



JEFFREY PALMORE
CHAIRMAN

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EX-OFFICIO MEMBERS

ROBYN DE SOCIO
EXECUTIVE SECRETARY

COMMONWEALTH OF VIRGINIA

Compensation Board

P.O. Box 710
Richmond, Virginia 23218-0710

November 6, 2024

The Honorable L. Louise Lucas
Chair, Senate Finance and Appropriations Committee
13th Floor, General Assembly Building
201 N. 9th Street
Richmond, VA 23219

The Honorable Luke E. Torian
Chair, House Appropriations Committee
12th Floor, General Assembly Building
201 N. 9th Street
Richmond, VA 23219

Re: Status Report on Progress of the Time Study Conducted by the National Center for State Courts of the Comprehensive Duties and Responsibilities of Circuit Court Clerks (Chapter 2, Item 67 V.)

Attached is a status report identifying progress made in contracting with the National Center for State Courts (NCSC) to conduct a time study as to the comprehensive duties and responsibilities of Circuit Court Clerks' offices including, but not limited to, expungement/rights restoration and sealing volume as well as other obligations reflected in the Code of Virginia (e.g. duties prescribed under Title 17.1, et seq).

The attached documents in the status report include an overview of the time study process by the NCSC and a listing of participants that comprise the steering and advisory committees; however, all Circuit Court Clerks and Deputy Circuit Court Clerks and employees of the Clerk will participate in the data collection portion of the time study. Additionally, the Compensation Board will work with the NCSC to conduct a meeting to involve other stakeholders as needed, including staff from the Virginia Crime Commission and the Office of the Executive Secretary of the Supreme Court.

I will be pleased to provide you any additional information or brief you on this status report as you deem necessary; please feel free to contact me at (804) 225-3439 or robyn.desocio@scb.virginia.gov.

Sincerely,
Jeffrey S. Palmore, Chairman

A handwritten signature in cursive script that reads "Robyn M. de Socio".

Robyn M. de Socio, Executive Secretary
Enclosure



A nonprofit organization improving justice through leadership and service to courts.

Mary Campbell McQueen
President

Laurie Givens
Vice President
Court Consulting

MEMORANDUM

TO: Robyn de Socio, Executive Secretary, Compensation Board,
Commonwealth of Virginia

FROM: Amy J. Kehner, Principal Court Management Consultant,
National Center for State Courts

DATE: November 5, 2024

RE: Virginia Circuit Court Clerks Workload Assessment Study Status

The National Center for State Courts (NCSC) and the Commonwealth of Virginia Compensation Board have finalized the language of a contract for NCSC to perform a workload assessment for circuit court clerks. The results will be used to update the current staffing standards used to determine and distribute funding and positions allocated to circuit court clerks' offices and will include an analysis of the impact of expungement and sealing work on staff. The project will utilize a time and motion study, sufficiency of time survey, quality adjustment sessions, and focus groups to develop average processing times for the identified case types and the statutorily prescribed and discretionary duties of the circuit court clerks.

A steering committee including members from the Virginia Circuit Court Clerks' Association (VCCA) has been created, and a larger advisory committee consisting of Compensation Board staff, VCCA members, and other relevant stakeholders is also established. The steering committee will determine the overall project goals, timeframes, data requests, and requirements and provide high-level guidance that can be used to inform the work of the advisory committee. The advisory committee will refine the approach and content of the assessment and resolve essential issues affecting data collection, interpretation, and analysis. They will make policy recommendations to the Compensation Board regarding the content of the final model and recommended staffing standards, informed by the data collected during the time study and quality adjustment process. The committees will meet within six weeks to finalize the time study design. Prior to meeting with the committees, Compensation Board staff and NCSC staff will meet with Virginia Crime Commission staff and Circuit Court Clerks who have been working with the Crime Commission to define workload impacts related to expungement and sealing work.

The staffing standards will be based on the workload associated with case filings or transactions and non-transaction-related responsibilities, such as serving on committees established by statute. The Virginia Supreme Court Office of the Executive Secretary (OES) is expected to provide case filings data where

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appropriate, and Clerks' offices will need to provide transaction data not related to case filings to support the staffing standards.

The workload assessment will proceed in two phases. In the first phase, all circuit court clerks' office staff will participate in a time study to track the amount of time they currently spend on transactions, including transaction-related and non-transaction-related work, such as serving on task forces and committees. The time study will run for at least four weeks beginning in late February/early March 2025. NCSC will provide a series of training webinars for all time study participants prior to the time study period. During the time study, participants will record all their working time using a secure online timekeeping system provided by NCSC. NCSC will then calculate the average amount of time staff currently spend on transactions of each type (preliminary weights) and the amount of time spent on non-transaction-related and administrative responsibilities. The time study will distinguish between statutory and discretionary responsibilities. The analysis will also focus on the impact of expungement and sealing tasks on workload. The advisory committee will meet in early summer of 2025 to review the time study results.

The second phase of the workload assessment will focus on quality adjustment. To ensure that the final model incorporates sufficient time for Circuit Court Clerks' office staff to fulfill their duties effectively, the quality adjustment process will employ a statewide survey and focus groups to solicit feedback from across the state. The advisory committee will meet in late summer or early fall of 2025 to review the results of the quality adjustment process, finalize the model, and formulate recommendations for staffing standards. The project report will be submitted by October 31, 2025.

**2024-5 VIRGINIA CIRCUIT COURT CLERKS WORKLOAD
ASSESSMENT STUDY STEERING COMMITTEE (as of 11/5/24)**

National Center for State Courts

Suzanne K. Tallarico, Principal Court Management Consultant

Amy J. Kehner, Principal Court Management Consultant

Compensation Board Staff

Robyn de Socio, Executive Secretary

Charlotte Lee, Budget Manager

Virginia Circuit Court Clerks' Association

Barrett Chappell (Dinwiddie County)

Randy Carter (City of Suffolk)

Llezelle Dugger (City of Charlottesville)

Kelly Flanagan* (City of Bristol)

Chaz Haywood (Rockingham County/Harrisonburg)

Kristen Nelson (York County/Poquoson)

**President, Virginia Circuit Court Clerks' Association*

**2024-5 VIRGINIA CIRCUIT COURT CLERKS WORKLOAD
ASSESSMENT STUDY ADVISORY COMMITTEE (as of 11/5/24)**

National Center for State Courts

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Chaz Haywood (Rockingham County/Harrisonburg)

Kristen Nelson (York County/Poquoson)

Circuit Court Clerks

Teresa Dobbins (Powhatan County)

Staci Falls (City of Staunton)

Christalyn Jett (Spotsylvania County)

Rene Lamey (Lee County)

Angela Moore (Warren County)

Jeremiah Musser (Wythe County)

Kaitlin Struckmann (Rappahannock County)

Victoria Washington (Charles City County)

Valerie Younger (Campbell County)

**President, Virginia Circuit Court Clerks' Association*