



Mariyana T. Spyropoulos

Clerk of the Circuit Court of Cook County

OPENING THE FRONT DOOR TO JUSTICE

2025 IMPACT REPORT

*"Government of the people, by the people, for the people,
shall not perish from the earth."*

- Abraham Lincoln

16th President of the United States of America



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A MESSAGE FROM CLERK MARIYANA T. SPYROPOULOS

Dear Cook County residents,

I am proud to share the 2025 Impact Report for the Office of the Clerk of the Circuit Court of Cook County. This report reflects a year of intentional work to open the front door to justice by strengthening transparency, accountability, and accessibility across every part of our office.



In 2025, we concentrated on building systems that support public trust. We reviewed policies and public access practices, closed long-standing compliance gaps, and made sure all required reporting is fully up to date. We expanded public access through the appointment of a Public Access Director and launched the Clerk's first public data dashboard, giving residents direct insight into court activity dating back to 2020. We also expanded language access services and improved courthouse signage to help residents navigate court facilities more easily.

In addition, we advanced modernization efforts that improve how the court system functions day to day. The launch of e-Citation allows moving traffic citations to enter the court system electronically, reducing delays, minimizing errors, and helping residents address their cases sooner.

Access to justice must extend beyond courthouse walls. Throughout the year, we showed up in communities across Cook County, reaching more than 90 percent of municipalities. We hosted the Second Chance Summit, Mental Health Summits, a Women's Empowerment Seminar for survivors of domestic violence, and additional forums to connect residents with information, resources, and opportunity.

Internally, we strengthened the office by investing in our workforce through updated policies, training, hiring, and improved operational coordination. These efforts ensure consistent, high quality service for the public.

The progress outlined in this report lays a strong foundation for continued improvement. I remain committed to leading an office that is accessible, accountable, and worthy of the public's trust.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Spyropoulos', followed by a long horizontal line.

Mariyana T. Spyropoulos

Clerk of the Circuit Court of Cook County

HOW WE'RE SERVING COOK COUNTY

2025 AT A GLANCE



8.2M+

Documents Processed



3M+

People Helped



\$3M+

Overtime Spending
Reduced



364,935

File Jackets Ordered



45,559

Hours of Employee
Trainings



90%

Of Cook County
Communities Reached



1,191

Traffic Warrants
Quashed/Recalled



\$950,000+

Past Due Invoices Paid
from 2019-2024



\$560,000

Saved as a Result of
Warrants Addressed
Pro Bono



4,866

People Helped During
Amnesty Week 2025



SETTING A STRONG FOUNDATION

Building systems that support transparency, accountability, and public trust

● REVIEWING SYSTEMS

A comprehensive review of policies, reporting practices, and public access to information identified gaps and opportunities for improvement across the office.

● EXPANDING PUBLIC ACCESS

With the appointment of a **Public Access Director** and the launch of a **public data dashboard**, access to case initiation data dating back to January 2020 became available through monthly updates. The Office also **significantly expanded language access**, including the availability of interpreter services and multilingual support to assist residents navigating court processes. Courthouse signage was also updated to **improve clarity and navigation** across facilities.

● STRENGTHENING OVERSIGHT

Independent review by the Office of the Inspector General reinforced accountability through the evaluation of customer service survey submissions, investigations, and tracked resolutions.

● RESTORING COMPLIANCE

Bringing the office fully current, all backlogged quarterly reports were submitted to the Administrative Office of the Illinois Courts, and a formal process was established to ensure timely and accurate reporting moving forward.



HOW WE SHOWED UP IN COMMUNITIES

Access to justice is most meaningful when services reach people where they are. Throughout 2025, we worked alongside community partners, advocates, and legal professionals to bring information, resources, and support directly to residents across Cook County.



SECOND CHANCE SUMMIT

In October, we organized the **Second Chance Summit** and welcomed more than 300 residents seeking help with expungement and sealing of criminal records. More than 100 volunteer attorneys assisted participants in preparing petitions, and the Chief Judge designated the day as an official court date, allowing filings to be accepted and hearings to be scheduled.



The event also included a resource fair with more than 50 service providers and a job fair where several participants secured employment on the spot. By working directly with the community, we helped reduce barriers and open pathways to opportunity.

“Our justice system must be more than words on paper; it must be a bridge to opportunity.”

Hon. Mariyana T. Spyropoulos

SECOND CHANCE SUMMIT

The Second Chance Summit connected residents with critical services and led to **real results**.



890

Expungement
Cases Filed



567

Sealing
Cases Filed



+1,400

Customers
Helped





MENTAL HEALTH SUMMITS



In partnership with Judge John A. Fairman, we hosted two **Mental Health Summits** in 2025 that brought together subject matter experts, service providers, and families navigating mental health crises. These events combined educational panels with resource fairs and connected hundreds of attendees to legal guidance, treatment options, and community based support.

WOMEN'S EMPOWERMENT SEMINAR



We partnered with WINGS Program, Inc. to host our first **Women's Empowerment Seminar**, focused on supporting survivors of domestic violence. Through survivor testimonies, safety education, and a resource fair, the event helped make the justice system feel more accessible, human, and responsive.



ADDITIONAL ENGAGEMENT

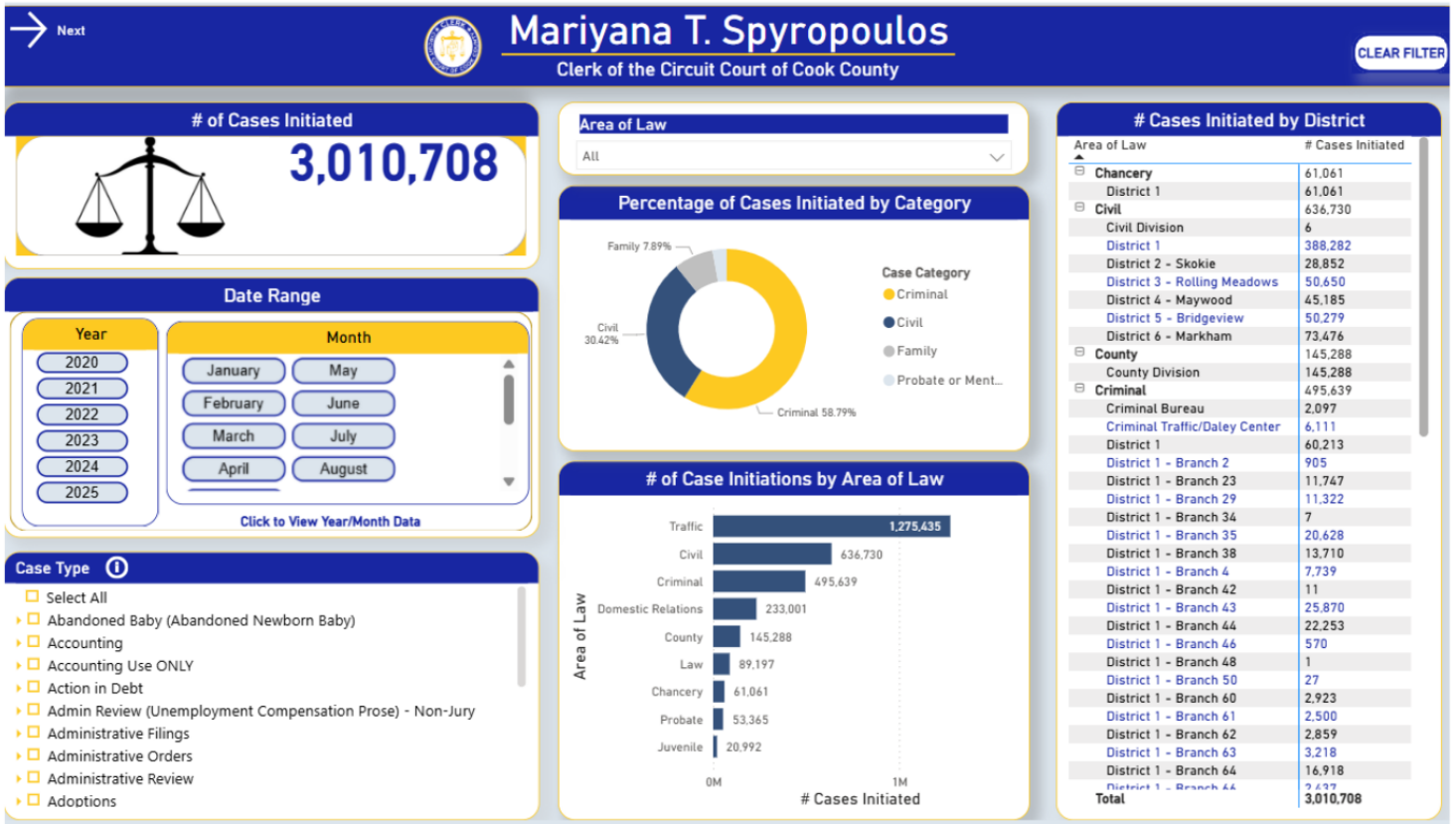
Additional efforts included a **Know Your Rights and Be Prepared virtual town hall** and a **Domestic Violence webinar** featuring judges, advocates, and legal professionals. Together, these initiatives reflected our commitment to meeting community needs with care, clarity, and consistency.

“The Clerk of the Circuit Court is the vehicle for change that we need – to change the way we view our government, our justice system and our future.”

**-Hon. Mariyana T. Spyropoulos
Clerk of the Circuit Court of Cook County**



Clerk Mariyana Spyropoulos pictured with children of employees at the first Take Your Sons and Daughters to Work Day in 5 years on April 24, 2025.



PUBLIC DATA DASHBOARD

As part of strengthening internal systems and public access, we launched **our first public data dashboard**, giving residents direct access to case initiation data dating back to 2020. Through an interactive and user-friendly platform, users can explore court activity by area of law, court location, and Circuit Court division or branch.

The dashboard offers a clearer view into how the court system operates and supports public understanding of court activity across Cook County. It is updated regularly and will continue to expand as additional data sets are added, reflecting our commitment to transparency, accountability, and ongoing modernization.

AMNESTY WEEK



We conducted Amnesty Week for the first time since 2019 to help residents resolve eligible outstanding moving traffic violation cases by reducing financial barriers and encouraging compliance. By waiving additional collection fees, the initiative created a meaningful opportunity for individuals to address court obligations that can otherwise grow more difficult over time.

Amnesty Week allowed residents to make progress on their cases without the added burden of collection costs, helping working families take steps toward resolution while restoring trust in a system that should be accessible and fair. The initiative reflected our broader commitment to balancing accountability with compassion and demonstrated how targeted relief efforts can support both residents and court operations.

“By waiving collection fees, we’re helping residents take meaningful steps toward resolving their cases and restoring trust in a system that should work for everyone.”

Hon. Mariyana T. Spyropoulos



HOW WE STRENGTHENED THE OFFICE

Delivering reliable public service requires strong internal systems and a supported workforce. In 2025, we focused on investing in our people, training, and operations to ensure consistent and high quality service across all divisions.



We completed a comprehensive overhaul of the **Employee Handbook**, consolidating policies into a single, updated resource that clearly outlines expectations and standards for employees. We also launched mandatory customer service training for all staff, including the Clerk, reinforcing a shared commitment to respectful and effective public service.



Strengthening leadership remained a priority through expanded management training, while ongoing hiring efforts brought **more than 200 new employees** into the organization. By improving staffing strategies and operational coordination, we reduced overtime costs from \$4.8 million in 2024 to \$1.4 million in 2025.



We also implemented a fully curated **six month training program** for court clerks, creating a consistent approach to onboarding, skill development, and operational alignment across divisions. In addition, the completion of more than 400 Process, Method, and Procedure documents strengthened institutional knowledge, supported continuity, and positioned the office for long term stability.

WHAT RESIDENTS ARE SAYING

Comments obtained from the new Clerk's Office Customer Service Survey.

“I am a genealogist and have been coming to the Archives for 13+ years. I appreciate the assistance and knowledge of the staff. They are great to work with and always willing to help.”



“I just wanted to brag on the [Criminal Department] staff in the Clerk of the Circuit Court of Cook County. They were professional, warm, efficient, and very knowledgeable. It was a pleasure doing business with them.”

“The live chat feature is the best addition to Cook County Clerk's website in YEARS! [...] Being able to instantly live chat and get answers is phenomenal.”



“I am an attorney and I want to give a shout out to the clerks who man the traffic email for us to file things in the Daley Center. They are so helpful and go out of their way to solve a problem.”



LOOKING FORWARD

The progress made in 2025 laid the groundwork for continued improvement. In 2026, the Clerk's Office will expand data transparency, strengthen technology systems already underway, and continue bringing resources directly into communities across Cook County.

Guided by accountability, accessibility, and transparency, the office remains committed to ensuring every person who enters the justice system can do so with confidence and support.

CREDITS/ACKNOWLEDGEMENTS

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