



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

455 Golden Gate Avenue • San Francisco, California 94102-3688
Telephone 415-865-4200 • Fax 415-865-4205 • TDD 415-865-4272

MEMORANDUM

Date

November 3, 2003

Action Requested

N/A

To

Associate Justices of the Supreme Court
Justices of the Courts of Appeal
Judges of the Superior Courts

Deadline

N/A

From

Candace D. Cooper
Presiding Justice of the Court of Appeal
Second Appellate District, Division Eight

Contacts

Andy Hauer, Manager
Compensation, Classification, and Benefits
415-865-4256 phone
andy.hauer@jud.ca.gov

William C. Vickrey
Administrative Director of the Courts

Roland Nelson
Senior Human Resources Analyst
Compensation, Classification, and Benefits
415-865-4281

Susan M. Hough
Director, Human Resources Division

roland.nelson@jud.ca.gov

Subject

One-Stop Shopping: New Judicial Service
Unit and Help Desk

We are pleased to announce that we are establishing a new Judicial Service Unit and Help Desk, residing in AOC's Human Resources Division. This program is dedicated to providing you with answers to your questions about judicial compensation, benefits, retirement, insurance, disability, education, and other important issues. Our purpose in writing you is to let you know what we are planning to do and to invite your input during the formative stages of this new service.

Why we are establishing this service?

As a justice or a judge in California's judicial system, your public service places many difficult demands on you. When you have questions or concerns about matters affecting the quality of your life and work, you need timely, responsive, and complete answers and information. The new Judicial Service Unit and Help Desk will be available to provide you with the information you need.

What services will be provided?

Working with you, subject-matter experts will provide, among other things:

- One-on-one advice and counsel in areas such as JRS I and JRS II retirement, CJP insurance, and health benefits;
- Advocacy for issues related to quality of life, including how to access the Judicial Officers Assistance Program for you and your family or dependents, and other programs;
- Research, surveys, and focus groups on issues of most concern to justices and judges;
- Coordination of administration of workers' compensation and disability management for justices and judges;
- Presentations to justices and judges at judicial meetings, conferences, and retreats and availability to meet individually with you to respond to your concerns about compensation, benefits, retirement, and quality of work and life; and
- Access to the team will be provided by a toll free 800 number, and in the near future by electronic contact through the Serranus Web site for judges only.

Who's on the team of experts?

Justice Candace D. Cooper, chair of the Judicial Service Advisory Committee (JSAC), will serve as advisor to the Judicial Service Unit and Help Desk. The multidisciplinary team of experts will consist of staff from the Human Resources Division, the Office of the General Counsel, the Education Division, the Office of Governmental Affairs, and others. In addition, expert judicial assistance will be provided by retired Justice Elwood Lui on JRS I retirement issues and by Judge William Highberger of the Superior Court of Los Angeles County on matters involving JRS II retirement. Mr. Jim Niehaus, formerly the Judicial Retirement Specialist at the California Public Employees' Retirement System (CalPERS), also will be available to discuss these and other concerns of justices and judges. The Judicial Service Unit and Help Desk will work in conjunction with the Judicial Service Advisory Committee as committee members identify, assess, and recommend steps to address compensation, benefits, retirement, and quality of work and life issues and to provide advice to the Judicial Council on proposed rules or legislative changes.

Associate Justices of the Supreme Court
Justices of the Courts of Appeal
Judges of the Superior Courts
November 3, 2003
Page 3

What's the status of the new unit and help desk?

Team members have been identified and an 800 number is being set up to receive your calls. We are in the process of developing a secure, password-protected Web site that you may use 24 hours a day, 7 days a week to send your questions to the experts.

What's next?

A kick-off meeting of the new unit and team of subject-matter experts is being planned. The service is expected to be available to justices and judges not later than January 1, 2004. More information about the Judicial Service Unit and Help Desk will be sent to you in the next few weeks, including a handy brochure on the unit's services and contact information. We also will give you an update after the kick-off meeting.

We invite you to send us your comments and suggestions about the service and ways you would like to see it evolve. We look forward to working with you on this important endeavor.

CDC/WCV/SMH/ea

cc: Hon. Ronald M. George, Chief Justice of California
Hon. Elwood Lui (Ret.)
Hon. William Foster Highberger, Judge of the Superior Court of California,
County of Los Angeles
Mr. Frederick K. Ohlrich, Clerk of the Supreme Court
Clerk/Administrators of the Courts of Appeal
Executive Officers of the Superior Courts
Human Resources Liaisons of the Superior Courts
Mr. Ronald G. Overholt, Chief Deputy Director
AOC Directors
Mr. Michael Laurence, Director, Habeas Corpus Resource Center
Ms. Victoria Henley, Director, Commission on Judicial Performance
Mr. Jim Niehaus, AOC Consultant