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## **Administration Division - Circuit Court Business Center**

Date: May 28, 2013

To: Family Division Guardians ad Litem

From: Circuit Court Business Center Team

Subject: Implementation of New Guardian ad Litem Procedures – June 3<sup>rd</sup>, 2013

Thank you very much for your assistance and input into our Guardian ad Litem business changes that will officially begin on Monday June 3, 2013.

As you know, we started this effort to improve internal business processes, improve communications with our GAL pool, integrate receivable activities with our Family Court Services and Family Division offices, and reduce county cost due to non-paying litigants.

Over the past six months a number of changes have been implemented to move us in this direction. With your assistance we have:

- Increased the initial GAL deposit to \$2,000,
- Standardized numerous GAL related court orders to create consistent communication,
- Expanded the creation of case related receivables assigned to specific persons,
- Expanded the use of monitored payment plan tools built in to our CCAP software,
- Put some "teeth" behind our late notices, payment compliance tools, and have re-introduced judicial payment hearings to reinforce financial compliance,
- Expanded the responsibilities of our Criminal Traffic Payment Center cashiering team to create a "Business Center" which was re-located to Room C112 in the Courthouse,
- Built in new work processes to assist GAL's and ensure full payment for services.

All of these efforts lead up to our final transition which will occur Monday June 3, when we bring all the attorneys who perform Family Division GAL work into active use of these tools. As we transition forward next week, numerous staff will be available to assist and discuss these final changes with you and/or your administrative staff. Business Center staff and Family Division staff will be holding formal Q&A sessions Friday May 31<sup>st</sup> of this week and Monday June 3<sup>rd</sup> thru Friday June 7<sup>th</sup> in the County Board Room. Staff will be available between 11:30 and 1:30.

Please do not hesitate to bring issues to our attention or share ideas for continued improvement with us. Electronic versions of all our new materials, information sheets, and sample documents are available on our website – please see the URL below.

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