

Oakland County Probate Counter Coverage

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Probate/Juvenile Register



We have made several changes to our counter coverage which you may need to be aware of. The counter is open from 8:00 a.m. until 5:00 p.m. during the business week. Typically, every other Friday we hold staff meetings from 8:30 until 9:30 a.m. If we are going to have staff meetings, we will post notices prior to that for your information. There are also rare occasions (i.e., holiday luncheon, etc.) where we may close the counter completely. Again, prior notification is given through the *Oakland County Legal News* and posting for these special events.

Our Estates counter is now divided into specialized stations. There are two "new file" stations, a "clerical support" station, and seven other stations that handle "all filings." While there are these specific stations, if there is no one in line to open a new file, etc., staff assigned to new filings would be waiting on the next person in line and vice-versa. We will not have staff sitting idle at the counter. Further, during the hours of 8:00 to 8:30 a.m., noon to 2:00 p.m., and 4:30 to 5:00 p.m., the Estates counter is "full service." That means that there are no specialized stations during these times and that all staff will wait on the next person in line as needed.

As previously established, but to serve as a reminder to you, the counter staff will work on a maximum of five files per filer per visit. If you have more than five files, you may return to the end of the line for additional service. The goal here is obviously to wait on as many people as possible during a given time.

You should also be aware that no new file numbers will be assigned after 4:30 p.m. There may be possible excep-

tions, to-wit, a medical emergency guardianship, etc. However, if you need a new file opened, please make sure to present yourself to the counter well before 4:30. We are also mindful that emergencies are common in both the Estates and Mental Health areas and may not make it to the counter until the end of the day. Every effort will be made to accommodate attorneys and the public when a true emergency exists.

As of July 13, we have also established a "Proof of Service" and "GAL Report" drop box. If you are filing a "Proof of Service" or "GAL Report" for court, you can avoid the line on court mornings by filing it as late as the day before the hearing. We will guarantee that those documents will be entered into the computer the same day as dropped off. This will allow you to go directly to the courtroom on court days without waiting in line to file these documents.

Finally, you will notice that we have also changed our assignment of court dates policy to provide you with a much quicker hearing date. Presently, if you file your documents today (except for minor guardianships where a child protective services clearance is required), you will receive a hearing date within two weeks. In order to accomplish this, we have had rather voluminous court calls in the past several weeks. However, we should be experiencing typical motion call volume by this time.

If you have any suggestions or concerns regarding any of our above policies, please contact me. We are hopeful that all of these changes will continue to serve our patrons in a more efficient manner. Stay tuned.