

KANE COUNTY CIRCUIT CLERK

ANNUAL REPORT 2024



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LETTER FROM THE CLERK



THERESA E. BARREIRO

Circuit Clerk

With the workforce experiencing the influx of those leaving for more pay, the clerk's office was no exception. The Circuit Clerk's office has been extremely efficient and run on a lean budget. We continue to look for ways to be successful. For several years we unfortunately have had to operate with less and less staff. This would mean the inability to cross train across the different types of court rooms. We would find ourselves continually short-handed. Last year I made the decision to combine the Civil Team and Criminal Team as the Court and Office Team. As we continue to combine these teams, we see the flexibility this has given us in providing coverage in all of the various courtrooms. This gave us the much needed opportunity to start anew. Deputy clerk's are trained in the most needed areas first, which has helped fill the gaps that we previously experienced. This has been well received by prosecutors and judges alike.

We have also expanded our technology team. This was so important to help us navigate our technological needs. We have added two Business Process Specialists. They work on reports and forms to name a few tasks. A major task is updating forms that are continually changing through state legislators. Many reports through our office are sent to the state and could affect funding for Kane County. A priority that we stay on top of. Having these additions to our staff will only increase our ability to solve issues in house!

Now that the 16th Judicial Court has had a year working the Pre-Trial Fairness Act, our office is looking at possible future needs. Unfortunately, we are experiencing the financial shortfalls from the Act. It goes without saying that the judicial system can not be solely funded on those that frequent it. The challenge is how to fund the work involved. Here we all see the benefits of the hard work that all of the judicial partners in the 16th Judicial do. I am forever grateful to all of them!

On another note, our Expungement Clinics have been a huge success! My goal is to try to hold more of these throughout the county. Currently, we hold two annually, one in Aurora and one in Elgin. As long as the need is there we will continue to hold these.

Finally, I would like to see our services offered at more satellite locations throughout the county!

Theresa

**Main Location-Kane
Branch Court**



**Aurora
Branch
Court**



**Elgin
Branch
Court**



**Judicial
Center**



**Juvenile
Justice
Center**



**Third Street
Courthouse**

VISION

The Circuit Court Clerk's Office is dedicated to the customer, employees have high ethical standards, taxpayer expectations and social responsibility.

The basic direction for the office will be to expand services that develop from and are complementary to the Judicial Court System by focusing on quality, people, technology and aligning practices by focusing on the everchanging needs for courts and the public.

MISSION

To provide a means of managing the receipt, maintenance and security of the court record and to efficiently provide services to our customers in a courteous, timely, ethical and cost effective manner.

Strive to be accessible to all, trusted by all and responsive to the evolving needs of our communities.

PRIMARY DUTIES

The Circuit Clerk of Courts is under the Judicial Branch of Government and Governed by the Illinois Constitution Article VI, Section 18 and Illinois Supreme Court Rules. The Circuit Clerk's office and its functions are established under 705 ILCS 105 of the Illinois Compiled State Statutes.

- Responsible for creating, maintaining and keeping court records.
- Serves as the official custodian of all evidence from trials placed in the official court records.
- Ensures a Deputy Clerk(s) is present at every court hearing in person or via remote.
- Performs scanning and linking of documents not electronically filed as well as previous paper case filings.
- Provides customer service for the public, bench and bar at the Circuit Clerk main office and at the 2 satellite offices.
- Responsible for a number of administrative functions including processing all fines, fees and assessments that come thru the office.
- Responsible for the compliance and reporting as directed by Federal and State Legislation and Local Rules.



Illinois Supreme Court
Administrative Office of Illinois
Courts
Access to Justice
Illinois Statutes
16th Judicial Local Rules

The Circuit Clerk is given the statutory responsibility for providing a centralized and systematic method of maintaining and preserving court records.

In 2024, there were
289 Illinois Compiled Statutes which
require daily, weekly, monthly, quarterly,
semi-annual and annual tasks.

EMPLOYEE SPOTLIGHT



KARIN HERWICK

Chief Deputy and Human Resource Officer

Court and Office
Teams OP Manager
Operations Liason

Records Manager
Customer Service
Manager

Deputy Chief of Operations (CD/COO) serves as a chief executive to the Clerk of the Circuit Court with the responsibility for overseeing all of the administrative and operational functions of the Circuit Court Clerk's office. The CD/COO works with the executive team to develop vision, goal and office strategies. The CD/COO is in charge of reviewing the staff and mentoring of the employees to optimize their talents within the Circuit Clerk's guidelines. The CD/COO is responsible for and has a complete understanding of total office operation and its relationship to external organizations.

The Chief Financial Officer (CFO) is responsible for designing, implementing, maintaining, revising and updating an accounting and internal financial audit program for the office of the Clerk of the Circuit Court. The CFO requires a complete understanding of accounting procedures, records, ledgers and reports. Accounting data must be maintained in a format that will provide management and other agencies with timely information. The CFO interacts with the office of the County Auditor, Treasurer and other departments on a day to day basis for reconciling, controlling, reporting and auditing cash receipts and cash disbursements. The Chief Financial Officer takes full and complete "end product responsibility" for all projects and assignments related to financial management. The CFO has a great understanding of total office operation and its relationship to external organizations.



LORI JOHNSON

Chief Financial Officer

1 Financial Support
Administrator

3 Financial Support
Team

EMPLOYEE SPOTLIGHT



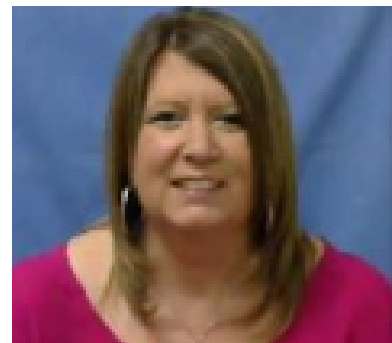
LAURA STEGING

Business Process Team Manager

5 Systems Professional
Business Process Team 3 Business Process
Support Team

The Business Process Manager is responsible for analyzing Business Operations functions for improvement opportunities that increase revenues, reduce or avoid expenses/costs and improve work simplification process. Conducts analysis; documents business processes and problems; coordinates and implements solutions from process analysis and general department projects. Develops tasks and training for new projects. The Business Process Manager is delegated total operation and supervisory responsibility in all specialized functions relating to the Process Support Teams.

The Court and Office Teams OP Manager is assigned to oversee, assist and direct the Court and Office Team Supervisors. The Court and Office Teams OP Manager is delegated total operational and supervisory responsibility and accountability in all specialized functions relating to this team. This requires a general understanding of total office operation and its relationship to external organizations. (I.e. all tasks for court calls, preliminary hearings, grand jury, initial appearance court (previously known as bond call), child support payment process, e-file new cases, and subsequent filing. Collection of fines and filing fees, phones and other supportive tasks). The Court and Office Teams OP Manager will follow-up on training goals with the supervisors to ensure proper training logs are completed. End product accountability is directly associated with high volume workload situations and high job complexity.



JESSICA SKWAREK

Court and Office Operations
Team Manager

Manager
Court and Office
Operation

4 Supervisors Court
and Office OP Team

48 Court and Office
OP Team

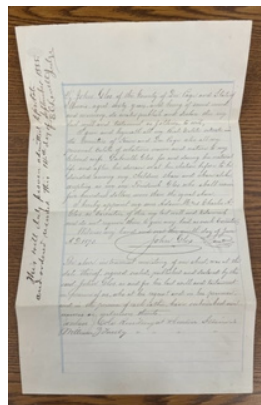
EMPLOYEE SPOTLIGHT



MONICA LAWRENCE
Chief Informations Officer

Business Process
Team Manager

The Chief Information Officer (CIO), is responsible for overseeing the technology strategies and computer systems to ensure that Circuit Clerk's Office maintains the integrity of the court records at the Circuit Clerk's Office. The CIO is responsible for the planning, developing, and implementing technology advancement for improvement of process and or quality. The CIO also assists with development and implements comprehensive system and application strategy. The CIO plans on how to use existing and emerging technologies to transform the Circuit Clerk's Office and the courts into the evolving digital existences. Responsibilities include ensuring that appropriate technology protocol is maintained for processes and procedures related to system support, including hardware, software development, system documentation, and technical and training manuals. The CIO has authority for program coordination with user departments both internal and external that affect the computerized operations and exchange of information. Other responsibilities include project support, trains and provides liaison with assigned personnel in the user department, conducts audits to ensure that programs meet systems maintenance and operational needs; acts as primary liaison with Kane County Information Technologies Staff and technology Directors and staff within other County Offices, and the Judicial partners. Responds to user requests for information and/or assistance..



EMPLOYEE SPOTLIGHT



CANDY ALLEN

Records Team Manager

13 Records Team

7 Office Op Team

The Customer Service Manager (CSM) is a highly focused position to ensure that the organization understands and satisfies its customer's requirements. The Customer Service Manager helps in developing customer service policies and procedures for the Circuit Clerk's Office and handles face-to-face complex inquiries from customers. The Customer Service Manager develops and administers a program to monitor customer satisfaction. The program will require follow-up on customer complaints and satisfaction thereof. As tools, the Customer Service Manager may use surveys, mail or telephone inquiries for gathering data to determine compliance with pre-determined standards of customer service in the Circuit Clerk's office. Has the ability to visualize, integrate, plan and anticipate future needs. The Customer Service Manager takes full and complete end product responsibility for all projects and assignments related to this area. The CSM has a general understanding of total office operation and its relationship to external organizations.

The Records Manager is responsible for managing the storage, archiving, retention and destruction of court records effectively, appropriately, and according to legal requirements. The Records Manager is also assigned responsibility of assuring quality records, through inspection at various stages in the recording process. Another responsibility is the documentation of test results and the evaluation of the compiled data to suggest changes in procedures or methods to achieve the best quality possible. The Records Manager has operation and supervisory responsibility and accountability in all specialized functions relating to the Records programs of the Circuit Clerk's office. The Records Manager has a good understanding of total office operation and its relationship to external organizations. (I.e. exhibit tracking, ROP indexing, new case verification, Q/A and record retentions, SOP's, daily team operations, etc). Requires end product accountability and quality control. High volume workload situations and high job complexity.



ANN LAMBERT

Customer Service Manager

SPOTLIGHT

Reporting

Circuit Clerk's are required to report case information electronically to the Illinois Office of the Courts (AOIC), they then distribute our information to the Illinois Bureau of Identification and the Illinois Secretary of State.

Files are submitted daily:
Mandatory Insurance,
Secretary of State (SOS),
State Police Criminal (SOS/BOI),
State Police Traffic (SPT).

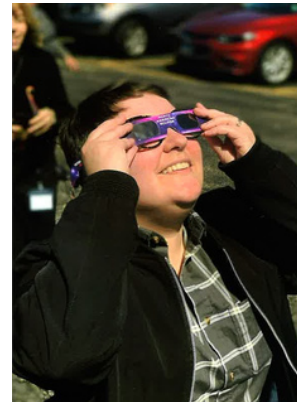
Statistics filed with the Administrative Office quarterly.

Other than reports we review new processes being put into place along with new system upgrades. Anytime a law changes or reporting requirements change, we make sure we are in compliance. Example, Safe-T Act. Update new offence tables. Along with this comes training for new items. We create and maintain paper and electronic forms. CIC staff is also learning how to create electronic workflow for forms

- Identified reporting requirements for NEW Statistical Reporting mandated by the State; updated forms, updates to Standard Operating Procedures (SOP's), etc.
- Provided support to the Judiciary, SAO, and Court Services to help gather data needed for reports.
- Tested upgrades to Odyssey, our Case Management System, to keep up on the latest versions available.
- Implemented 2023 version of Odyssey.

Call Center

- Clerks handle the Scheduling Call Center, managing 60 calls daily (1,200 monthly) to set court dates.
- Clerks respond to about 245 phone calls daily (4,900 monthly).
- Additionally, there are an average of 13 chats daily (260 monthly) and many Emails answered daily for non-phone contact.



SPOTLIGHT

Collecting & Distributing Fees & Fines

- We send two payment notices to collect money from defendants prior to final disposition. The second payment notice was established to help prevent those that would go to collections.

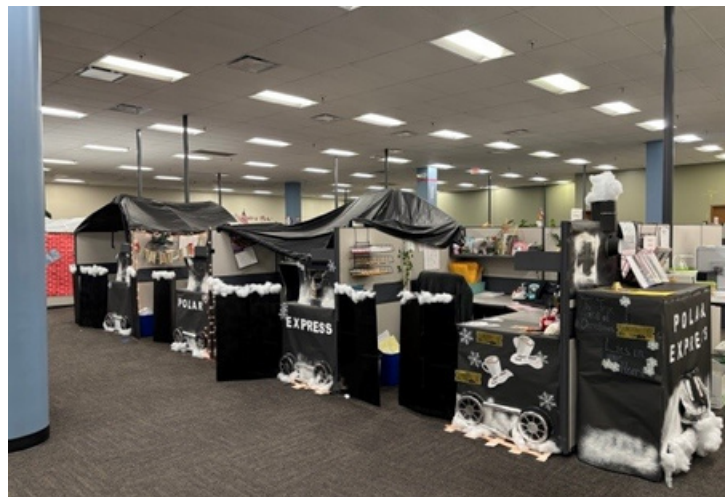
Our Finance Team reported that December's End of Month Distribution went to 69 Departments/Agencies.



In General

- Deputy Clerks perform various record keeping functions such as creating new cases within the case management system, entering other documents filed, payments, and incoming mail.
- All documents are also scanned for the electronic record.

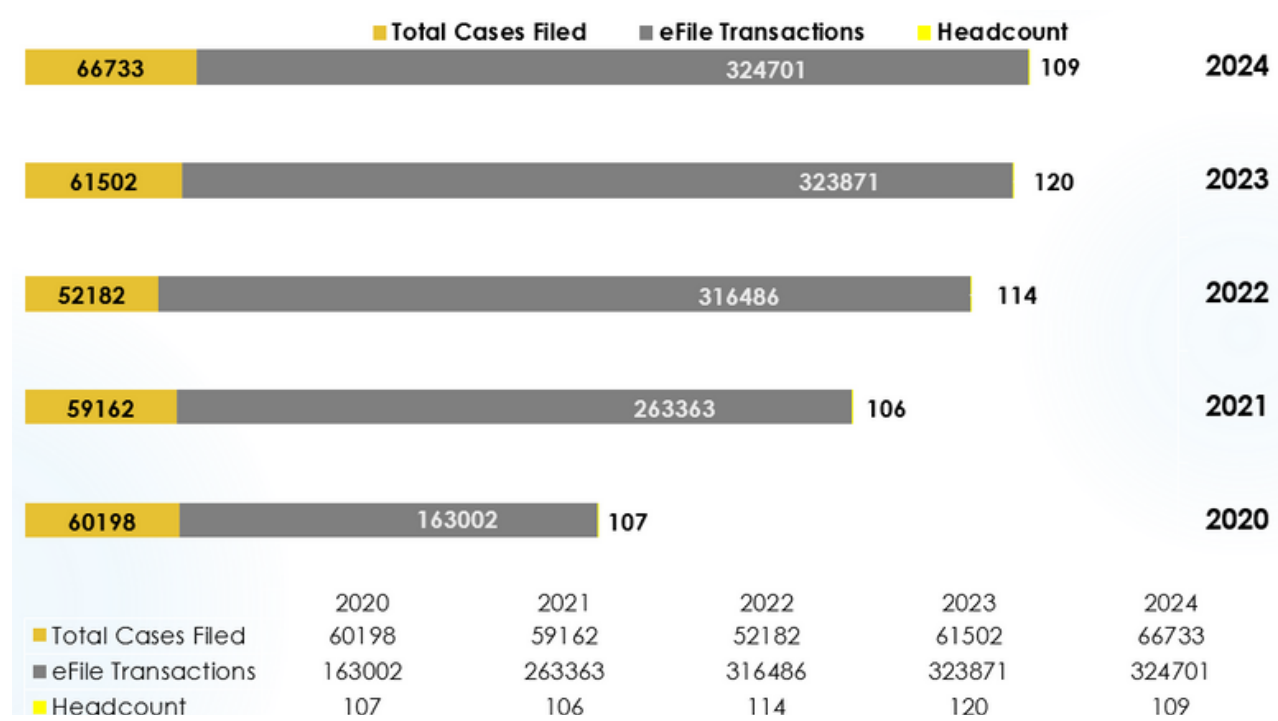
Deputy Clerks also service citizens via phone, chat, email, mail, and/or in person at main and/or satellite offices.



OVERVIEW

Efile is open 24 hours a day and seven days a week permitting envelopes to come in even when the Circuit Clerk’s office is physically closed.

Efile case types of TR/OV/MT were added and the public/attorneys are now able to efficiently file these from home as well. Filings have increased since last year. This team also handles all email questions for any EFiled aspect. Despite this increase, Circuit Clerk’s office was still able to maintain standards in the office and have all envelopes processed within 48 business hours. In fact, most days envelopes were processed within 24 hours or same day submissions. Please see below for the transactions completed by the clerks.

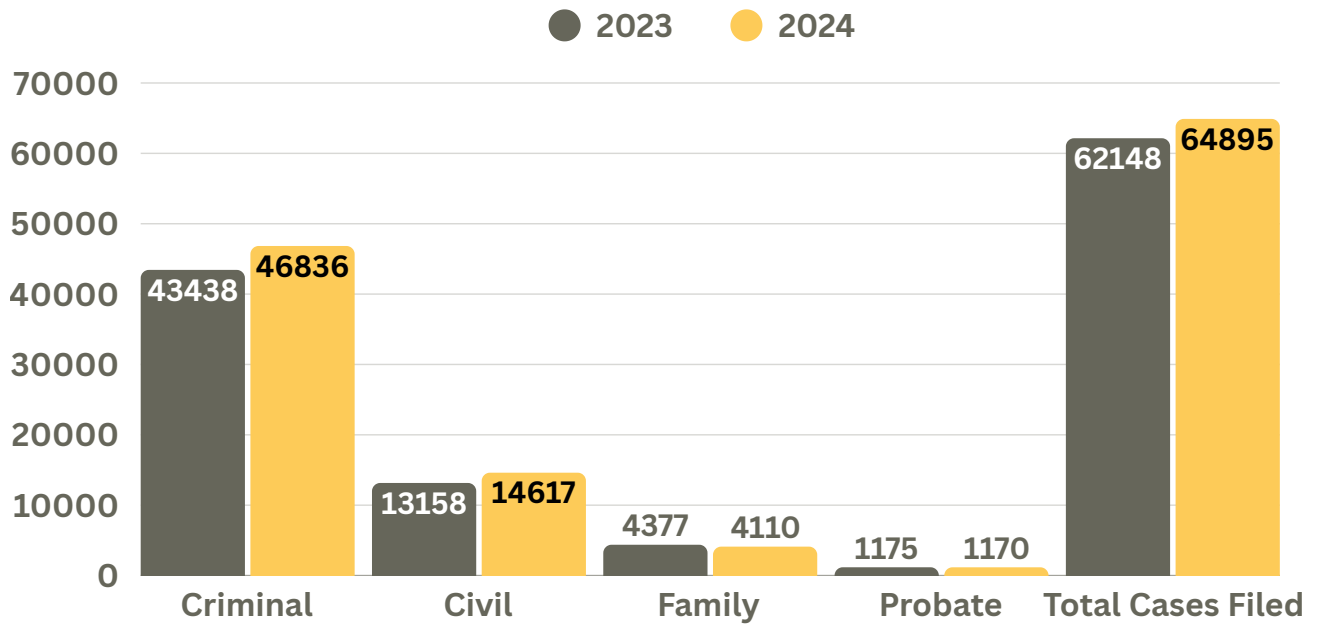


PUBLIC SAFE-T ACT APPEALS

- * Public Safety Act Appeals- With the new change in the Public Safety Act the amount of Appeals that are coming through resulted in additional workload to the Clerk’s office. Therefore a whole new position in the Records Team was needed to accommodate all of these; the Records Team was re-organized to absorb this work.
- * The setup of accounts, training and troubleshooting is completed by the Records Manager for this aspect of utilizing the EFileIL Application from the state.

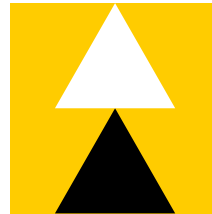
78%

Increase from 2023



+9%

We experienced a 9% increase in
New Case Filings in
2024 compared to 2023.



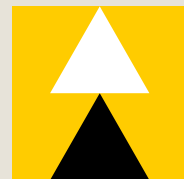
+9%

CRIMINAL



+11%

CIVIL



-6%

FAMILY



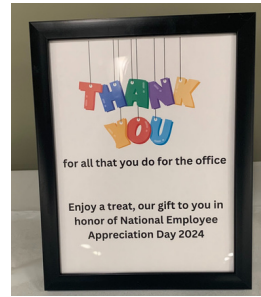
-0%

PROBATE



E-FILES AND RECORDS

- Office Operations Support Team is now completely cross trained. There are 7 team members that work from home only on E-File. This includes emails to this team.



E-FILE TRANSACTIONS BY CLERKS ANNUALLY

263,363

2021

316,486

2022

323,871

2023

324,701

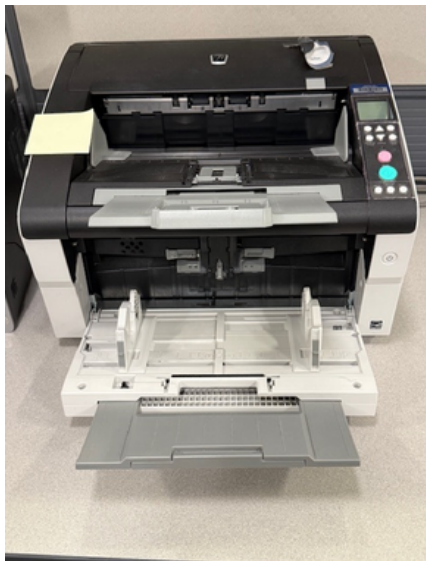
2024

GRANTS

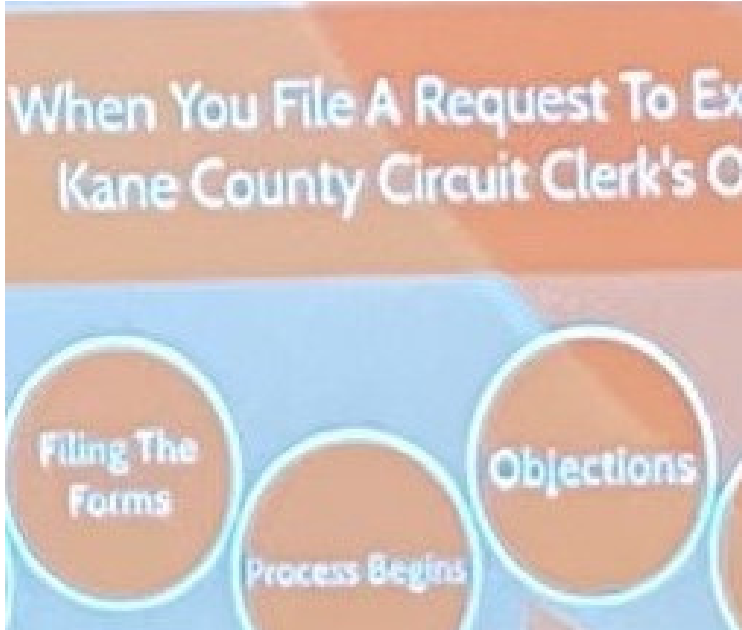
Candy Allen, Records Manager, took on the task. She alone worked with Karin Herwick, Chief Deputy, Kane County Purchasing and Kane County Finance. With these two ladies knowledge and expertise the Circuit Clerk's office was awarded two grants in 2023. The total was over \$1 Million!

The ARPA Grant that we received in 2023 is a two year project. This grant is for Paper Files to be scanned to Digital Images: Once Converted these will be placed in the Case Management System for ease of access to anyone that has access to Odyssey Case Manager and the Online Portal. There is 59 Skids of paper case files to be scanned. Each skid has 40 boxes giving a total of around 2360 boxes of files to be scanned. If clerks were ever to be off site again in an emergency we will have the ability to easily retrieve images for the customers from a different location.

These projects will be completed early 2026.



SOCIAL RESPONSIBILITY



888

Expungement/Seal Request



994

Orders



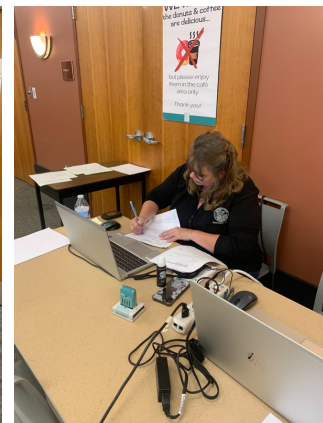
202

Objections

EXPUNGEMENT CLINICS

Collaborating with Kane County States Attorney Jamie Mosser, State Legislators across Kane County, and several local legal volunteers, we held two Expungement Clinics. These were held in Aurora and Elgin.

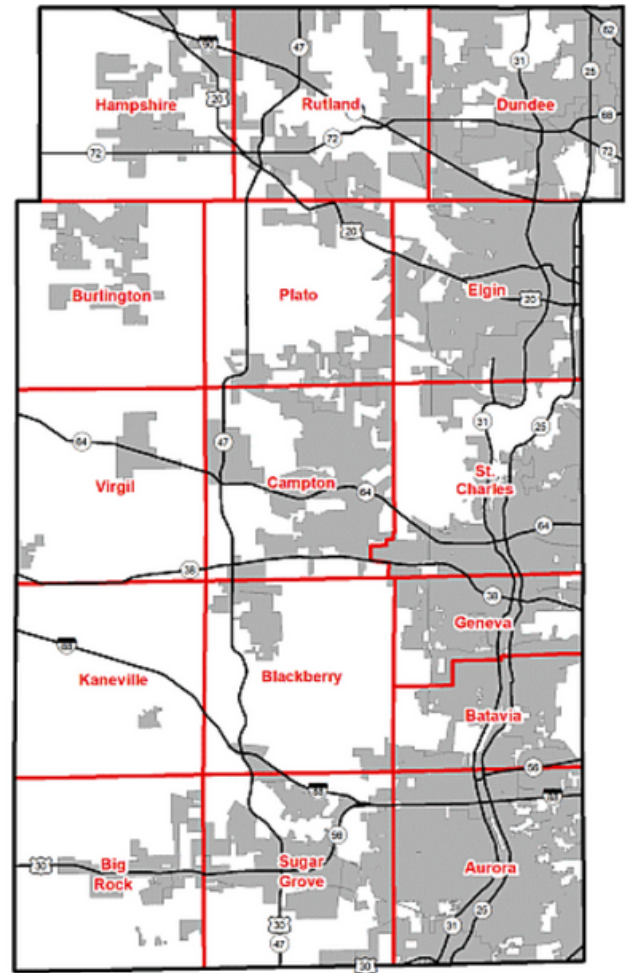
The Expungement/Sealing process can be complicated and can take approximately 75 days by statute, from start to end. This process can be overwhelming to have even a minor offense removed. The clinics provided information on the process with a brief presentation, and then the legal representatives volunteered their time to help people with paperwork followed by Q & A. The Circuit Clerk's office filed various petitions from these clinics getting people on their way with the process to get court orders approving their files be expunged and/or sealed.



FINANCIAL HIGHLIGHTS

The Circuit Clerk's office budget is set by the Kane County Board. Each year the County Board votes on the the entire county budget that includes county departments within the county, along with all of the elected offices. The Circuit Clerk's office has worked under and within the given adopted budget for the past three years.

There has not been an increase in revenue since Covid. With 108 employees there are several positions still vacant.



STAFFING

ADMINISTRATIVE SUPPORT

STAFF 31

COURT & OFFICE TEAM 54

RECORDS TEAM 15

EFILE TEAM 8

TOTAL OFFICE STAFF - 108



2024 REVENUE

\$5,933,370.00



2024 GF SALARIES & BENEFITS

\$5,441,708.97

2023 CLEARANCE RATES

After review of the past 5 year Trend, Clearance Rates: All Case types by Circuit showed that Kane County was struggling with Statistical Reports through the case management system. This required many hours for the Circuit Clerk's Information Systems Division and Kane Information Technologies Department along with the case management system provider.

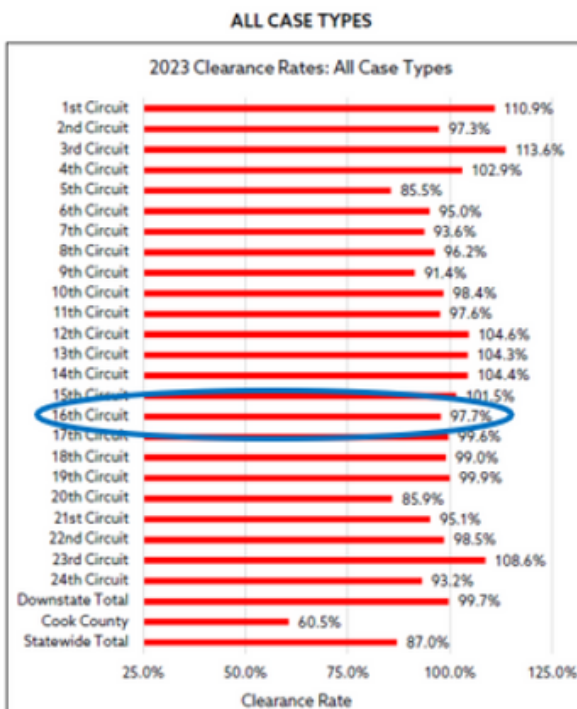
Once the upgrade to 2018 version of the case management system was completed, the Circuit Clerk's office was able to work with Kane ITD to overcome the issues. The Circuit Clerk's office is very proud to report that the 16th Judicial received a 97.7% Clearance Rate for all case types in 2021. The Circuit Clerk's office now has the 2023 version installed.

Clearance Rates: All case types by the Circuit showed that Kane County continues to improve our Statistical Reporting to the (AOIC) Administration Office of Illinois Courts.

(AOIC State reports are for the previous year.)

re: IL COURTS ANNUAL REPORT 2023

2023 CLEARANCE RATES BY CIRCUIT



FIVE YEAR TREND CLEARANCE RATES: ALL CASE TYPES

Circuit	2023	2022	2021	2020	2019
1st	110.9%	114.7%	102.6%	96.2%	90.2%
2nd	97.3%	103.3%	97.7%	87.1%	91.3%
3rd	113.6%	124.1%	107.6%	83.4%	92.4%
4th	102.9%	104.1%	96.8%	83.0%	96.0%
5th	85.5%	106.1%	85.2%	69.3%	78.9%
6th	95.0%	95.6%	91.6%	88.3%	92.6%
7th	93.6%	105.8%	134.1%	106.3%	116.0%
8th	96.2%	103.9%	102.4%	90.8%	94.4%
9th	91.4%	106.5%	99.4%	94.0%	98.6%
10th	98.4%	105.4%	90.8%	85.3%	97.1%
11th	97.6%	106.1%	96.8%	94.0%	101.0%
12th	104.6%	115.4%	101.2%	90.7%	97.6%
13th	104.3%	109.9%	97.5%	93.2%	96.0%
14th	104.4%	107.5%	93.2%	90.1%	94.5%
15th	101.5%	113.0%	101.2%	89.1%	95.6%
16th	97.7%	139.1%	99.5%	44.1%	71.3%
17th	99.6%	109.9%	103.0%	101.5%	98.0%
18th	99.0%	102.1%	110.7%	82.5%	100.6%
19th	99.9%	114.7%	102.3%	97.0%	100.9%
20th	85.9%	96.3%	107.9%	92.4%	96.9%
21st	95.1%	94.6%	66.1%	45.9%	69.0%
22nd	98.5%	105.8%	104.3%	93.7%	102.0%
23rd	108.6%	111.1%	112.5%	81.6%	98.5%
24th	93.2%	-	-	-	-
DOWNSTATE TOTAL	99.7%	109.3%	102.5%	86.8%	95.5%
COOK COUNTY	60.5%	71.8%	86.0%	74.1%	78.3%
STATE TOTAL	87.0%	95.6%	97.2%	82.5%	89.2%

*Without the Clerk's office,
the courts would not function as efficiently and the public
would face significant delays in accessing filed documents.
In essence, the clerk is the hub to the 16th Judicial Court.
Thank You!*



For more information about the
Kane County Circuit Clerk's office;

540 S. Randall Rd.
St. Charles, IL 60174

630-232-3413

www.cic.countyofkane.org