THE FUTURE IS NOW!

Planning for the Future of the Ottawa County Circuit and Probate Courts

EXTERNAL TRENDS
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Prepared by:
Dr. Brenda J. Wagenknecht-Ivey, CEO
PRAXIS Consulting, Inc.
Denver, Colorado
303.888.7939
Bwagen@praxisconsulting.org

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Pandemic Trends: Continuation Post COVID-19
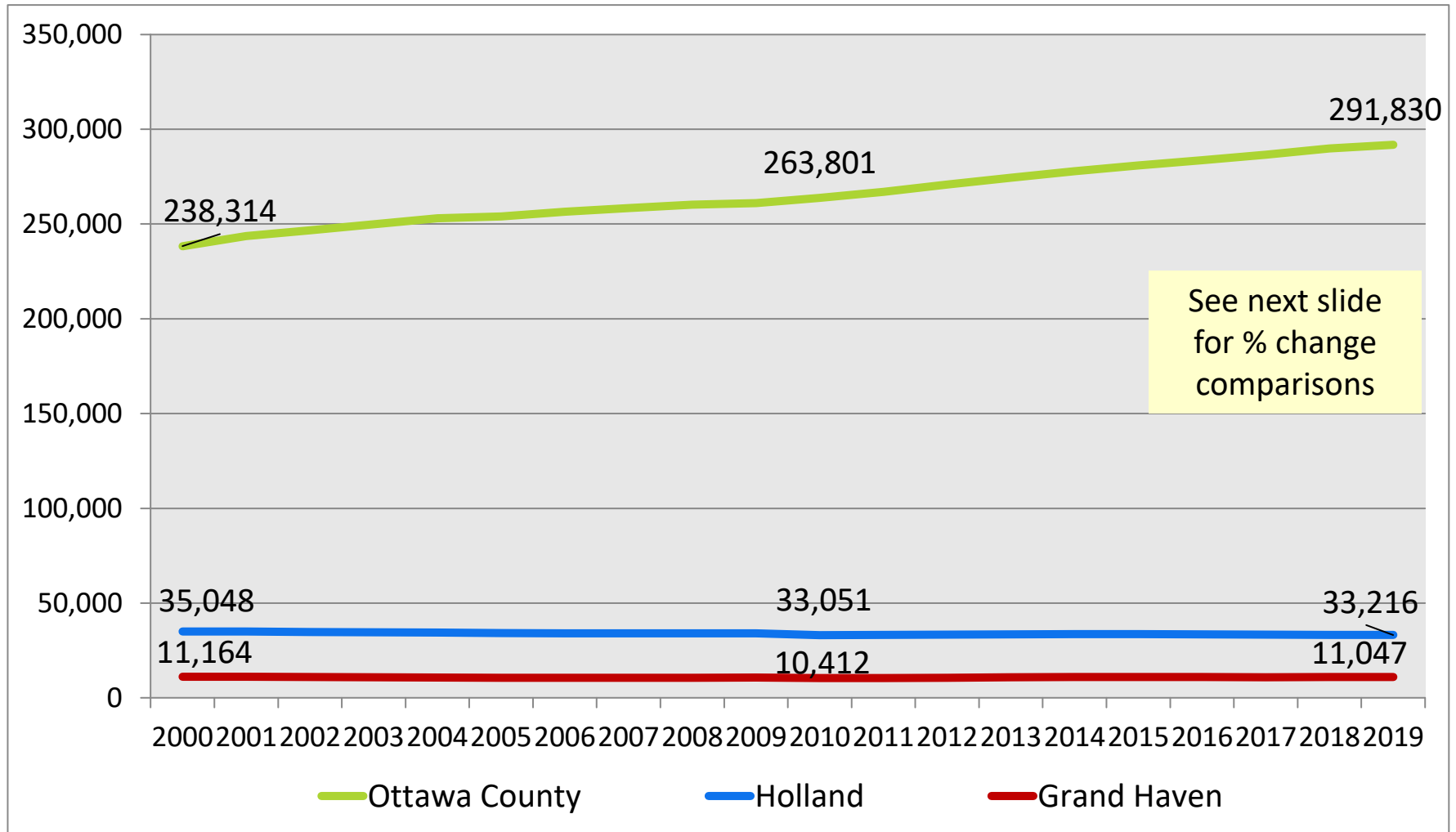
Pandemic Trends

1. Safety Requirements & Demands – Public and Employees

2. Revolutions: Digital, Human/People, Workplace – Remote Everything; the new Future of Work

3. Transformation of Service Delivery & Work Processes/ Workflow

4. Growing or Declining Backlogs: Which is it?

5. Growing Mental Health Crisis – Isolation, Unemployment, Grief/Fear of COVID

6. Increasing Collaboration – Teams, Partners, Community

7. Economic Fallout: The Future is Uncertain

2.

Social/Demographic Trends

Population—Ottawa County, Holland, Grand Haven 2000 – 2019 (in numbers)

See next slide for % change comparisons

Legend: Ottawa County · Holland · Grand Haven

Data labels: 238,314 · 263,801 · 291,830 · 35,048 · 33,051 · 33,216 · 11,164 · 10,412 · 11,047

Population - % Change Comparisons 2010 – 2019

	% Change in Population (2010 – 2019 estimates)
Grand Haven	+ 6.6%
Holland	+ .3%
Ottawa County	+ 10.6%
Michigan	1.0%
US	6.3%

Race and Ethnicity – Ottawa County, Michigan, USA 2019 (in percentages)

Ottawa County

89% White

3%
0%
2%
3%
4%

Hispanic/Latino
10%

Michigan

78% White

14%
1%
3%
3%
1%

Hispanic/Latino
5%

USA

72% White

13%
1%
6%
3%
5%

Hispanic/Latino
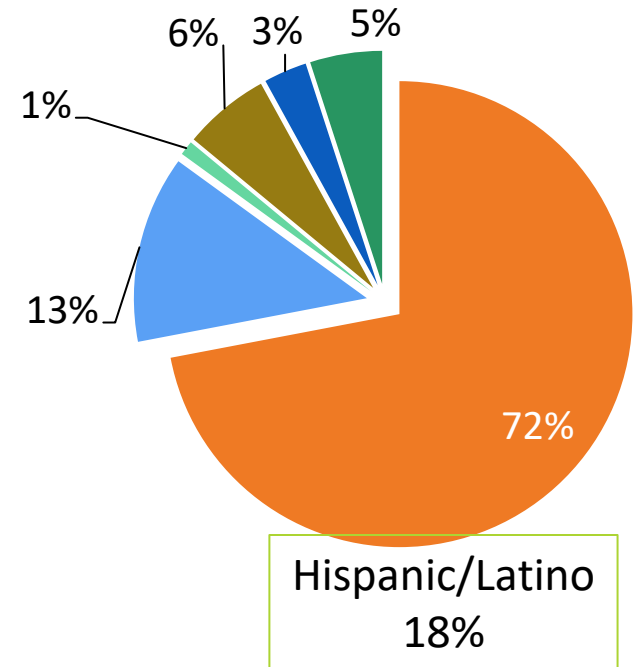18%
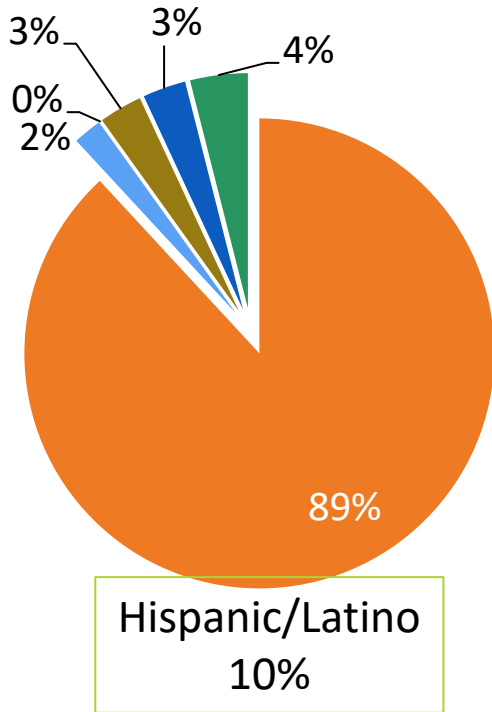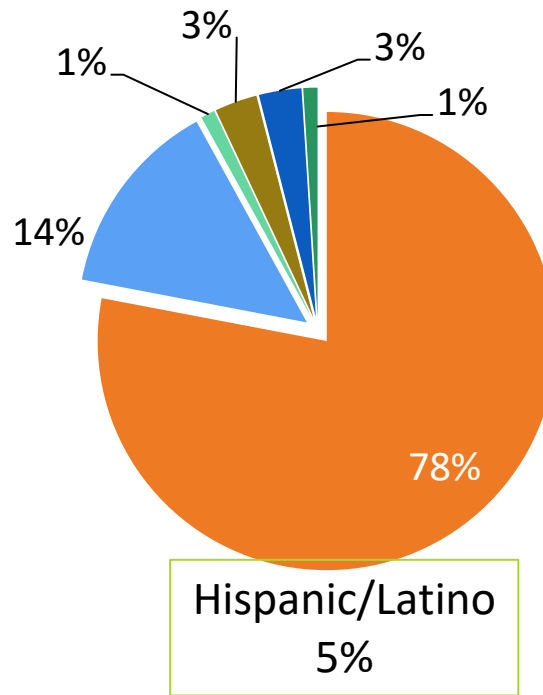
■ White   ■ African American/Black   ■ American Indian   ■ Asian   ■ 2 or More Races   ■ Other

Percentages may not equal 100% due to rounding.
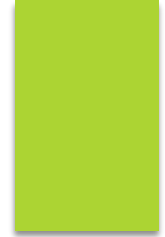Source: US Census Bureau. 2019 Estimates.   http://www.data.census.gov

Population that Speaks Languages Other than English in Home – 2018 (percent of population 5 years +)

% of Population that Speaks Languages Other than English in Home	
	2018
Grand Haven	3.1%
Holland	17.7%
Ottawa County	9.6%
Michigan	9.6%
US	21.5%

Education – 2018
(percent of persons age 25+)

2018		
	High School Plus	Bachelor's Degree Plus
Grand Haven	92.7%	35.3%
Holland	89%	32.1%
Ottawa County	92.6%	33.5%
Michigan	90.5%	28.6%
USA	87.7%	31.5%

Computer and Internet Use – 2018
(in percentages)
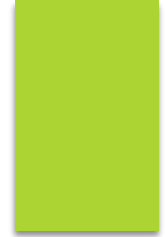
	2018	
	Households with a Computer	Households with an Internet Subscription
Grand Haven	85%	79%
Holland	86%	78%
Ottawa County	92%	85%
Michigan	88%	79%
US	89%	80%

Age of Population - 2010 and 2019
(in years and percentages)

Median Age[1]

	2010	2019
Ottawa		
MI		
USA		

% of Population 65 Years Plus

Legend: Ottawa — MI — USA
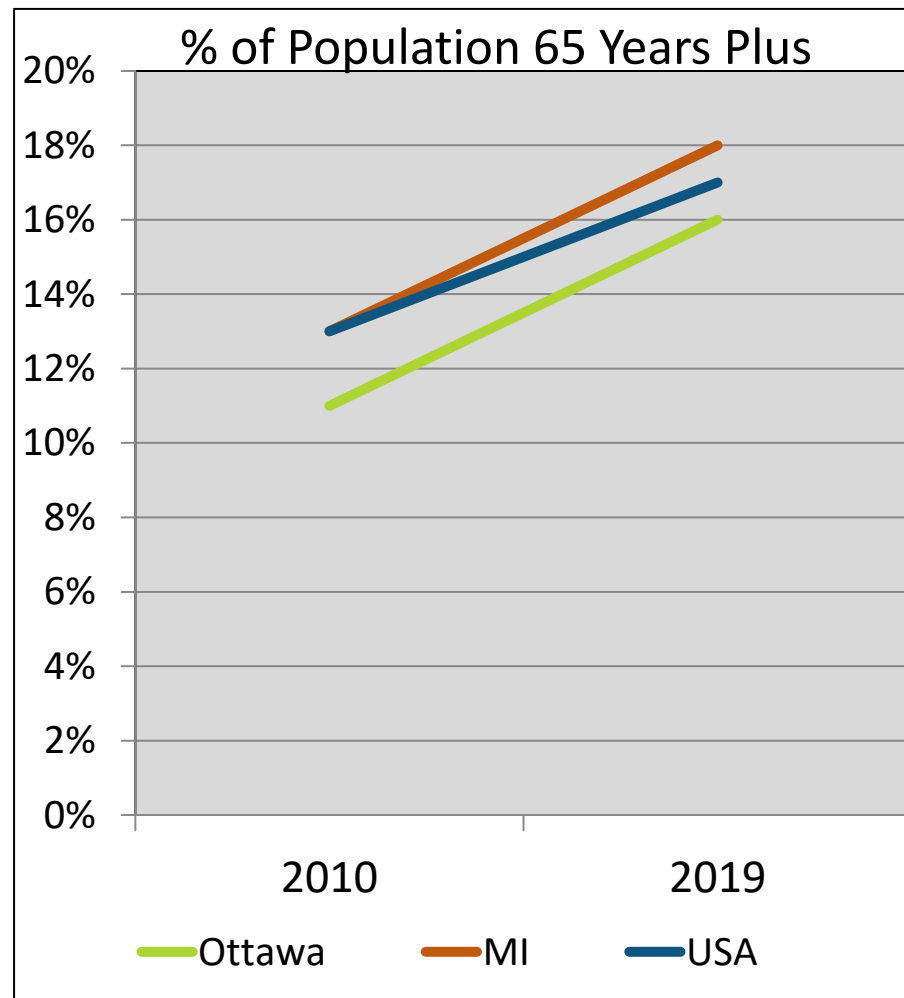
1 Median = the midpoint; ½ are above and ½ are below the value.
Source: US Census Bureau. Estimates. http://www.data.census.gov

Additional Social Trends

1. Customer Service demands – better, faster, 24 x 7

2. Millennials – now the largest cohort in general population and workplace; Generation Z entered the workforce in 2019

3. Changing work and lifestyle choices (e.g., working virtually; "gig" economy – non-traditional jobs; work/life balance)

4. Lives are "open books" - social media

5. Social media increasingly used to connect, communicate, do business

6. Combatting social problems: substance abuse (opioid, alcohol), bullying, mental health, suicide

7. Demands for racial justice in communities and an expectation of diversity, equity, and inclusion in organizations

8. Growing interest in "micro-learning" – learning in small segments, immediate application, and on demand
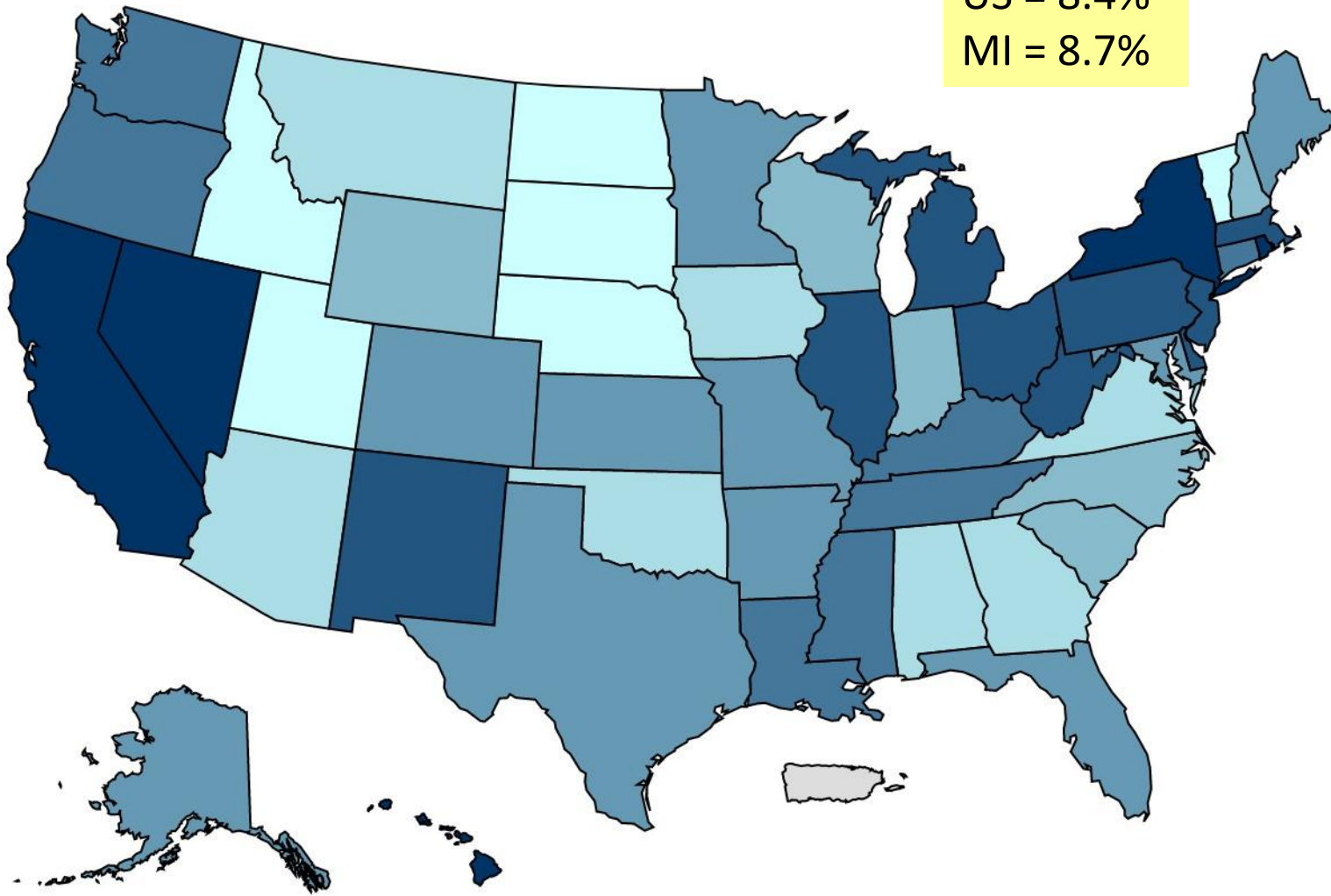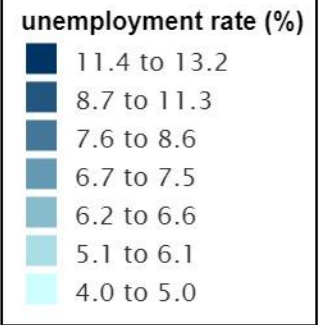
3.

Economic Trends

Unemployment rates by state, seasonally adjusted, August 2020

US = 8.4%
MI = 8.7%

unemployment rate (%)
11.4 to 13.2
8.7 to 11.3
7.6 to 8.6
6.7 to 7.5
6.2 to 6.6
5.1 to 6.1
4.0 to 5.0

Source: U.S. Department of Labor, Bureau of Labor Statistics.   https://www.bls.gov/lau/

Unemployment rates by county, not seasonally adjusted, Michigan January 2020

unemployment rate (%)
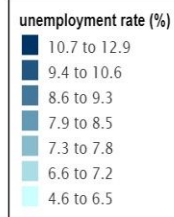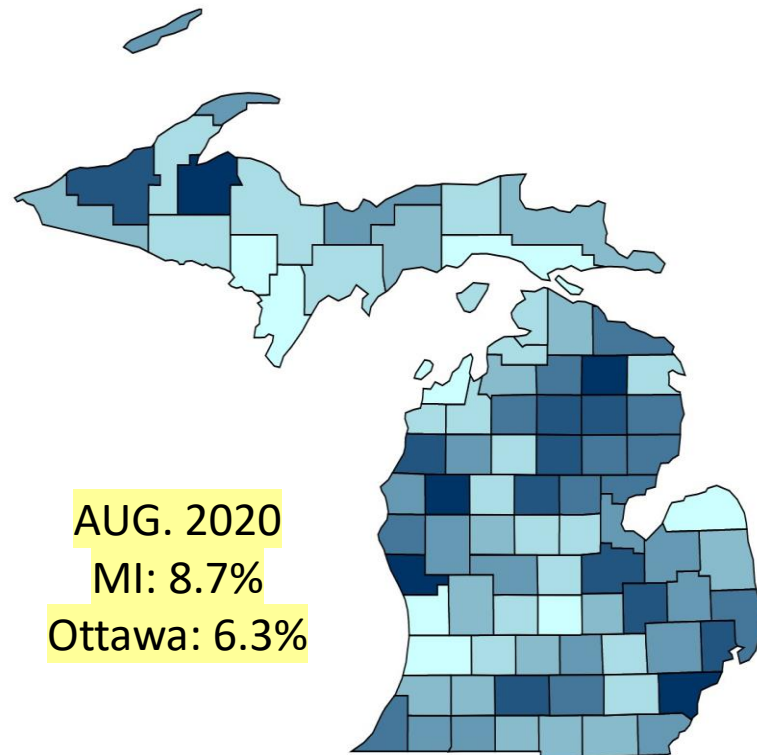- 9.2 to 20.3
- 7.7 to 9.1
- 6.7 to 7.6
- 5.5 to 6.6
- 4.6 to 5.4
- 3.5 to 4.5
- 2.5 to 3.4
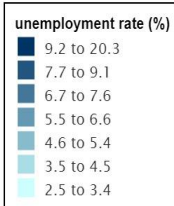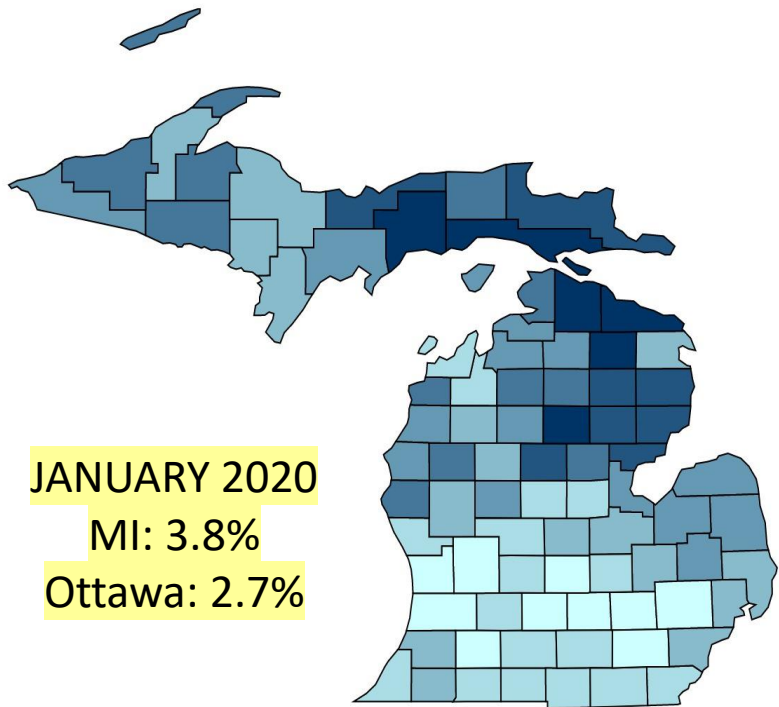
JANUARY 2020
MI: 3.8%
Ottawa: 2.7%

Unemployment rates by county, not seasonally adjusted, Michigan August 2020

unemployment rate (%)
- 10.7 to 12.9
- 9.4 to 10.6
- 8.6 to 9.3
- 7.9 to 8.5
- 7.3 to 7.8
- 6.6 to 7.2
- 4.6 to 6.5

AUG. 2020
MI: 8.7%
Ottawa: 6.3%

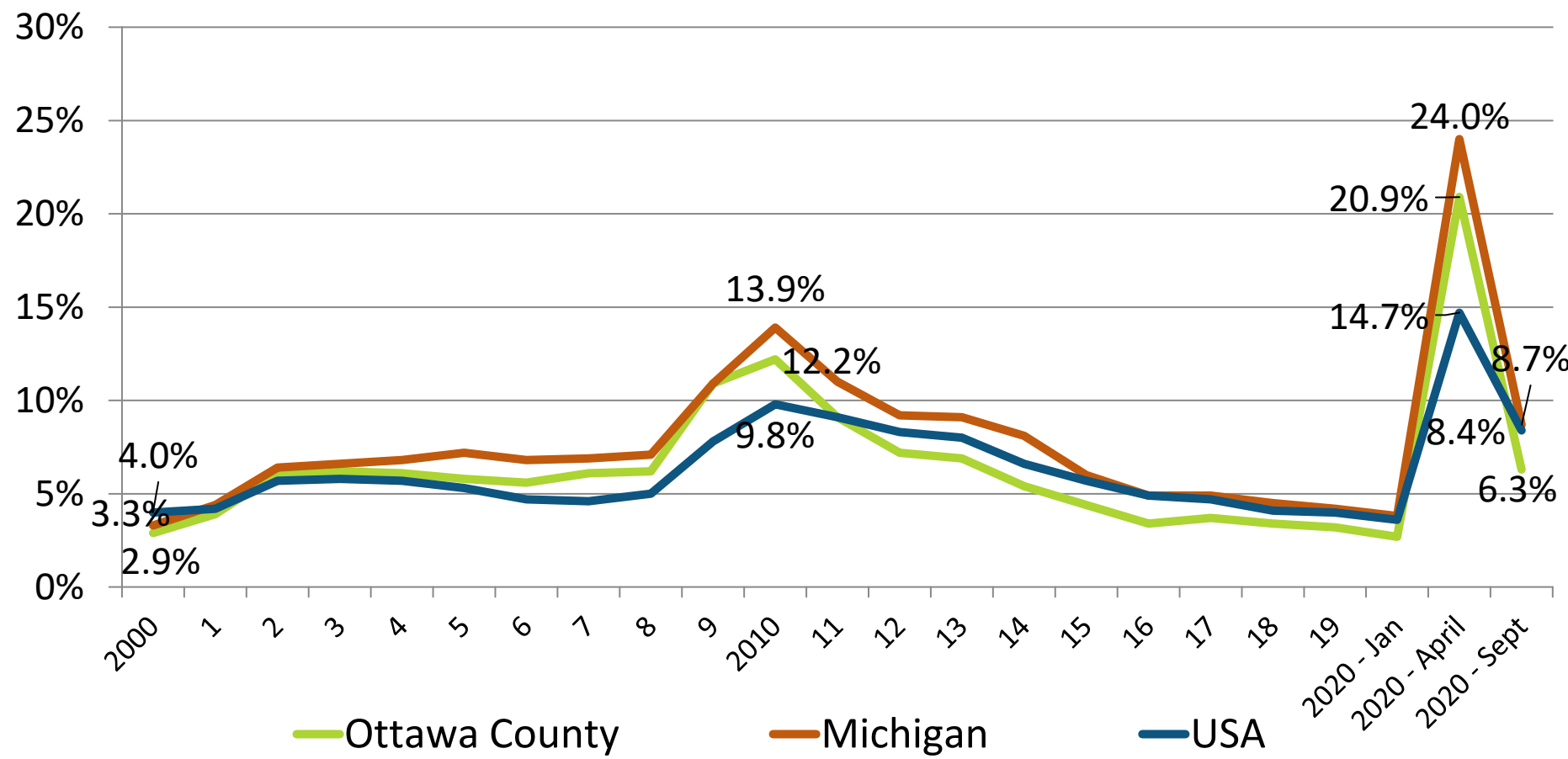Source: U.S. Department of Labor, Bureau of Labor Statistics.   https://www.bls.gov/lau/

Unemployment Rates– 2000 – 2020
(percent of population by year)

U.S. Department of Labor, Bureau of Labor Statistics. *Unemployment rates are as of January of each year, except for 2020 as noted. US and Michigan rates are seasonally adjusted; County rates are NOT seasonally adjusted.
https://www.bls.gov/lau/

Household Income, Median Value of Homes, Median Gross Rent – 2018 (in dollars)

	2018		
	Median[1] Household Income	Median[1] Value of Owner Occupied Housing	Median[1] Gross Rent
Grand Haven	$55,636	$142,200	$769
Holland	$55,769	$142,000	$831
Ottawa County	$67,468	$179,300	$865
Michigan	$54,938	$146,200	$850
USA	$60,293	$204,900	$1023

1 Median = the midpoint; ½ are above and ½ are below the value.
Source: U.S. Census Bureau. American Community Survey, 2018 Estimates. www.census.gov/quickfacts/

Individuals Living Below Poverty Level – 2019
(in percentages)

Individuals Living Below the Federal Poverty Level	
	2019
Ottawa County	8.3%
Michigan	13.0%
US	12.3%

2019 Federal Poverty Guidelines:

$25,750 for a family of four

Source: US Census Bureau. 2019 Estimates. http://www.data.census.gov

Additional Economic Trends

1. Shrinking middle class

2. Widening opportunity gap (e.g., a function of socioeconomic status and access to quality education, etc.)

3. Others?

4.

Technological & Scientific Trends

Technological and Scientific Trends (p. 1)

1. Gadgets Galore! - Continuing wireless revolution & rapidly developing telecommunications/information technology.

2. Always Connected - Increasing inability or unwillingness to unplug, tune out, or turn off.

3. Increasing divide between "digital natives" (the youngest generations) and everyone else.

4. E-everything from anywhere and anytime - Expectation/deman for 24x7 access and services.

5. Artificial Intelligence, big data, data analytics = predictive analytics for the justice system

Technological and Scientific Trends (p. 2)

6. Automating work – more and more work will be automated even for senior management & knowledge workers.

7. Data sharing - Continued need for/progress in networking and sharing of appropriate data/information (information exchange standards.)

8. Increasing risk to digital infrastructures (threats of cyber attacks, identity theft, etc.)

9. Continued scientific breakthroughs in nanotechnology, human genetics, and finding cures and treatments for common diseases, etc.

5.

Policy/Political Trends
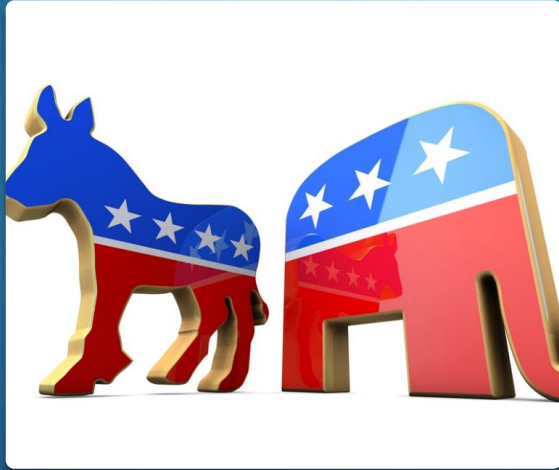
Policy and Political Trends (p. 1)

1. Ongoing debate over controversial issues:
   a. Same sex marriage/LGBTQ Rights
   b. Legalization of medical and recreational marijuana
   c. Immigration reform
   d. Health Care Reform/Affordable Care Act
   e. The "Me Too" Movement
   f. Racial Unrest/Racial and Gender Equality

2. Continued polarization and gridlock among the major political parties; emergence of a new party?

3. Increasing focus on human trafficking

Policy and Political Trends (p. 2)

4. Increasing use of algorithms to influence politics— shaping the way information flows, manipulating individuals, and "bot" participation

5. Declining trust in institutions – government, media, medicine.

6. New laws to protect public safety, privacy, etc. (in the face of fast-moving technological innovation, ethical debates)

6.

National Justice System Trends

National Justice System Trends (p. 1)

1. System Reform: Access to Justice Initiatives; Fines, Fees, Bail; Response to COVID – opening courts; restarting jury trials; Pre-Trial Services; unbundled legal services; etc.

2. Racial Justice and Diversity, Equity, and Inclusion (DEI) initiatives

3. Increasing number of litigants with mental health and/or addiction problems.

4. Increasing focus on procedural justice/fairness, implicit bias, secondary trauma, etc.

5. Increase in the use of alternative/innovative methods for resolving disputes (e.g., restorative justice, online dispute resolution).

National Justice System Trends (p. 2)

6. Increasing use of evidence-based practices (e.g., risk/needs assessments) to inform judicial and supervision decisions = achieve more effective case outcomes.

7. Declining court infrastructure (e.g., facilities, equipment, security).

8. Developing leaders in the digital age; succession planning.

9. The rise in physical threats and violence against judges/public officials.

10. Increasing collaboration among justice system partners to address system-wide issues.

11. Expedited movement to paperless systems/digital records.

Internal Trends

20TH CIRCUIT AND OTTAWA COUNTY PROBATE COURTS

Total Filings (New and Reopened Cases)
20th Circuit & Ottawa County Probate Courts (in numbers)
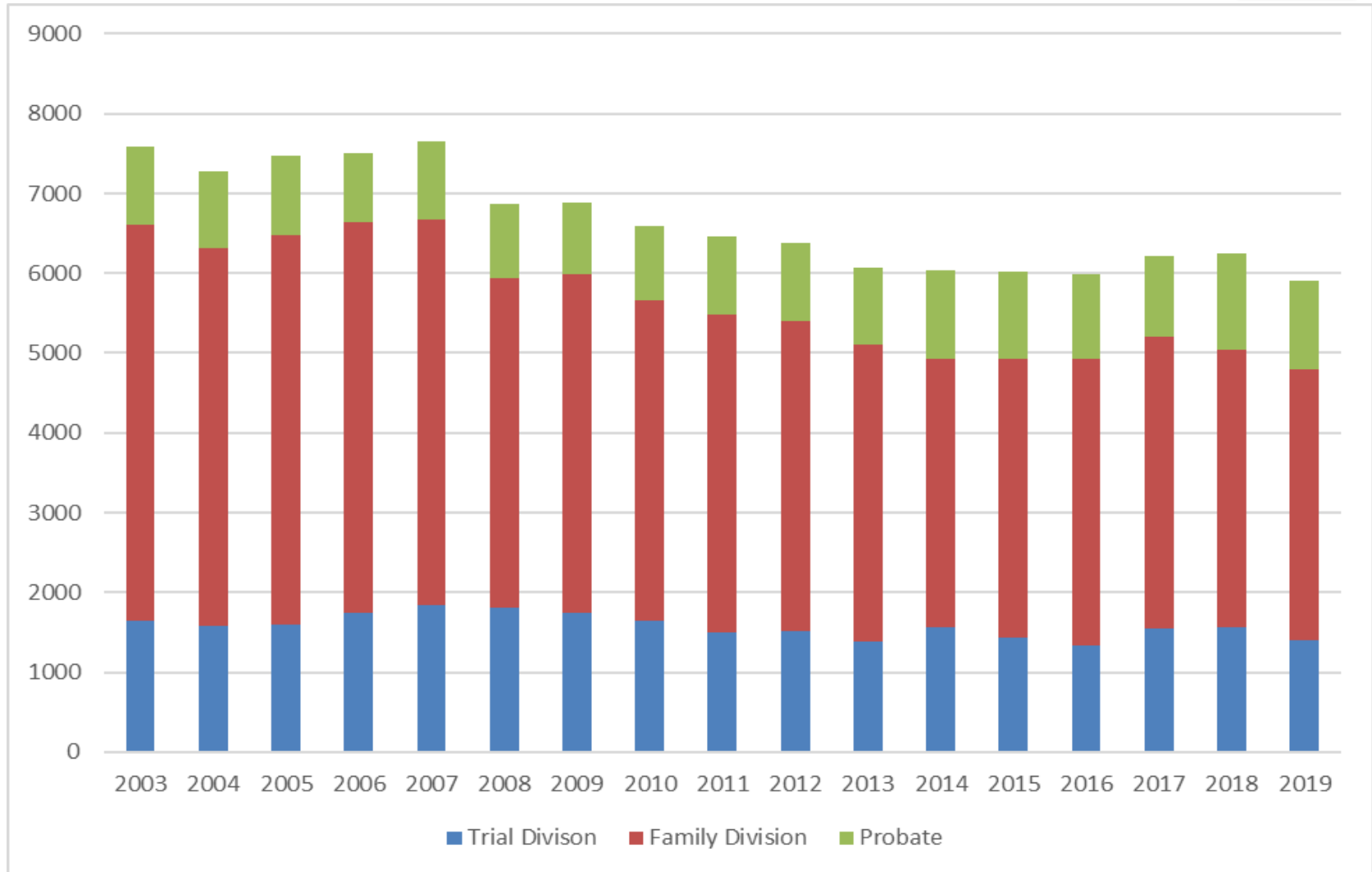
Total Filings (New and Reopened Cases) By Division/Court (in numbers)
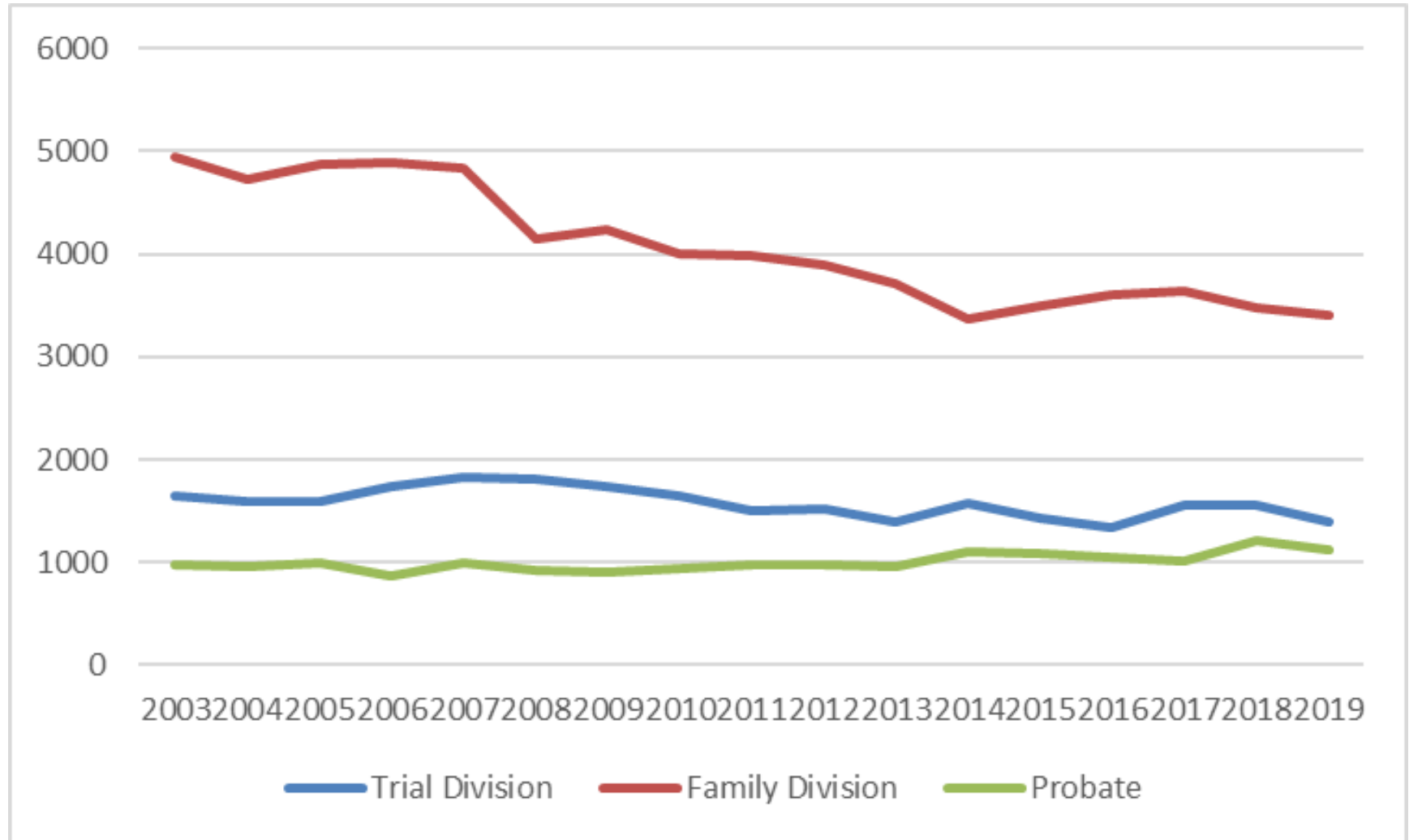
Staff Demographics - 2018
20th Circuit & Ottawa County Probate Courts

- 145 total court employees (as of July 31, 2018)
  - 124 court employees eligible for Ottawa County retirements (excludes judges and temporary staff)
- Gender – 65% female/35% male
- Race
  - White – 88%
  - Hispanic – 7%
  - Black – 3%
  - Indian – 1%
  - Asian 1%

Source: Ottawa County Human Resources

Staff Demographics - 2018
20th Circuit & Ottawa County Probate Courts

▶ Generational Breakdown

   ▶ Gen Z – 4%

   ▶ Millennials – 35%

   ▶ Generation X – 40%

   ▶ Baby Boomers – 21%

▶ Education

   ▶ JD/PhD – 10%

   ▶ Masters Degree – 21%

   ▶ Bachelors Degree – 47%

   ▶ Associates Degree – 10%

   ▶ High School – 12%

Source: Ottawa County Human Resources

Staff Demographics - 2018
20th Circuit & Ottawa County Probate Courts

▶ Employee Years of Service

  ▶ 0-9 years – 47%

  ▶ 10-19 years – 31%

  ▶ 20-29 years – 16%

  ▶ 30+ years – 6%

Staff Turnover Rates
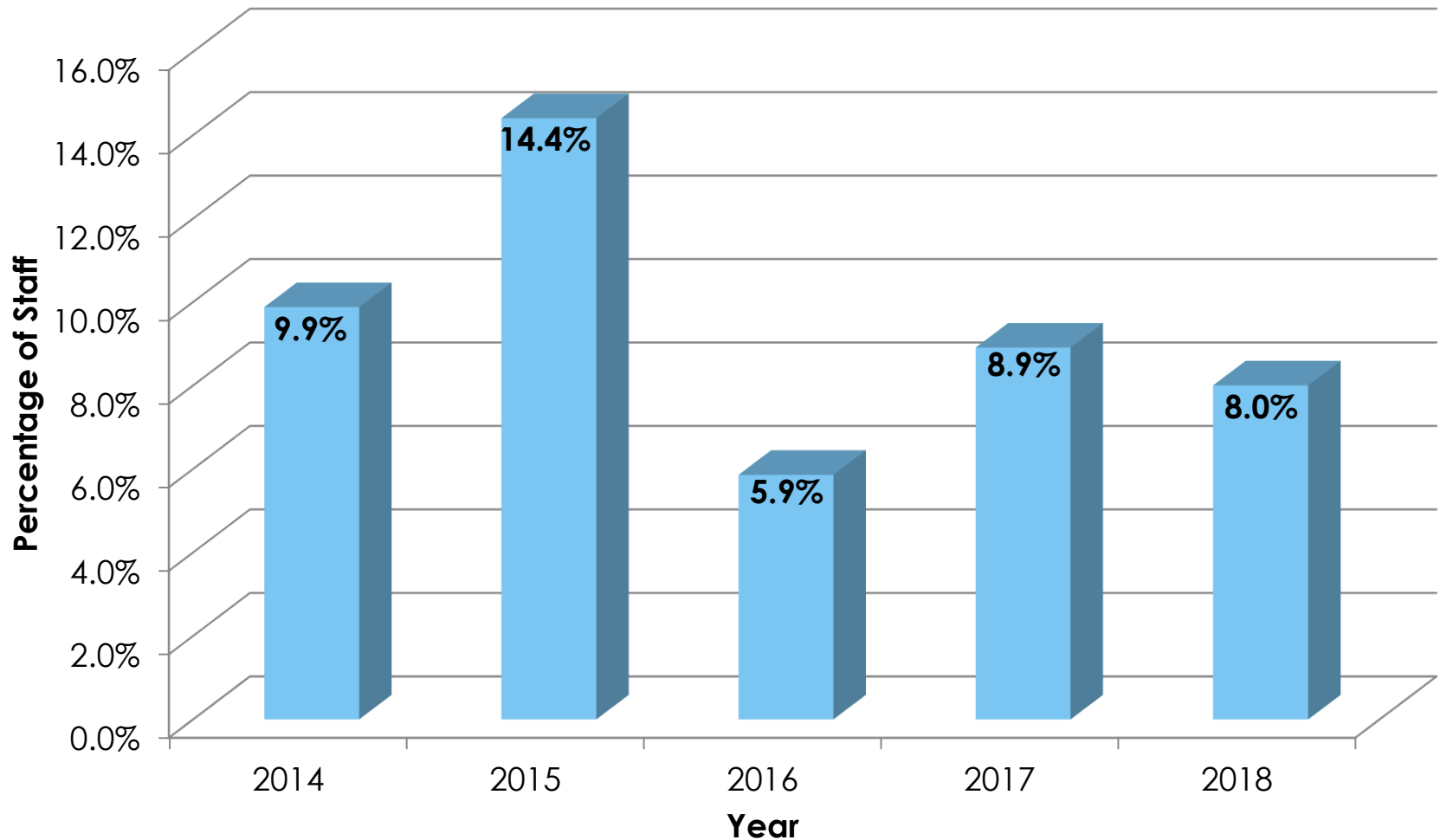
For the purposes of this project, "turnover" is defined as any staff who left court/detention employment, for any reason. These figures do not include transitions between court divisions.

Source: Workforce Analysis, SFA Team 5, 2018

2019 Employee Satisfaction Ratings
CourTools: 6 Dimensions
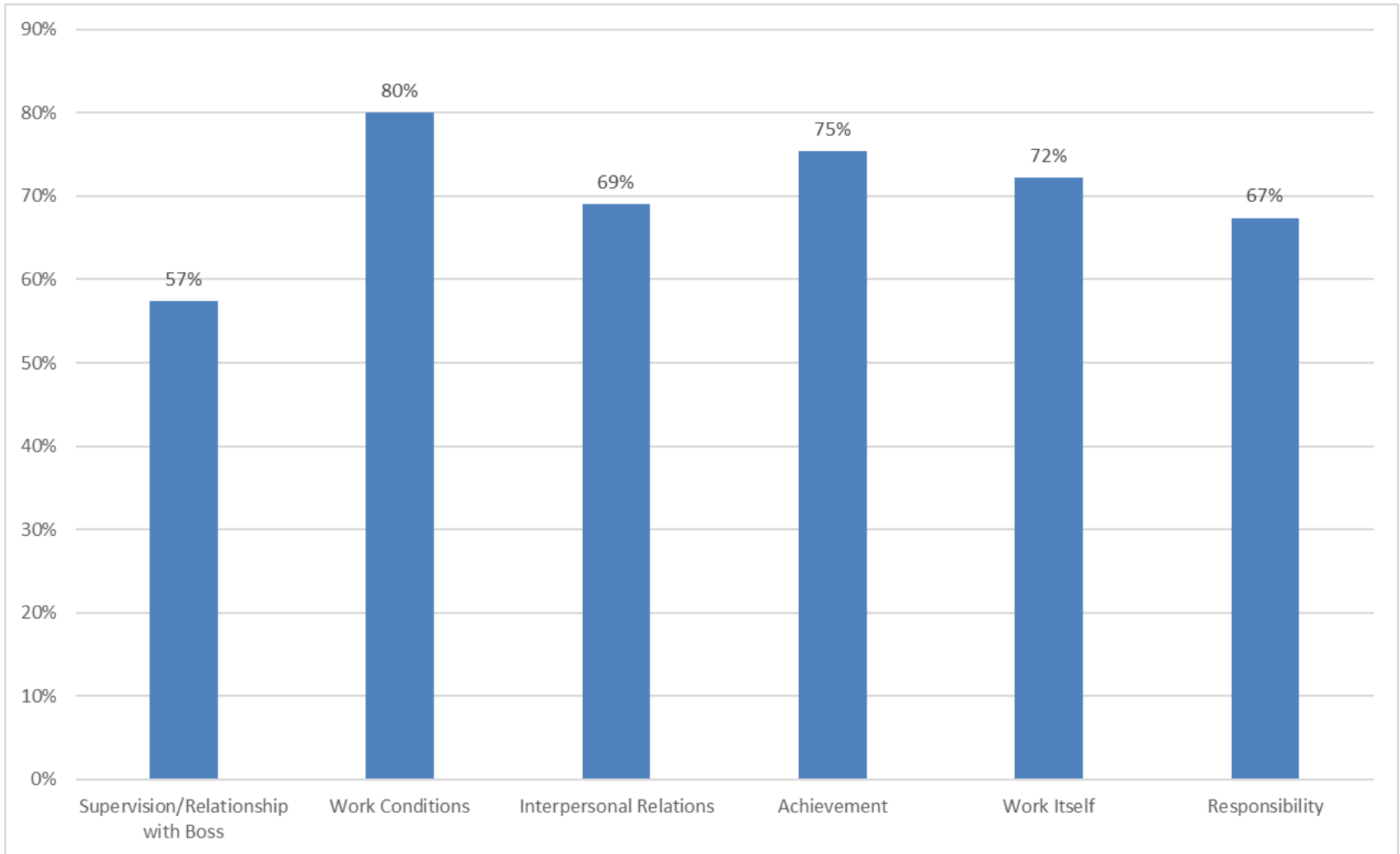
Source: SFA Team 5, 2019 Court Employee Satisfaction Survey

2019 Employee Satisfaction Ratings

20th Circuit & Ottawa County Probate Courts
Employee Satisfaction Survey
2013, 2015, 2017, & 2019 Comparison
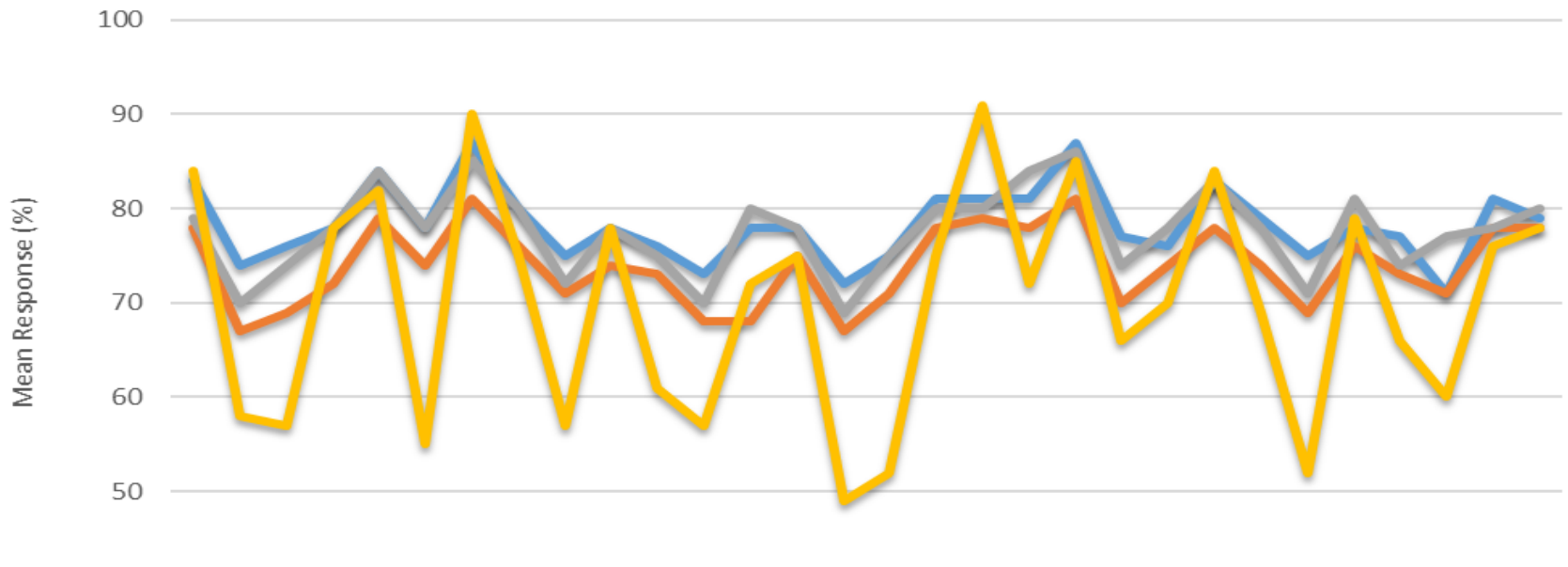
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
2013	83	74	76	78	84	78	87	80	75	78	76	73	78	78	72	75	81	81	81	87	77	76	83	79	75	78	77	71	81	79
2015	78	67	69	72	79	74	81	76	71	74	73	68	68	75	67	71	78	79	78	81	70	74	78	74	69	76	73	71	78	78
2017	79	70	74	78	84	78	85	80	72	78	75	70	80	78	69	75	80	80	84	86	74	78	83	78	71	81	74	77	78	80
2019	84	58	57	78	82	55	90	75	57	78	61	57	72	75	49	52	75	91	72	85	66	70	84	69	52	79	66	60	76	78

Question Number & Response Rate

Source: SFA Team 5, 2019 Court Employee Satisfaction Survey

Trial Division

Trial Division – Total Filings
New and Reopened Cases (in numbers)

Source: State Court Administrative Office. Caseload Reports.
https://courts.michigan.gov/education/stats/Caseload/Pages/default.aspx.
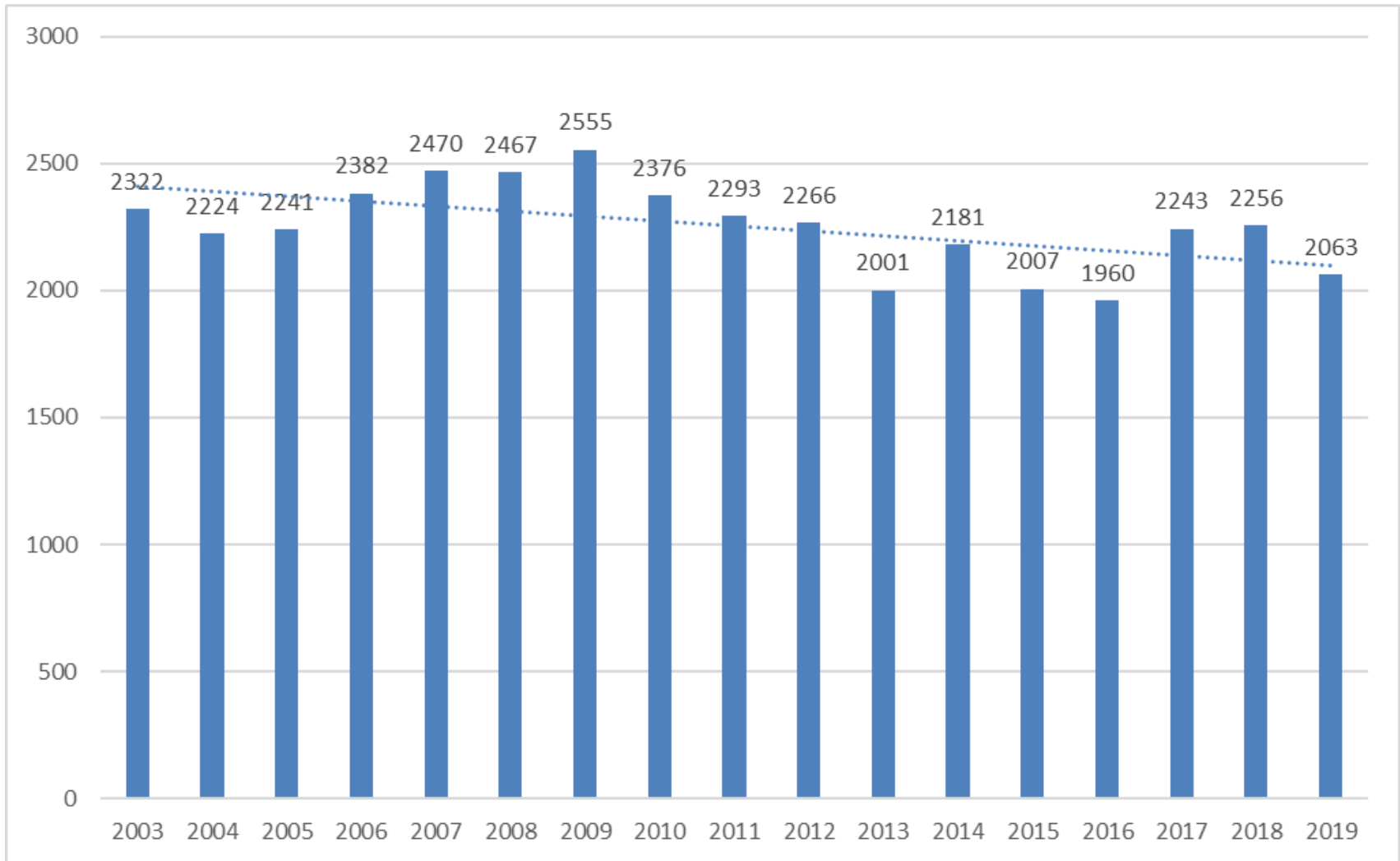
Trial Division Bench and Jury Trials (in numbers)
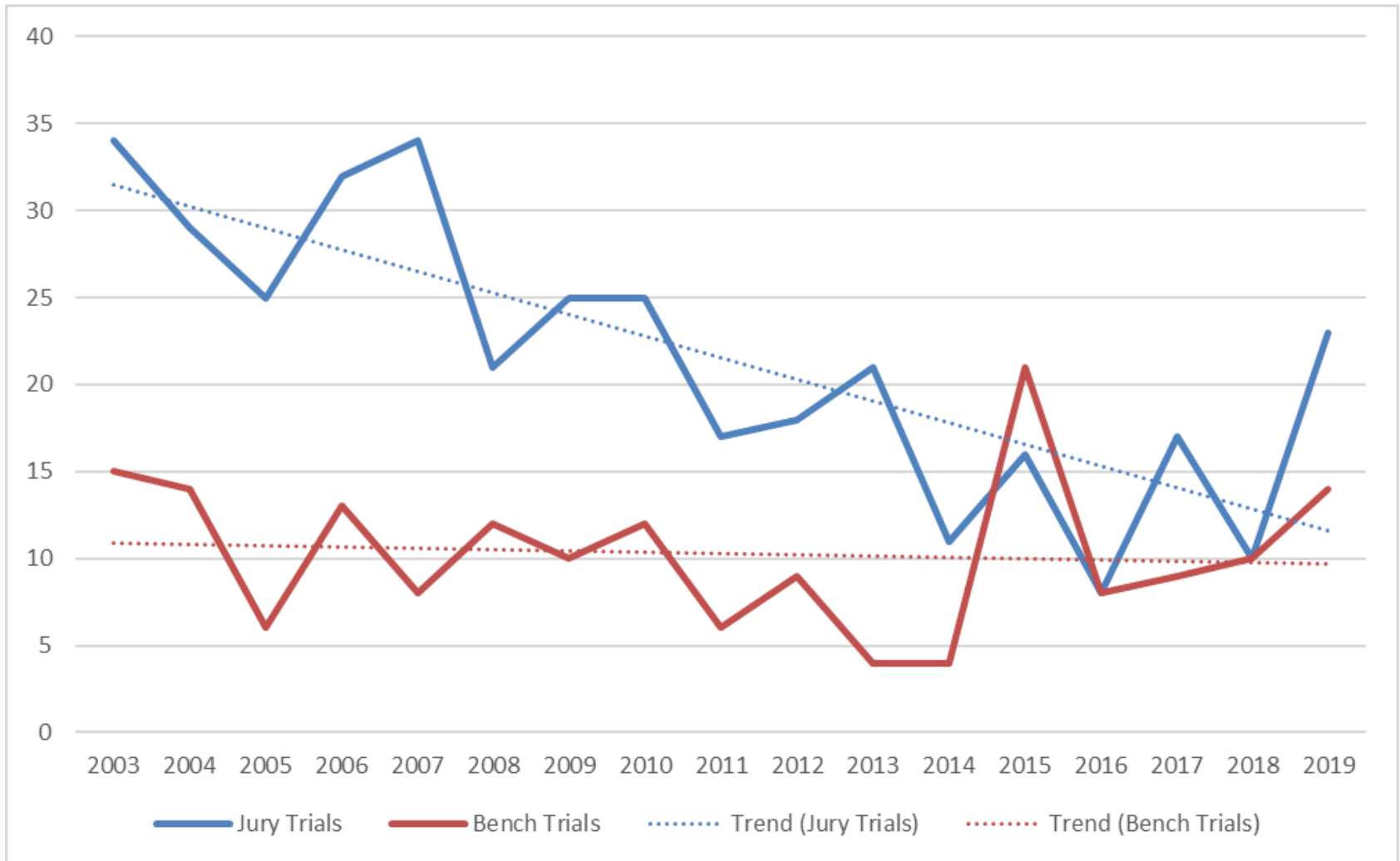
Source: State Court Administrative Office. Caseload Reports.
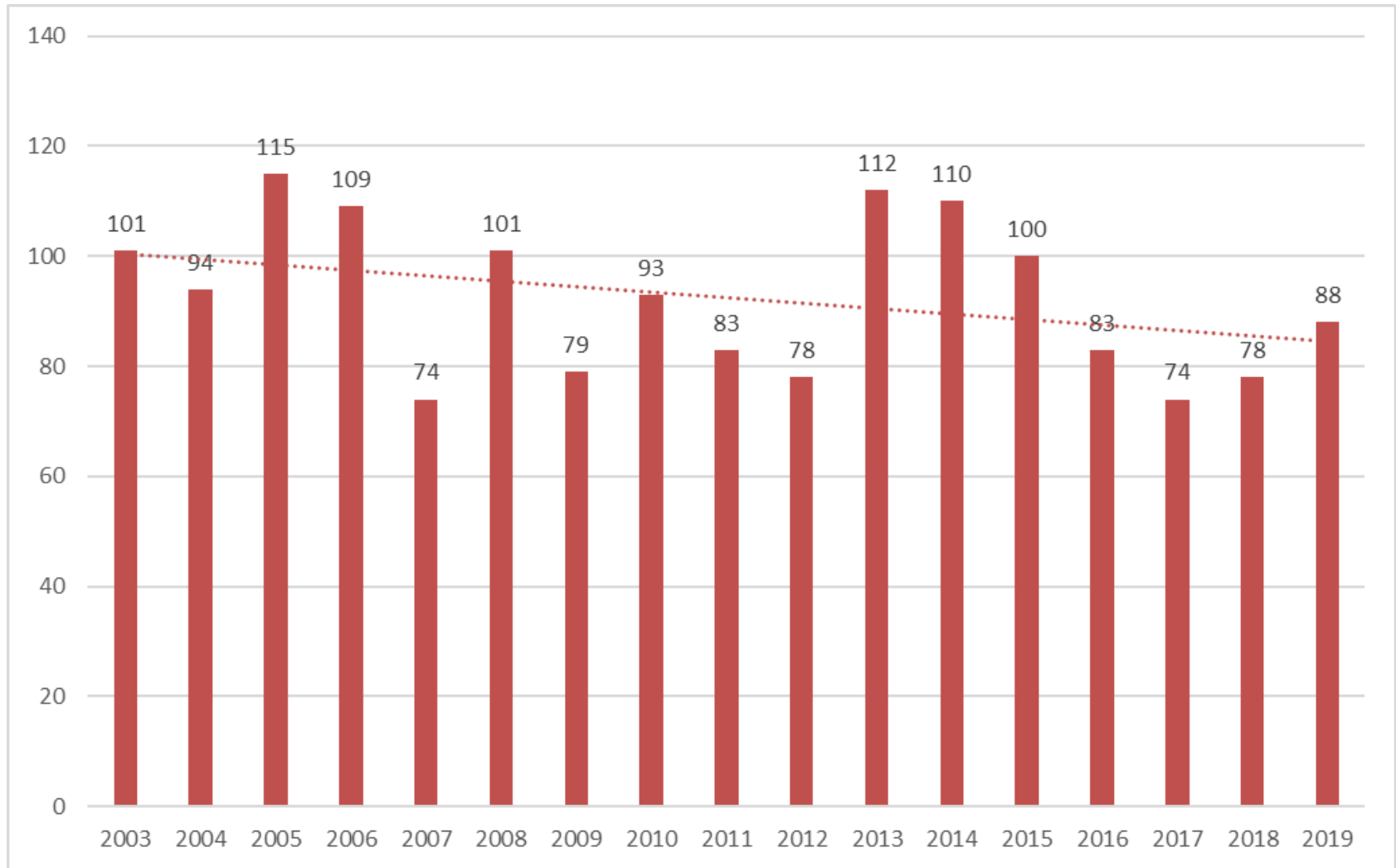https://courts.michigan.gov/education/stats/Caseload/Pages/default.aspx.

Ottawa County Recovery Court Admissions and Graduations (in numbers)
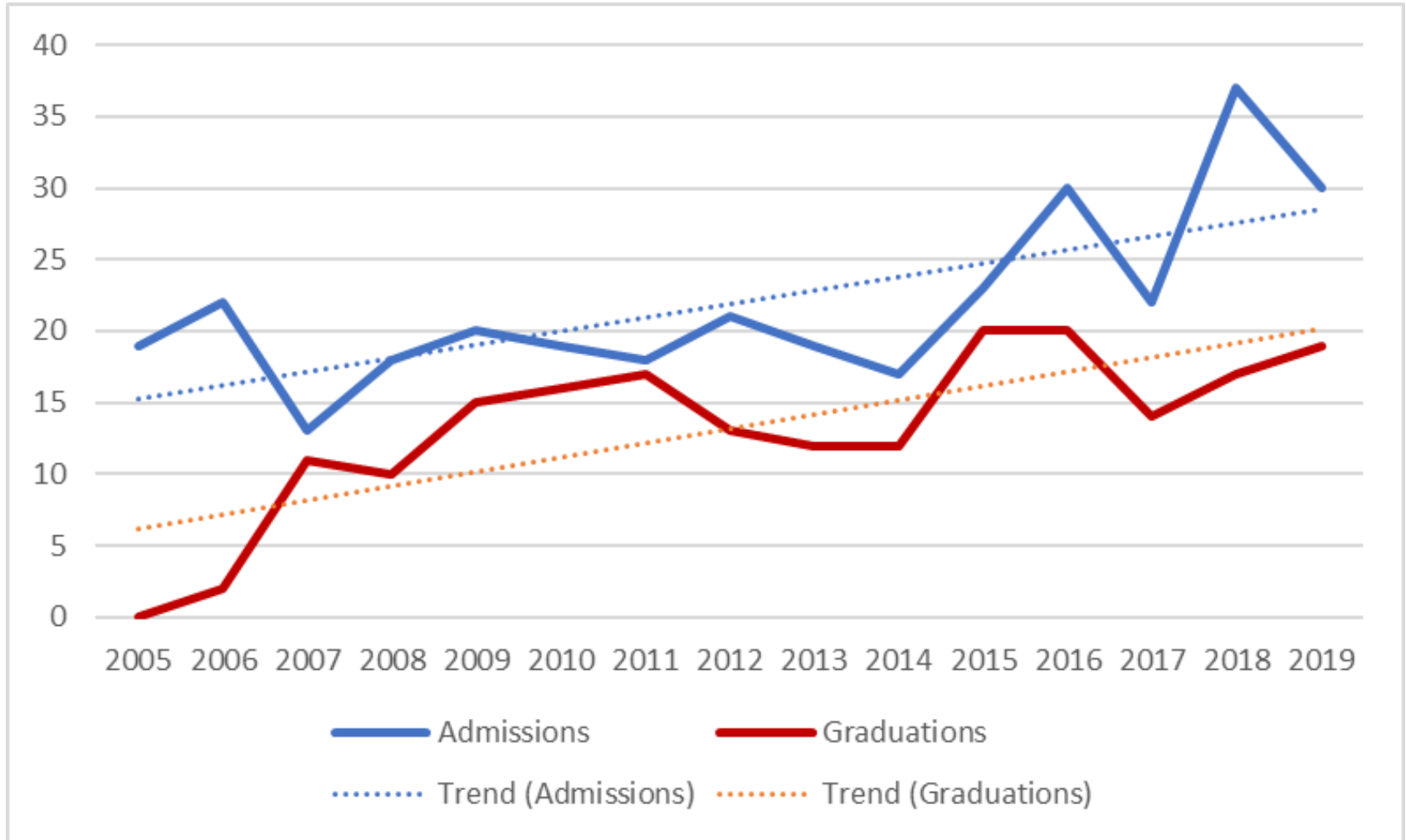
Source: Ottawa County Recovery Court Internal Data

Juvenile Court

Juvenile Court – Total Delinquency Filings
New and Reopened Cases (in numbers)

Source: State Court Administrative Office. Caseload Reports.
https://courts.michigan.gov/education/stats/Caseload/Pages/default.aspx.
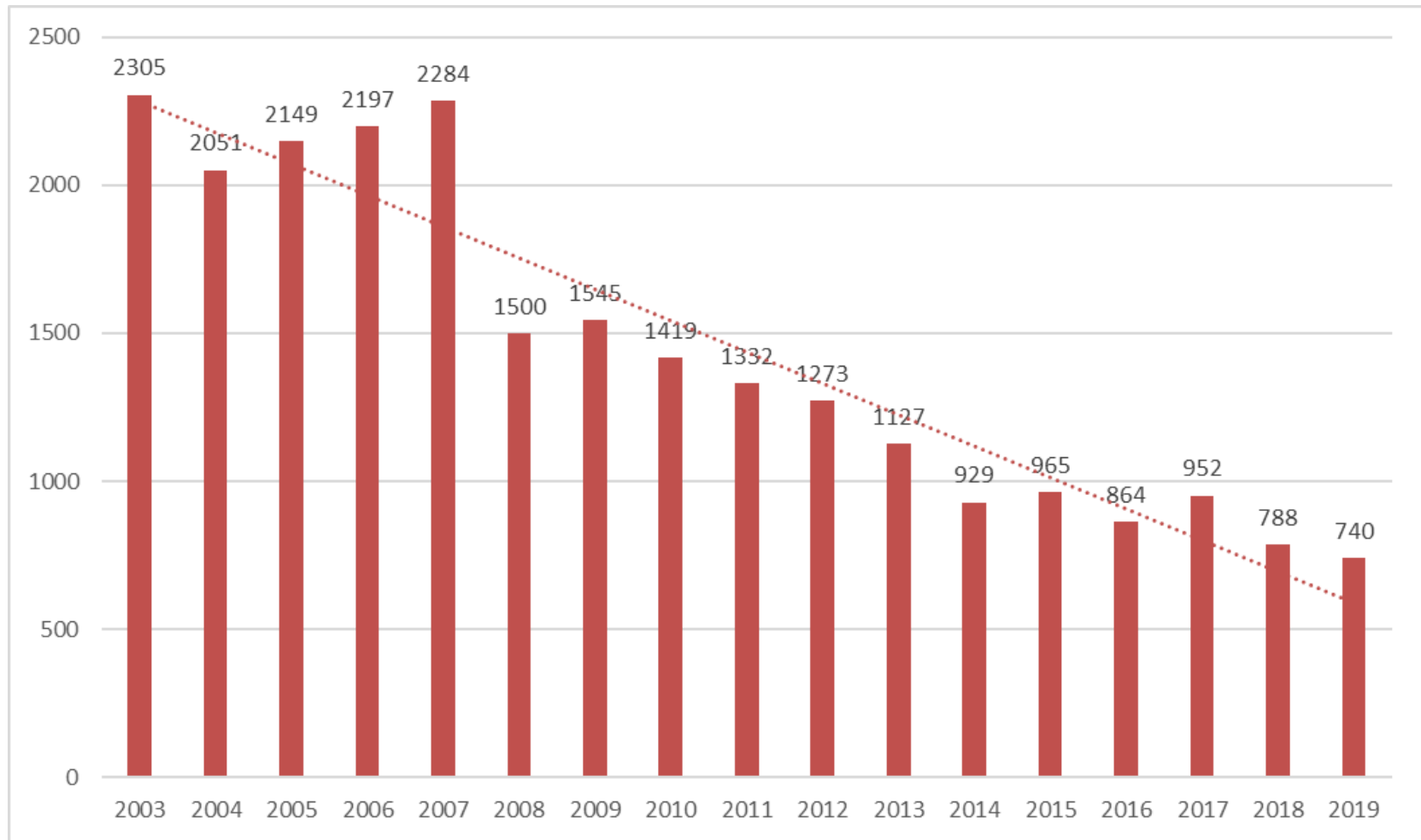
Juvenile Court – Protective Proceedings
New and Reopened Cases (in numbers)

Juvenile Court – Community Service Hours Completed (in numbers)
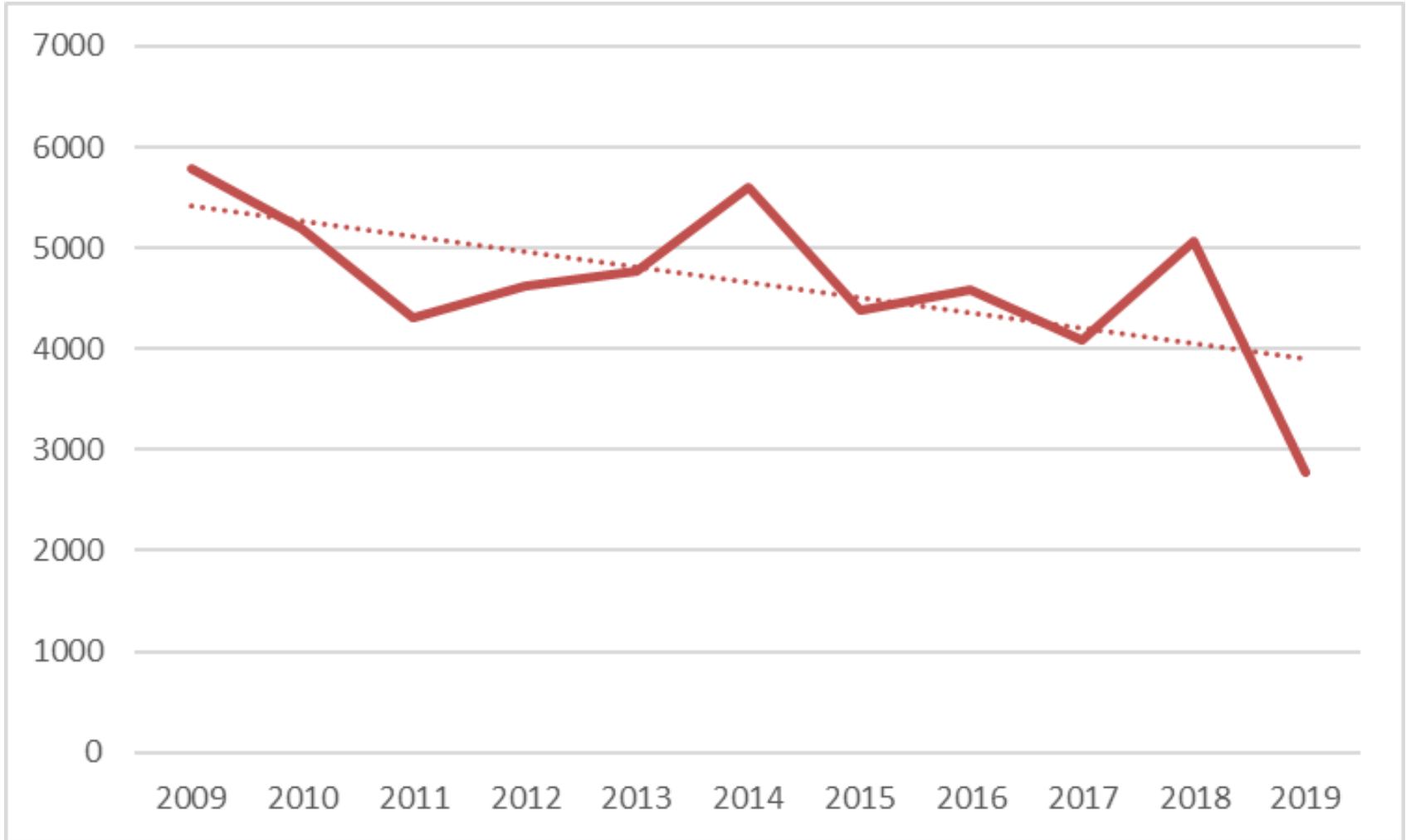
Source: Juvenile Court Internal Data

Juvenile Detention Center – Admissions (in numbers)
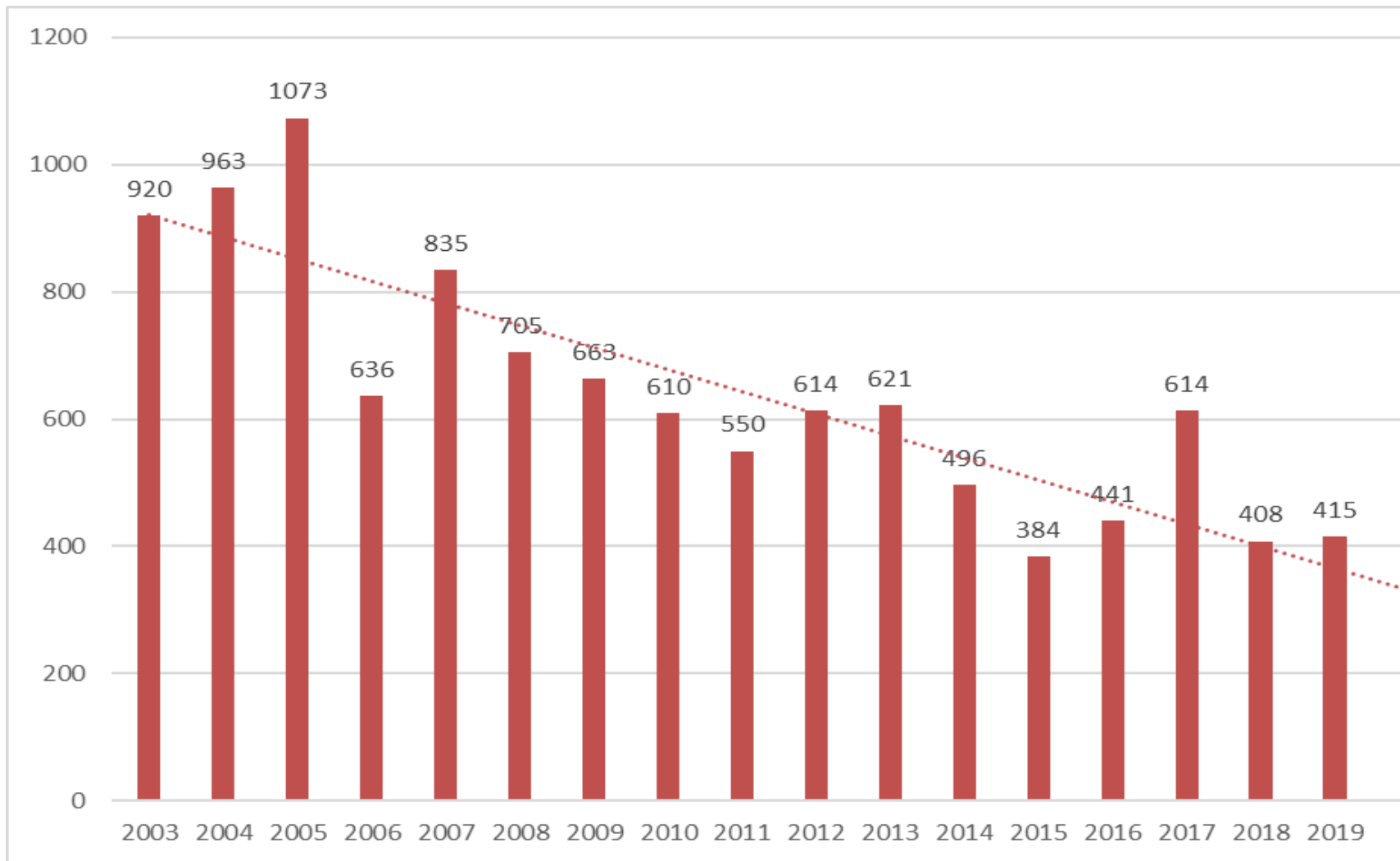
Source: Ottawa County Juvenile Detention Center Internal Data

Juvenile Detention Center – Days of Service (in numbers)
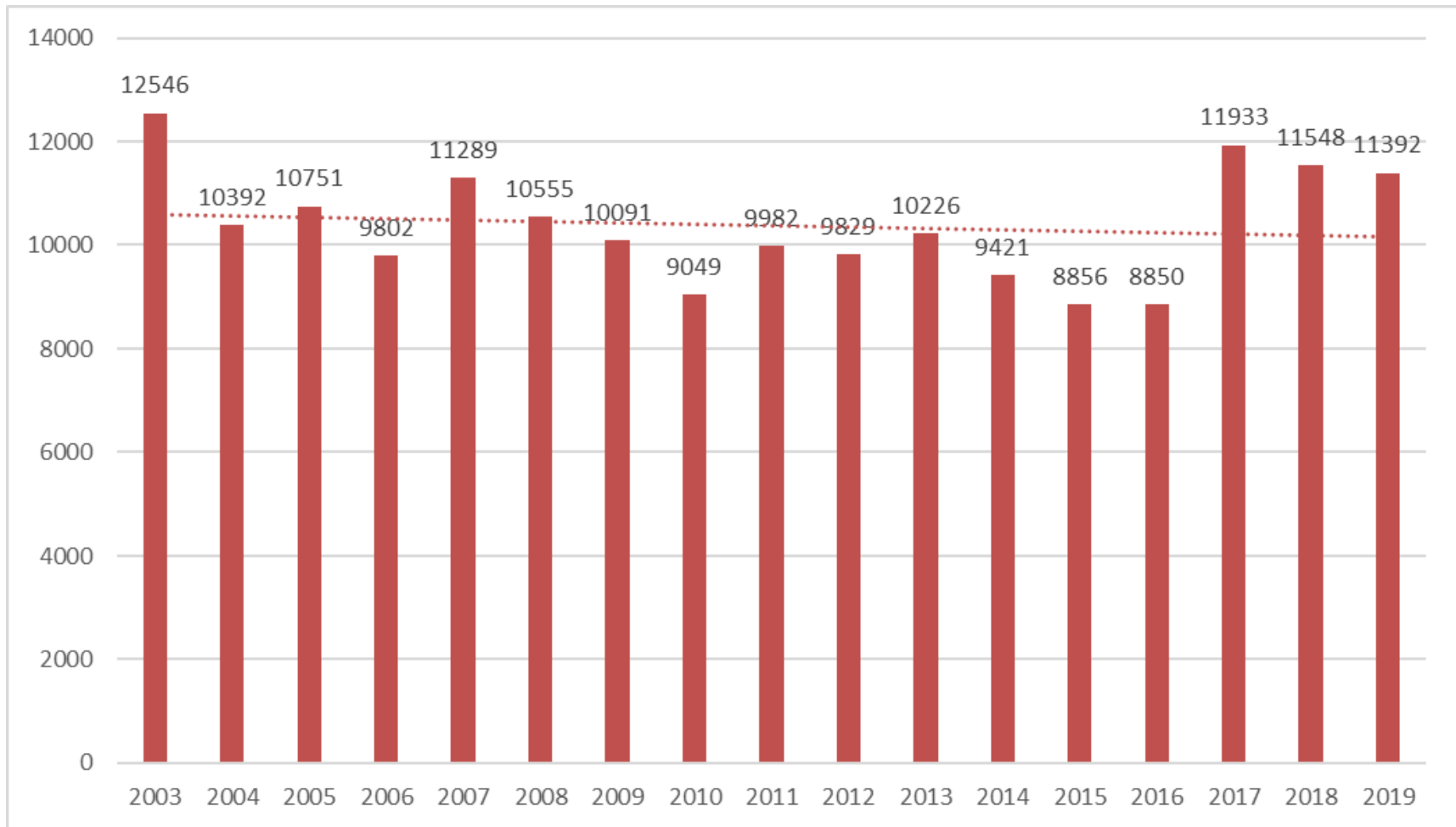
Source: Ottawa County Juvenile Detention Center Internal Data

Friend of the Court

Friend of the Court – Total Title IV-D (Child Support) Cases (in numbers)
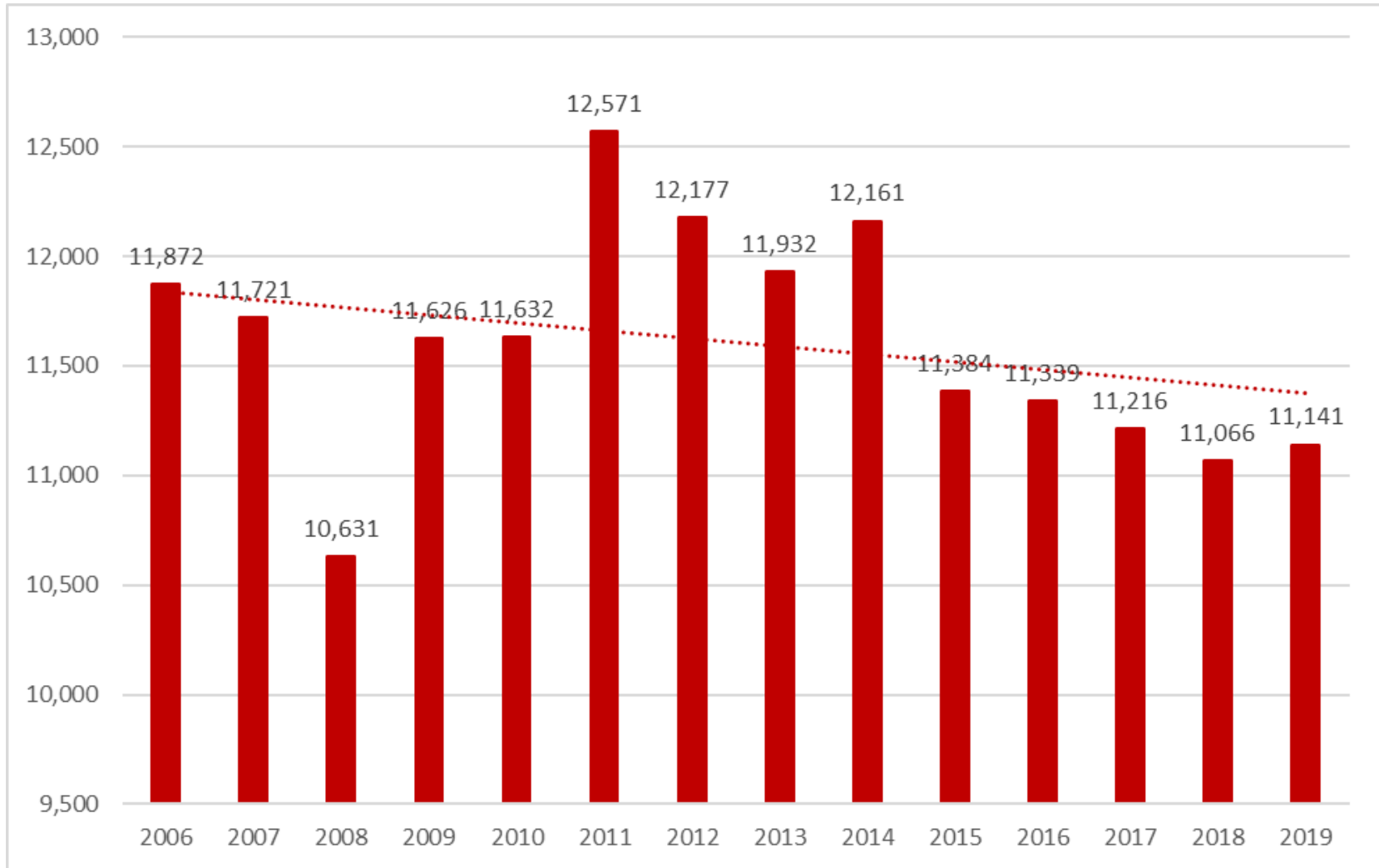
Source: Friend of the Court Internal Data

Friend of the Court – Child Support Collections (in dollars)
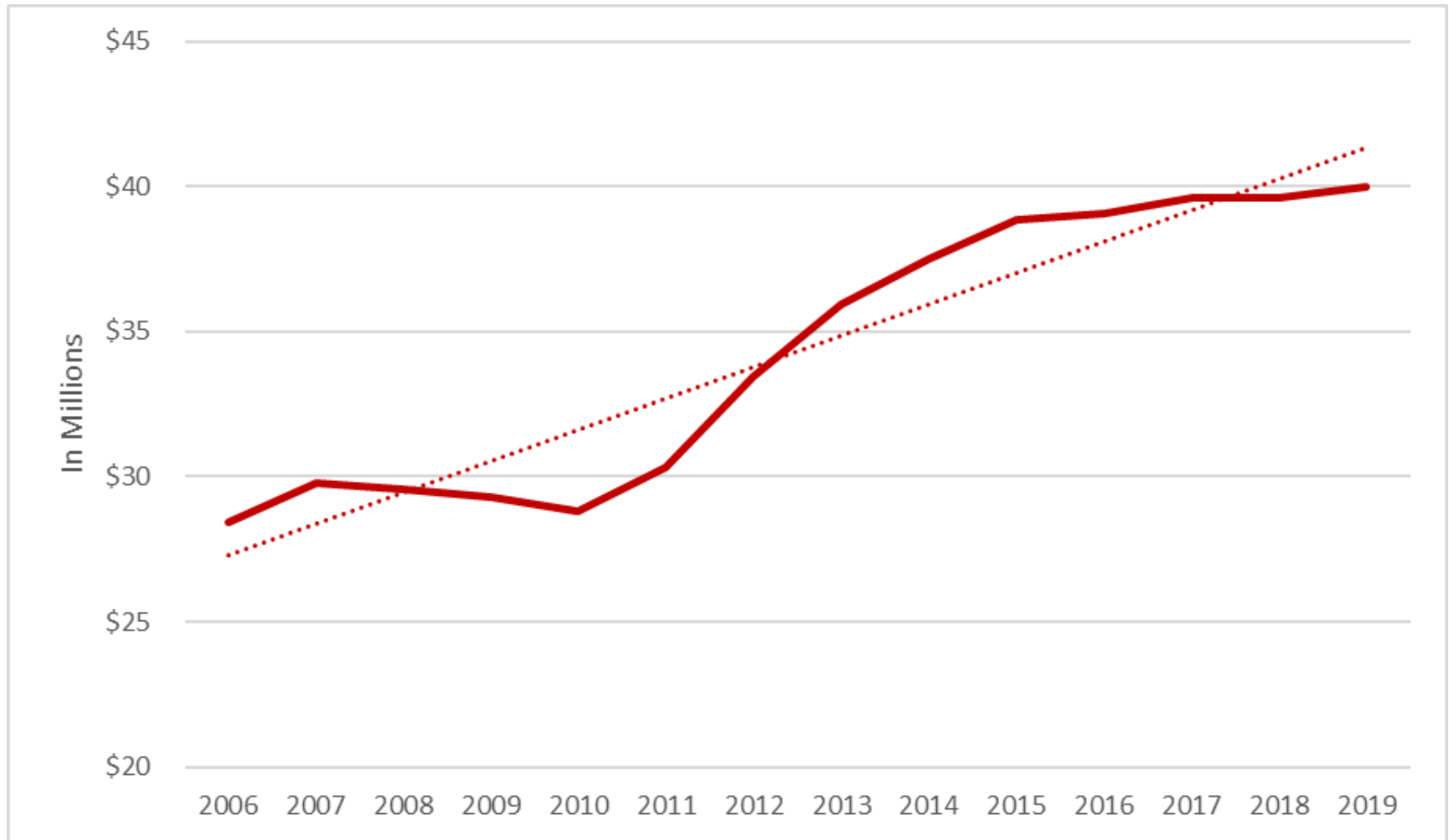
Source: Friend of the Court Internal Data

Friend of the Court – Custody Petitions Filed and Investigations (in numbers)
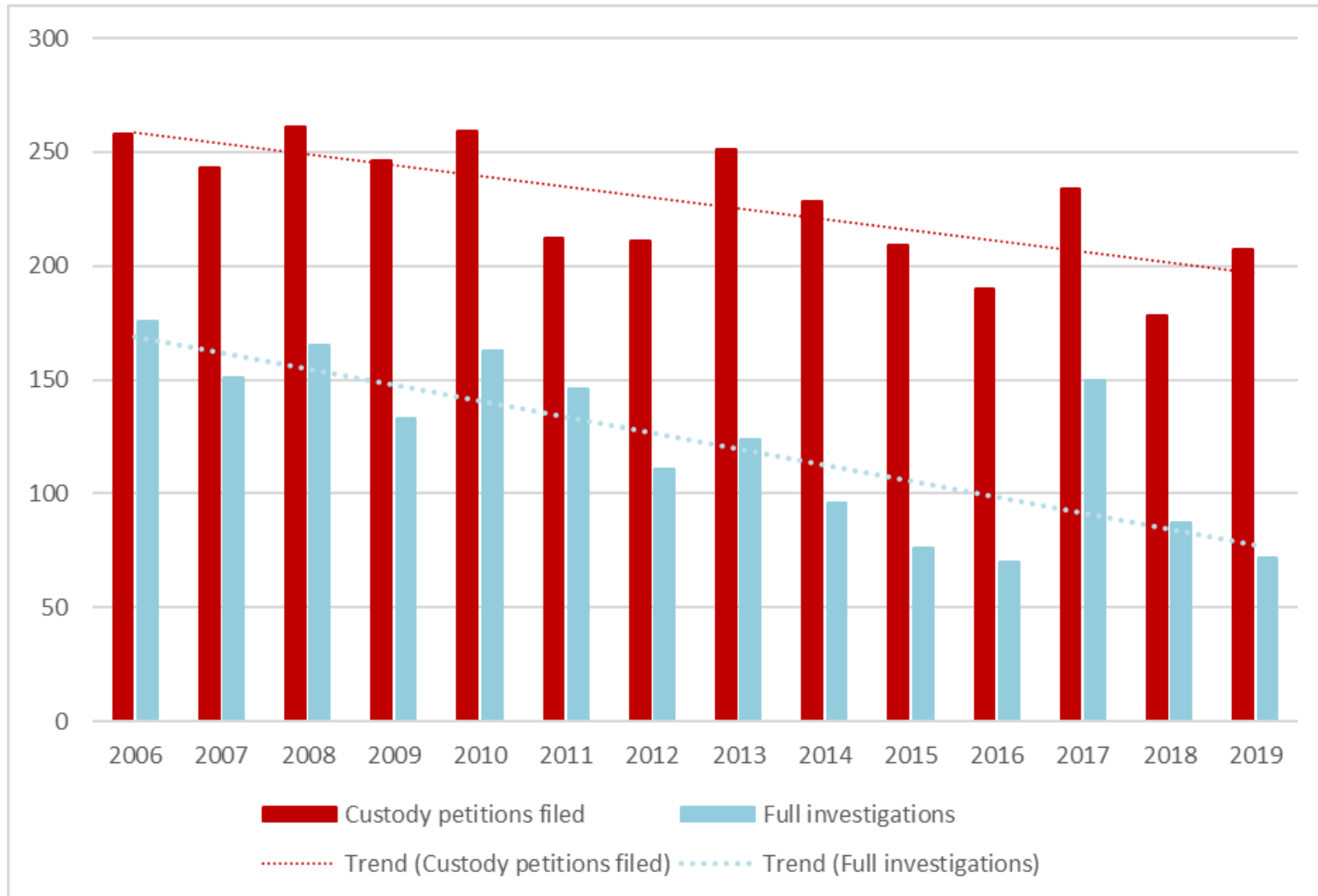
Source: Friend of the Court Internal Data

Probate Court

Probate Court – Total Filings
New and Reopened Cases (in numbers)
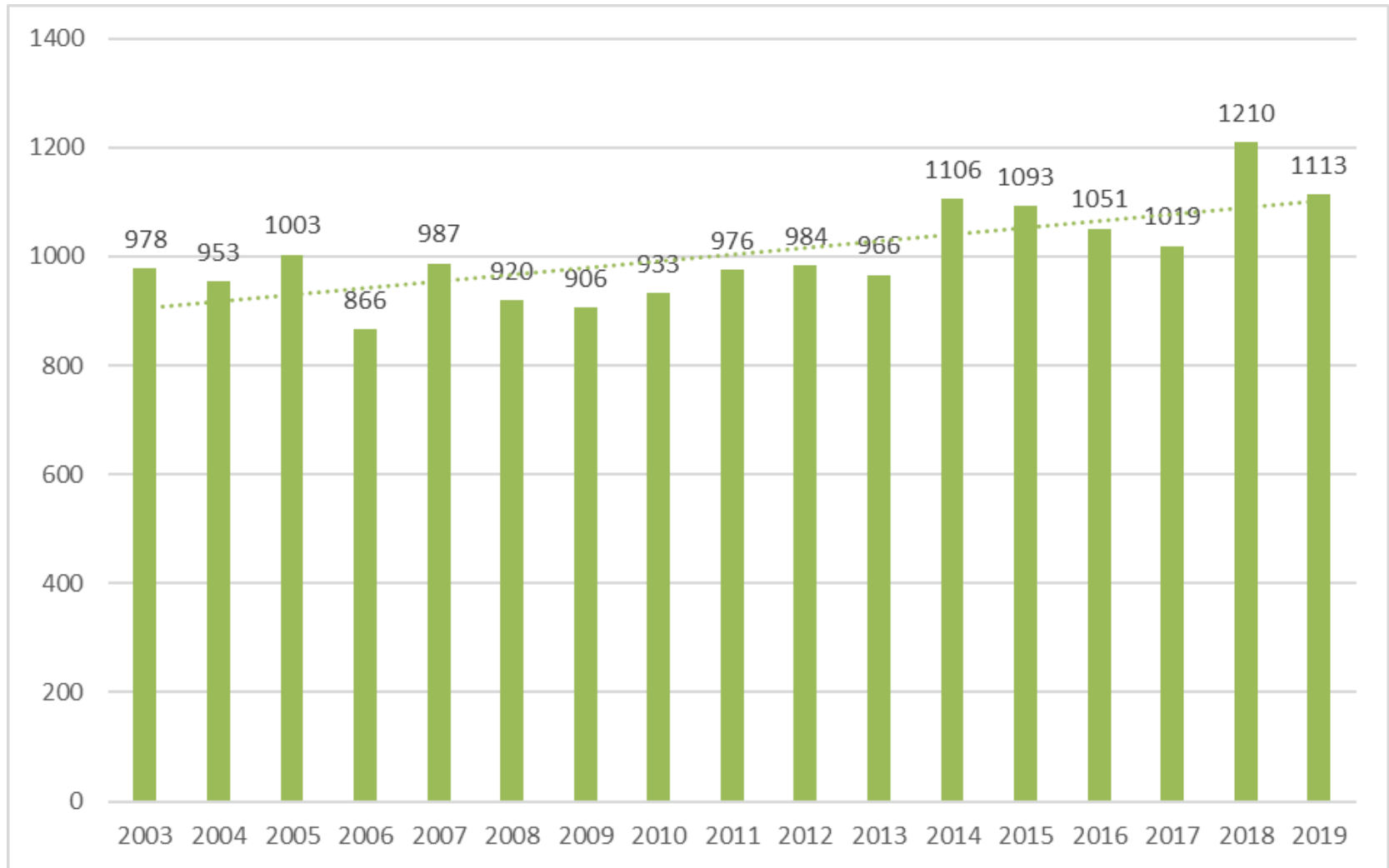
Probate Court – Cumulative Open Files Requiring Court Supervision (in numbers)
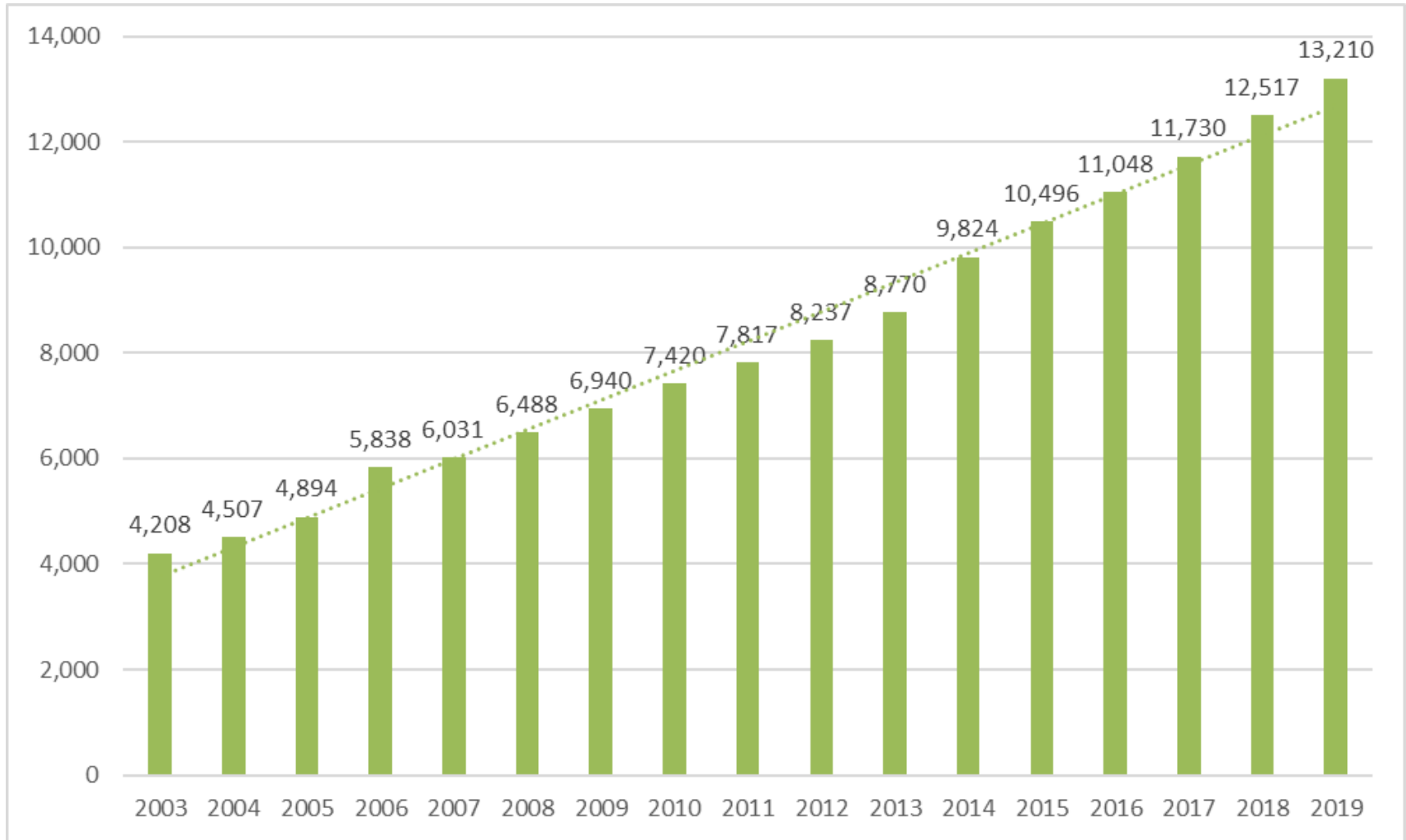
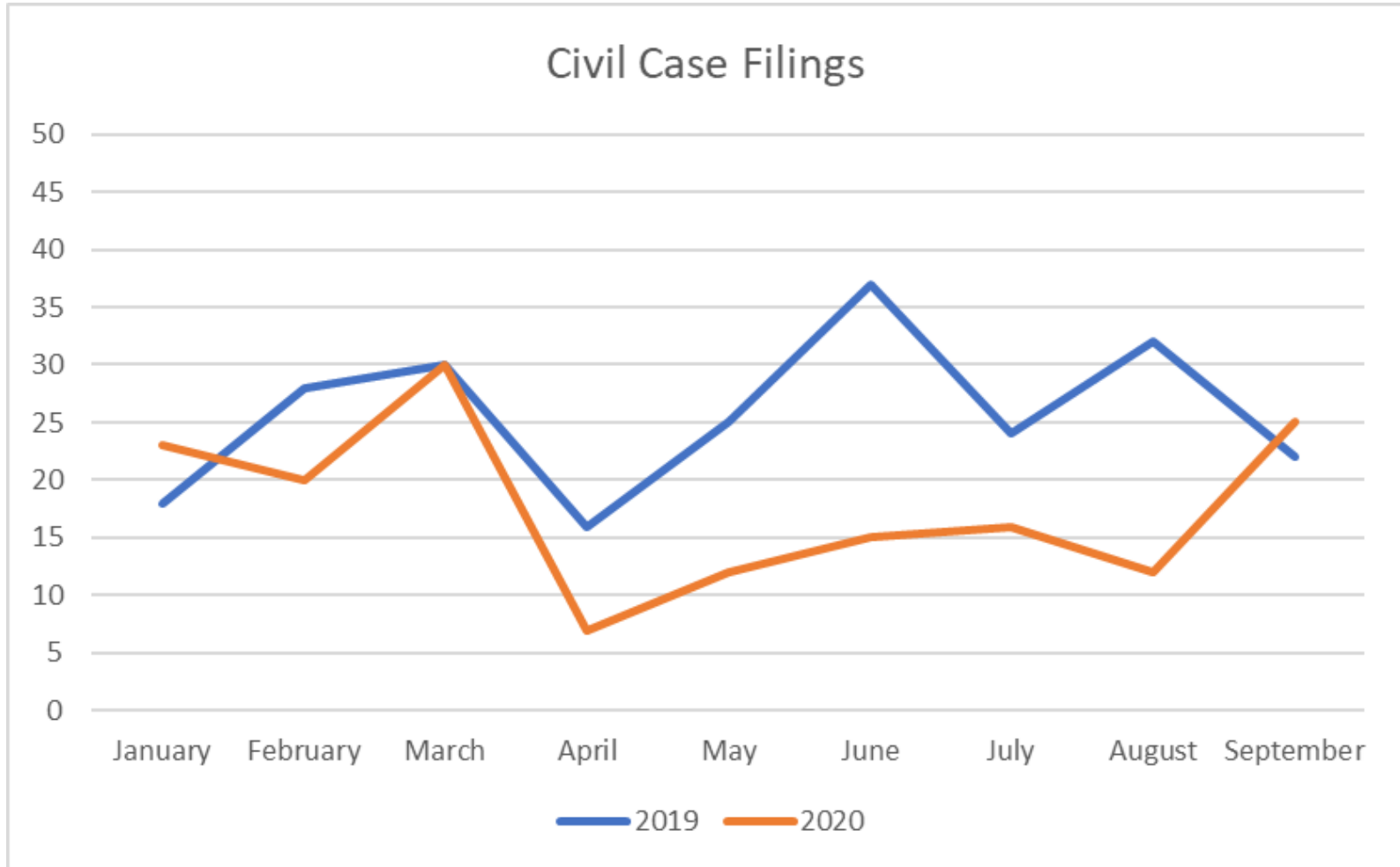Source: Judicial Information System (JIS) and Internal Probate Court Data

Internal COVID Trends
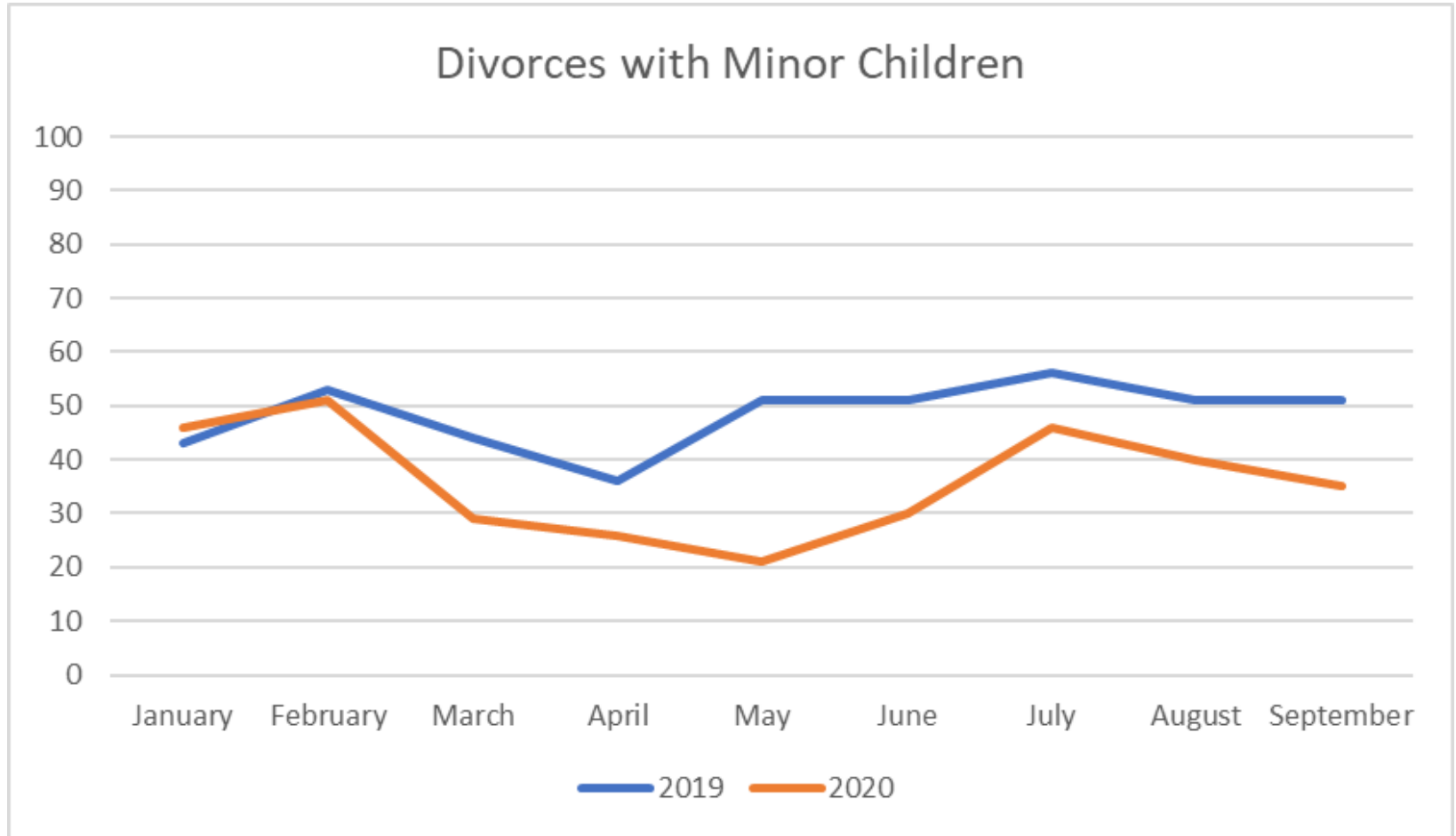
COVID Trends – 2019/2020 Comparison (in numbers)
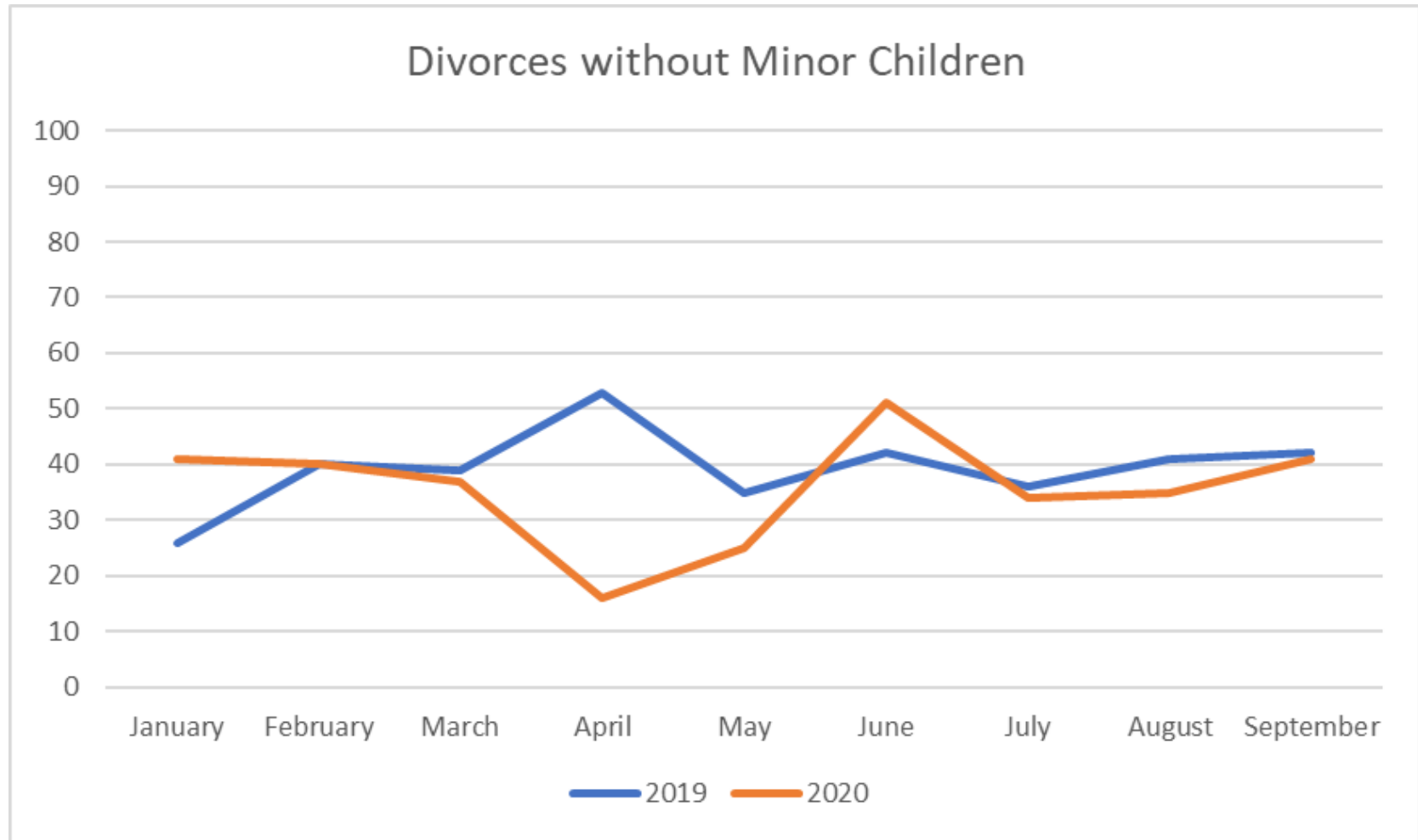

Business Court Case Filings

Source: Ottawa County Clerk/Register of Deeds

COVID Trends – 2019/2020 Comparison (in numbers)

Source: Ottawa County Clerk/Register of Deeds
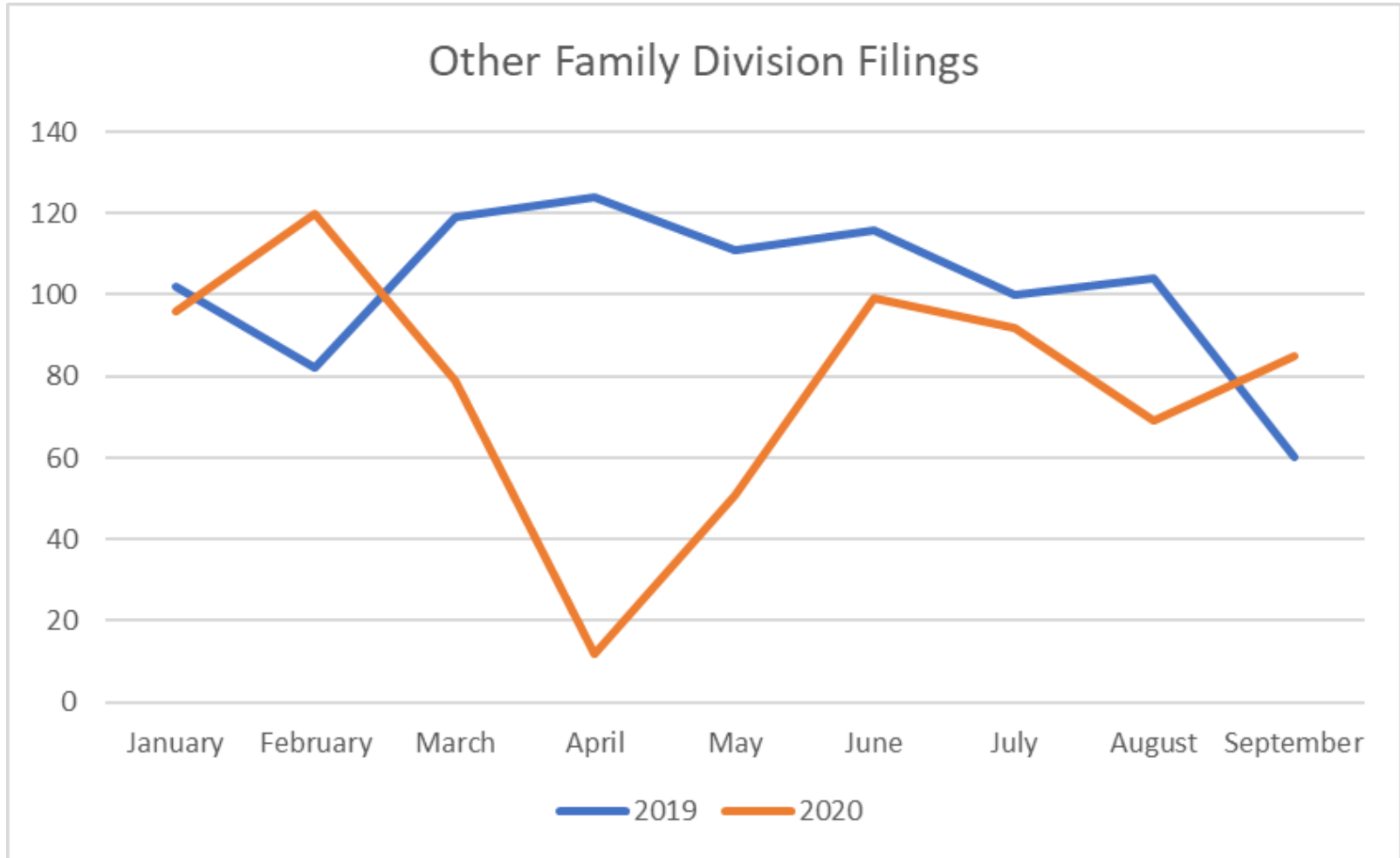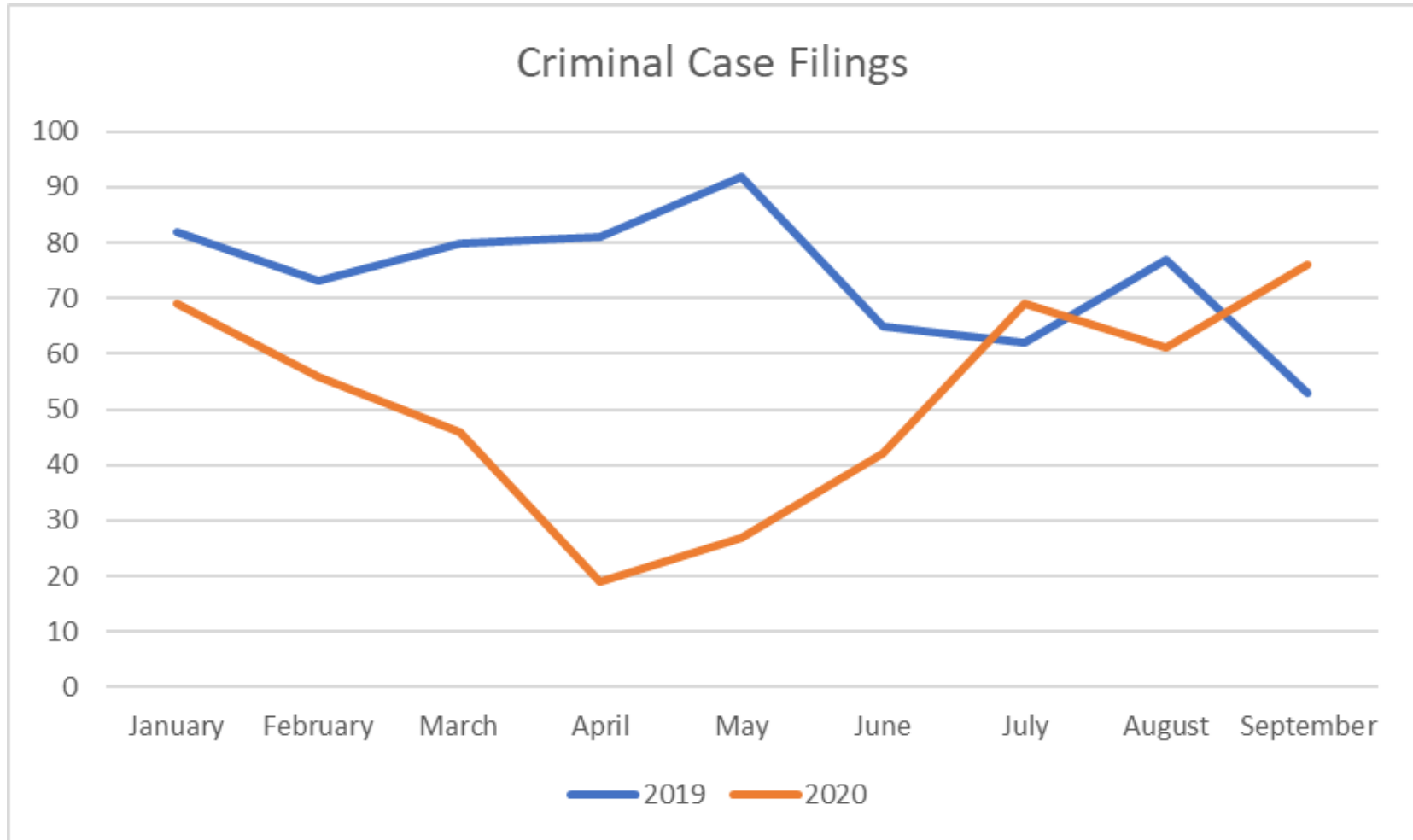
COVID Trends – 2019/2020 Comparison (in numbers)

Divorces with Minor Children

Source: Ottawa County Clerk/Register of Deeds

COVID Trends – 2019/2020 Comparison (in numbers)

Divorces without Minor Children

Source: Ottawa County Clerk/Register of Deeds

COVID Trends – 2019/2020 Comparison (in numbers)

Other Family Division Filings

Source: Ottawa County Clerk/Register of Deeds

COVID Trends – 2019/2020 Comparison (in numbers)

Source: Ottawa County Clerk/Register of Deeds
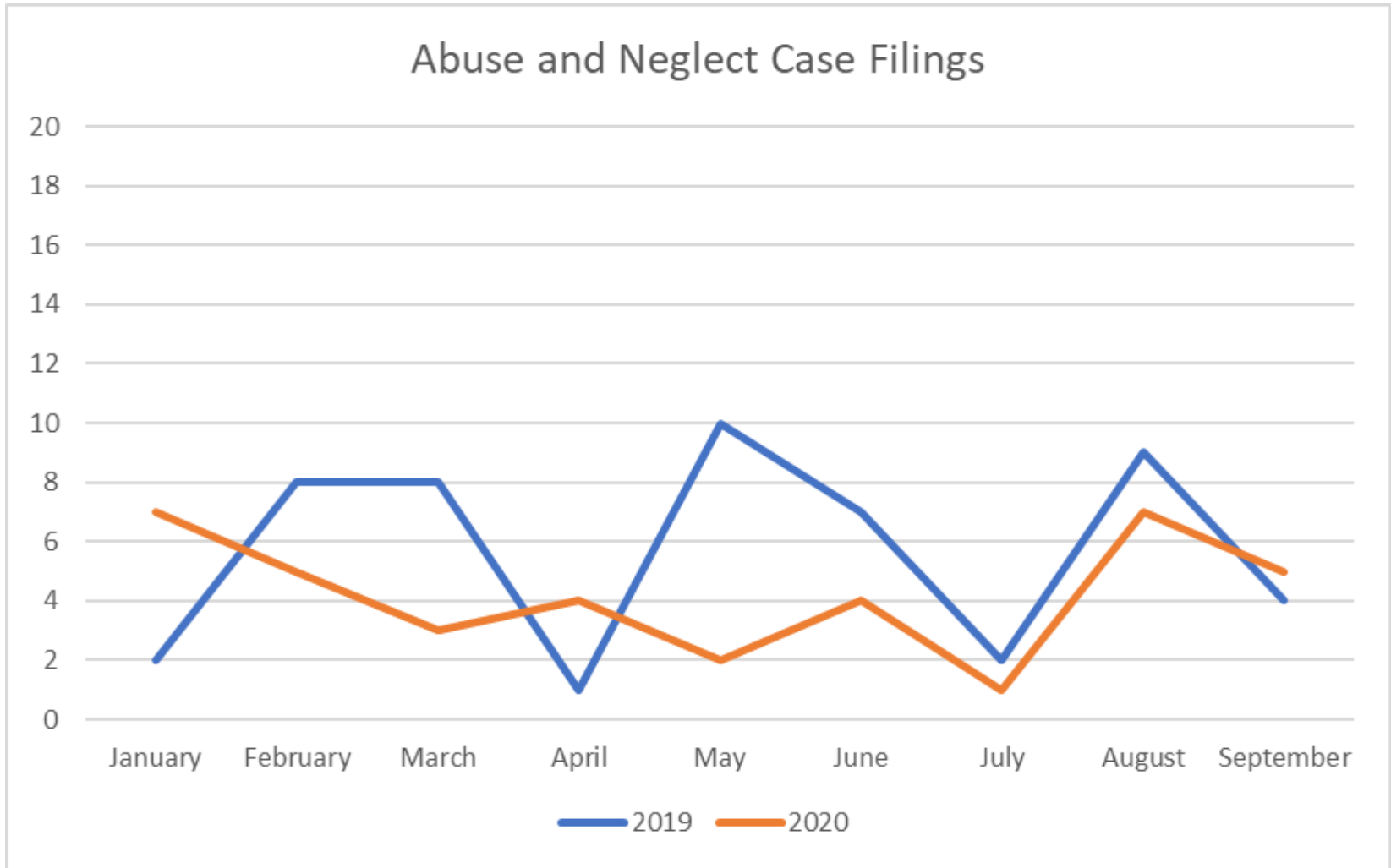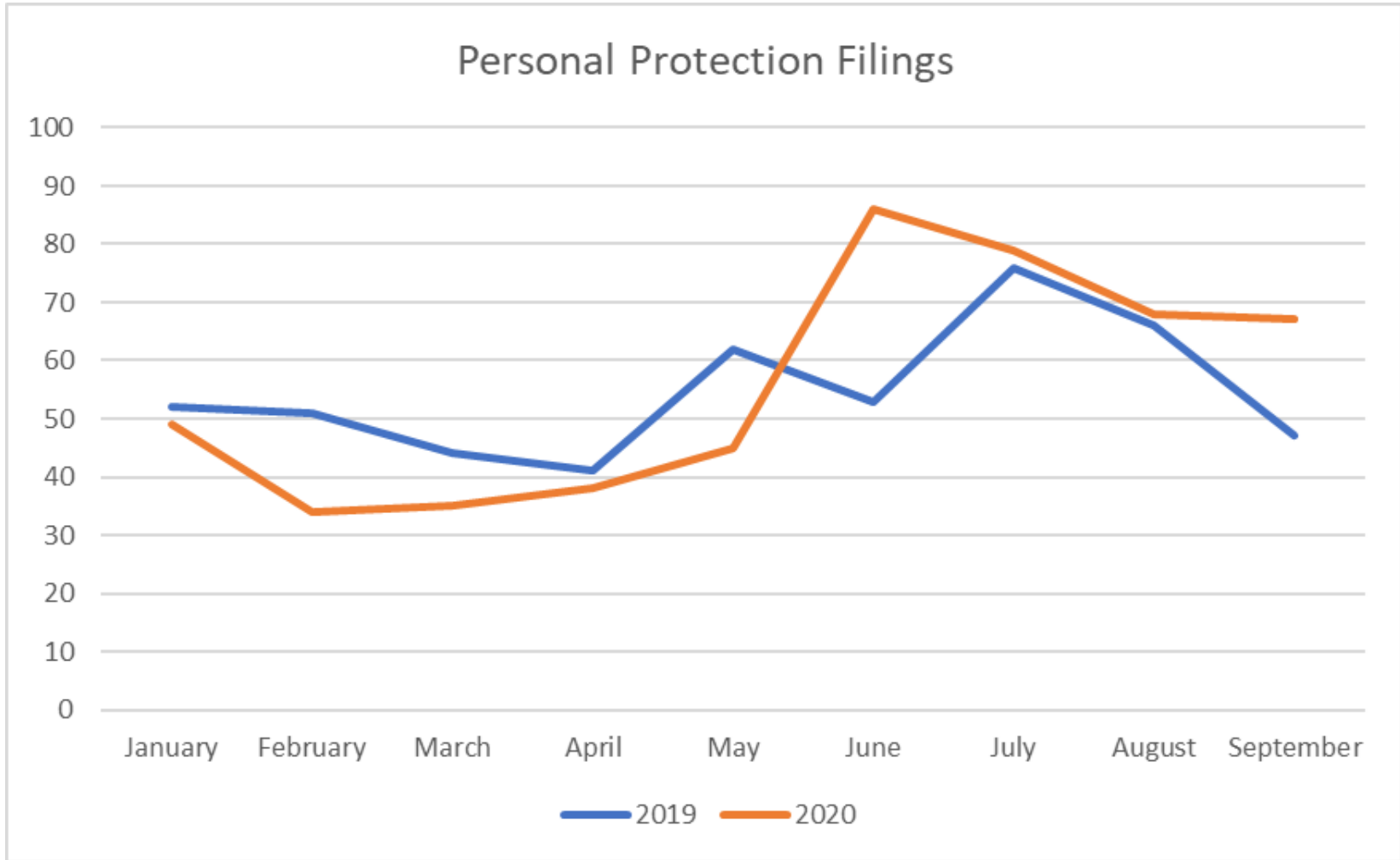
COVID Trends – 2019/2020 Comparison (in numbers)

Abuse and Neglect Case Filings

Source: Ottawa County Clerk/Register of Deeds

COVID Trends – 2019/2020 Comparison (in numbers)

Personal Protection Filings

Source: Ottawa County Clerk/Register of Deeds