Services, and the Office of Juvenile Justice.

VII. CONCEPT OF OPERATIONS

Emergency operations for the Orleans Parish Juvenile Court are only those essential functions of the court (as stated above) that must be continued, even in a state of emergency. Pursuant to law, specific time restraints ensure that children are not held in custody for indefinite periods of time. Other types of matters heard by Juvenile Court on a daily basis would have to be rescheduled at such time when adequate resources become available. Some examples of hearings that could be rescheduled under emergency conditions are as follows:

- Juvenile Delinquency and Child in Need of Care matters wherein the child has been released to the custody of a family member.
- Adoptions
- Termination of Parental Rights
- Child Support
- Families in Need of Services
- Juvenile Traffic
- Motions for Disclosure/Expungements
- Motions for Voluntary Transfer of Custody

- Truancy
- Any other miscellaneous hearings
- (In the case of an extended interruption in operations a request for an emergency proclamation from the Louisiana Supreme Court to temporarily suspend ASFA time-lines may be necessary)

A. PHASE I: ACTIVATION AND RELOCATION

1. Decision Process

The Chief Judge is responsible for declaring a state of emergency for the Orleans Parish Juvenile Court in consultation with the Mayor's Office and Homeland Security.

Once a disaster is declared based on the initial levels of outage, OPJC immediately goes on **Level 1 Outage – Short-Term outage (less than 72 hours)** – Staff should remain within commuting distance.

Level II Outage – Mid-Term Outage (72 hours to 3 months) – Execute formal disaster recovery strategy which will include declaring a disaster and possibly going to an alternate site. Operations will possibly be moved to the First Parish Court, 924 David Dr., Metairie, LA 70003-5135 (Pending Confirmation). Please see Appendix D for Alternate Site Addresses and Contact Information)

Level III Outage – Long-Term Outage (3 months or more) – Execute formal disaster recovery strategy (Level II), and it may involve permanently relocated OPJC's base of operations. The court must execute the plan to begin to move operations permanently. Operations will possibly be moved to Baton Rouge Juvenile Court, 8333 Veterans Memorial Blvd., Baton Rouge, LA 70807-4002 (Pending Confirmation). Please see Appendix D for Alternate Site Addresses and Contact Information.)

2. Alert, Notification, and Implementation Process

If the situation allows for warning during normal working hours, Judges and staff may be alerted prior to the activation of the COOP. Information will normally be passed telephonically by the Judicial Administrator and Managing Personnel using an emergency contact directory following the *Internal Communication and Reporting Protocol*. All staff should remain at their office until specific guidance is received. The Judicial Administrator under the direction of the Chief Judge/Deputy Chief Judge will order the activation of the Orleans Parish Juvenile Court COOP. The Judicial Administrator will notify the Mayor's Office and the Louisiana Supreme Court.

The Judicial Administrator will then contact the Managing Personnel who will contact staff for whom each is responsible with all pertinent information including the emergency relocation. Staff will also be notified at this time as to who will need to report to work immediately.

The recovery strategy is to restore daily operations and computer systems in a timely manner. OPJC notification process as related to COOP activation should allow for a smooth transition of the Judges and essential staff to an alternate facility to continue execution of the essential functions of the Court. Notification may be via personal contact, telephone, cell phone, pager, radio and/or TV broadcasts, email, postings to the OPJC website (www.opjc.com) and navigate to the **emergency section** for updates on the status of the court. Employees will be required to check-in on such website with their relocation information in times of extended evacuation.

The Managing Personnel, with the oversight of the Chief Judge, will be responsible for the implementation of the COOP. Managing Personnel includes:

- Assistant Judicial Administrator
- Clerk of Juvenile Court
- Fiscal Administrator
- Director of Families In Need of Supervision
- Director of Drug Court
- Director of Information Technology
- Section A Point Person
- Section B Point Person
- Section C Point Person
- Section D Point Person
- Section E Point Person
- Section F Point Person

See Appendix A: Internal Communication and Reporting Protocol

3. Leadership

Successors

1. **Chief Judge** - will activate COOP, notify the Judicial Administrator and give relocation site. Chief Judge will set up an alternate site if necessary. Chief Judge will assist the Judicial Administrator in the coordination of the release of information to media and interaction with community leaders

2. **Deputy Chief Judge** - The Judicial Administrator will contact the alternate Judge(s) in the absence of the Chief Judge. Also, in the absence of the Chief Judge, the Deputy Chief Judge will assist the Judicial Administrator in the coordination of the release of information to the media and interaction with community leaders.

3. **Judicial Administrator** - The Judicial Administrator will alert the Managing Personnel and instruct them to contact essential employees, give relocation site and assist the Chief Judge with alternate site if necessary. The Judicial Administrator will also contact the Mayor, the President of the City Council, Civil and Criminal District Courts, the 4th Circuit Court of Appeal and the Louisiana Supreme Court and assist in contacting the media. Responsible for providing assistance with the set-up of alternate location and all financial and legal aspects of the incident. Will oversee all expenditures and their documents related to the incident.

4. **The Assistant Judicial Administrator** - The Assistant Judicial Administrator will contact court personnel, the Public Defender's Office, the District Attorney's Office, Louisiana Bar Association, the Orleans Bar Association, the Clerk of Court, Juvenile Regional Services, Mental Health Advocacy Service/Child Advocacy Program, DCFS, OJJ,CASA, as well as the media. The Assistant Judicial Administrator will assist with the set up of alternate site location if necessary, and coordinate logistics with the case managers, court reporters and court attorneys. Prepare essential personnel to hold court off site. Will assist the Judicial Administrator. Will secure the Juvenile Court space and offices, assess damage post-incident and coordinate repairs if necessary. Will assist the Judicial Administrator.

Successors

5. **Fiscal Administrator** - will contact the financial personnel and inform them of the location of the alternate site if necessary. This person will ensure that all important financial documents of the Court are removed and relocated during an evacuation including the budget, financial policy, audit report, inventory report, most recent bank balance, checks, deposit slips, stamps and any cash. This person will also be responsible for coordinating all emergency purchases and supplying the offices at the alternate site location. Responsible for assisting in contacting the employees and helping with set-up of the alternate site if necessary. Responsible for documenting and recording all costs and expenditures related to the incident. Assist the Assistant Judicial Administrator in carrying out their responsibilities.

6. **The IT Director** - The IT Director will be responsible for ensuring that the system back-up is evacuated as well as all necessary equipment. The IT Director will make sure the emergency section of the website is kept up-to-date and set up the alternate site, if necessary. Director will implement the recovery system in the evacuated location, if necessary.

7. **Managing Personnel** – Managing Personnel will contact remaining employees and assist the Judicial Administrator and Chief Judge in coordinating and disseminating information to all employees.

8. **Orleans Parish Civil Sheriff**- The Civil Sheriff will secure the building and coordinate the repairs necessary for court to resume in the building.

* In the event a person listed here is not available the successor will perform duties. If no Juvenile Court Judge is available to hear juvenile matters, a judge *pro tempore* will be appointed by the Louisiana Supreme Court.

VIII. PHASE II: ALTERNATE FACILITY OPERATIONS

In the event the building housing OPJC becomes inoperable, the City of New Orleans shall be responsible for providing a place to hold Juvenile Court hearings and making all necessary provisions for the conduct of the business of the Court. A place for legally mandated hearings would have to be designated immediately by the City in order to comply with stringent legal time restraints placed on hearing juvenile matters.

1. Preservation of Vital Records and Information Technology

Orleans Parish Juvenile Court stores and maintains many of its vital records on a computer system. The following table lists those systems that must be maintained. The list is prioritized for restart order in the event of a shut down.

The IT Department is responsible for generating advance backup dockets and storing them offsite with back-up tapes. OPJC routinely backs up each server weekly and monthly. The IT teams stores one backup week at the court building and a second week off-site. Monthly back ups are also stored off-site in Metairie. In the event of an emergency, the IT Director will remove the server and bring it to the designated alternate location. The alternate location *must have* available and running internet access preferably fast access DSL to ensure continuity of operations.

In the event there is no time to remove the server and there is an extended evacuation, the IT Director will have authority to purchase a new server to bring to the alternate location or to contract with a company with capacity to provide a host server. When it is safe to return to New Orleans, the IT Director will return to assess damage to the server, retrieve the server if functional and take it to the alternate location.

Essential court functions during an emergency could be successfully carried out at an alternate location without the computer system and without network capability. Hearings could be recorded on a simple tape recorder and documents prepared manually.

The court will have remote access to a server which will be secure.

System Name	Current Location	Other Locations
OPJC 1-administration	City Hall	Full back-ups are done every Friday, differential back-ups daily, and the closest full back-up at the end of the month is stored offsite in a water-resistant fire proof safe. Previous three Friday and daily tapes are taken off-site as well.
OPJC2 – exchange server	City Hall	Full back-ups are done every Friday, differential back-ups daily, and the closest full back-up at the end of the month is stored offsite in a water-resistant fire proof safe. Previous three Friday and daily tapes are taken off-site as well.
OPJC3 – user documents	City Hall	Full back-ups are done every Friday, differential back-ups daily, and the closest full back-up at the end of the month is stored offsite in a water-resistant fire proof safe. Previous three Friday and daily tapes are taken off-site as well.
OPJC4 – sql server	City Hall	Full back-ups are done every Friday, differential back-ups daily, and the closest full back-up at the end of the month is stored offsite in a water-resistant fire proof safe. Previous three Friday and daily tapes are taken off-site as well.

System Name	Current Location	Other Locations
OPJC5- terminal server	City Hall	OPJC backs up server weekly and monthly; week one is stored at court, week two stored and monthly stored off-site – IT Team takes any tapes at court off site for evacuation. A virtual machine clone has been created and stored on an external drive.

The following Court officials will have a laptop with a wireless connection card to enable them to conduct Court business as necessary:

- Judges
- Judicial Administrator
- Assistant Judicial Administrator
- Clerk of Court
- Fiscal Administrator
- IT Director
- IT Assistant
- Drug Court Director
- Case Manager
- FINS Director
- Accountant

2. Emergency Expenditures

Approval of emergency expenditures in the event the COOP has to be implemented will be provided as follows:

- a. Invoices less than or equal to **five thousand dollars (\$5,000.00)** may be approved by the Fiscal Administrator and the check for such expenditures may be signed by the Chief Judge, the Deputy Chief Judge or the Judicial Administrator upon availability.

b. Invoices greater than **ten** thousand dollars (**\$10,000.00**) but less than **twenty-five** thousand dollars (**\$25,000.00**) must be approved by the Judicial Administrator through email and/or facsimile communication to provide sufficient authorization for payment.

c. Invoices greater than **twenty-five** thousand dollars (**\$25,000.00**) must be approved by the Judges en banc through email and/or facsimile communication to provide sufficient authorization.

B. PHASE III: RECONSTITUTION

The Managing Personnel will develop reconstitution plans and schedules to ensure an orderly transition of all Orleans Parish Juvenile Court functions, personnel, equipment, and records from the temporary alternate location to a new restored court facility. Juvenile Court Judges will approve the plans and schedules to resume normal operations once the emergency is over. The Chief Judge and Deputy Chief Judge in coordination with the Judicial Administrator will oversee the reconstitution process.

Court case managers will compile a listing of all children in placement and will evacuate with the listing. During evacuation, the case managers will make every effort to obtain updates on the status of the children in placement.

The Detention Judge and his or her court staff will contact the Directors of all Orleans Parish juvenile detention centers, parents, guardians and families of detained children and youth and immediately begin emergency continued custody hearings to release as many children and youth to the custody and control of their parents, guardians and families as practicable.

For children and youth who pose a threat to the community, the Court will release the child or youth to a parent/guardian/family member with an anklet equipped via satellite with a Global Positioning Systems capability.

In the event there is no time to coordinate hearings or there are children and youth in detention whose parents, guardians or families cannot be contacted, those children shall be evacuated pursuant to the recommendation of the New Orleans Corrections Committee to a federal facility. The designated Court Team will travel to the selected location. Housing will be available for the Court Team at the federal facility. The Corrections Committee will select the evacuation site. A cooperative agreement has not been executed with the Department of Justice.

In the event no such agreement is executed when there is a risk of imminent threat, the City of New Orleans, through the New Orleans Police Department (NOPD), will transport any detained youth to East Baton Rouge Parish (EBR). In the event there is a risk to EBR, NOPD will transport children and youth to Lafayette, Louisiana. The OPJC court team will travel to either EBR or Lafayette.

Family in Need of Services (FINS) and Drug Court will make every effort to locate all children they oversee. FINS and Drug Court will compile a list of contact information and will manage the case as necessary during an evacuation.

IX. COOP PLANNING RESPONSIBILITIES

The continued responsibility for developing, editing, and revising this plan will be the responsibility of the Chief Judge, Judicial Administrator, Managing Personnel and other agencies as needed. Managing Personnel will develop a plan with their staff to ensure equipment and files are properly stored, staff is located, status and welfare reported and that information is shared with others. Plans will be updated by June 1 of each year.

A. INCIDENT PLANNING TEAM

Responsibility	Position
Responsible for media inquiries, coordination of the release of information to the media and interaction with community leaders.	Chief Judge/Deputy Chief Judge/Senior Judge and Judicial Administrator
Responsible for monitoring safety conditions and developing measures for ensuring the safety of all assigned personnel.	Management Personnel
Responsible for contacting the Department of Juvenile Services and other agencies involved in court process.	Recovery Coordinator
Responsible for contacting the Orleans Parish Juvenile Detention Center, parents, guardians, families and coordinating emergency continued custody hearings.	Detention Judge and Section Staff
Responsible for providing facilities, services, and materials to support incident operations. Also responsible for contacting employees.	Judicial Administrator and Managing Personnel
Responsible for all financial and legal aspects of the incident. Costs and expenditures must be carefully documented, recorded, and justified for reimbursement requests.	Judicial Administrator, Fiscal Administrator and Administrative Assistant
Responsible for the creation of COOP, recording resource status, documenting the incident, collecting and evaluating information.	Chief Judge, Judicial Administrator, and Managing Personnel
Responsible for year-round COOP preparations and editing.	Chief Judge, Judicial Administrator, and Managing Personnel

IX. LOGISTICS

A. ALTERNATE LOCATION

The primary and secondary locations will be designated by the City of New Orleans. OPJC will make arrangements with Baton Rouge Juvenile Court and Lafayette to be executed in the event the City of New Orleans is unable to do so.

B. COURT TEAM EVAUCATION TO ALTERNATE LOCATION

In the event Orleans Parish needs to be evacuated due to imminent threat of natural or manmade disaster, the Court and its section staff will evacuate as a Court Team to the designated alternate location. The evacuation team is comprised of the following court personnel:

Judge

Court Reporter

Minute Clerk

New Orleans Police Court Liaison Officer

Judicial Administrator (*in the event of an extended evacuation only*)

Orleans Parish Juvenile Court will provide accommodations for the Court Team designated to relocate.

C. COURT TEAM ROTATION SCHEDULE

The Chief Judge will assess the need for an evacuation except in the event of a mandatory evacuation by the Mayor of New Orleans. The Team Evacuation Schedule will rotate for each evacuation called by the Chief Judge or the Mayor by juvenile court section as follows:

Evacuation 1: Alpha – Section A

Evacuation 2: Bravo – Section B

Evacuation 3: Charlie – Section C

Evacuation 4: Delta – Section D

Evacuation 5: Echo – Section E

Evacuation 6: Foxtrot – Section F

D. INTEROPERABLE COMMUNICATIONS

The Judicial Administrator will notify media of any changes in the Court's docket. Updates on emergency status will be delivered to the public and nonessential Juvenile Court employees via

radio, TV broadcasts, personal contact, and/or electronic messaging. In addition, employees are directed to continually check the Orleans Parish Juvenile Court website (www.opjc.com) and navigate to the **emergency section** for updates on the status of the Court. Employees will be required to check-in on such website with their relocation information in times of extended evacuation.

Whenever resources permit, hearings that are considered non-essential will be rescheduled by personnel. Notification to all concerned parties will be through service of process or by regular mail. If service is impracticable or mail is unavailable notification will be provided via telephone. Updates on the Court's status will be placed on the Court's website for access by interested parties.

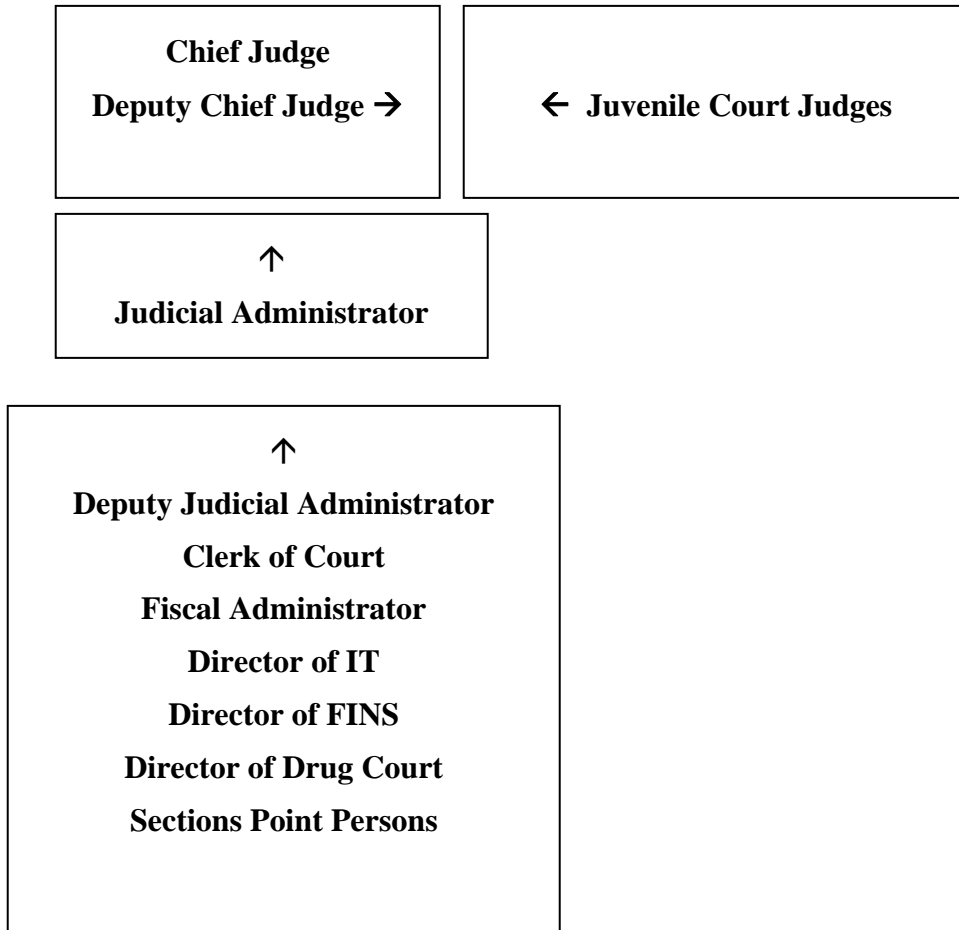
X. TEST, TRAINING, AND EXERCISES

Rehearsals will be used when possible to test the elements of this plan quarterly. The purpose of this plan is to promote safety and maintain the functioning of the Court with minimal interruption of services. Elements of this plan may be adjusted to provide a smoother or safer operation.

The Chief Judge and Judicial Administrator will conduct training exercises for the staff annually. These trainings will educate staff on the evacuation process as well the COOP plan.

XI. COOP PLAN MAINTENANCE

This plan is subject to continuous revision. Any and all revisions will be sent to the Mayor's Office, the Civil Sheriff, the Louisiana Supreme Court, the Orleans Indigent Defender Program, the District Attorney's Office, the Department of Children and Family Services, the Court Appointed Special Advocate and the Office of Youth Development. A revised plan may also be shared with courts in the region.



Chief Judge/Deputy Chief Judge

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Judicial Administrator

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Deputy Judicial Administrator
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Section A
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Staff

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Section C
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Section E
Staff

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Section F
Staff

Chief Judge/Deputy Chief Judge
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Judicial Administrator
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Clerk of Juvenile
Court
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Director IT
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Director
FINS/Drug Court
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Clerk's Office
Staff

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IT Staff

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FINS &
Drug Court
Staff