

CASEFLOW MANAGEMENT

KSA Ranking Survey: Personal Perspective

COURT PURPOSES AND VISION

Court leaders must understand court purposes and promote vision and action throughout the court and justice community organized around the impact caseflow management has on justice. Acceptable court performance is impossible without effective caseflow management.

Knowledge, Skills and Abilities

Highest ranking = 1
Lowest ranking = 9

Your personal learning need and interest
1-9

Importance to your court organization
1-9

A	Knowledge of the Purposes and Responsibilities of the Courts Curriculum Guidelines and how to apply them to caseflow management;		
B	Knowledge of the Trial Court Performance Standards, particularly the Expedition and Timeliness and Equality, Fairness, and Integrity Standards;		
C	Knowledge of the inherent powers of the court, which give courts the authority to set and enforce rules, including rules designed to improve case processing;		
D	Knowledge of the adversarial system and the values it supports;		
E	Knowledge of judicial and court manager ethics and their relevance to day-to-day caseflow management;		
F	Knowledge of the independent responsibilities of the three branches of government and how interactions among the branches impact funding of caseflow management, timely pretrial, trial, and post-disposition case processing, and the enforcement of court orders.		
G	Ability to conceive, build, communicate, and implement a clear vision and sense of purpose for the court and the justice system that incorporates caseflow and trial management;		
H	Skill in developing, communicating, and using caseflow and trial management goals that flow from a court- and justice system-wide vision and mission;		
I	Ability to translate vision into effective public communications, promotional material, procedural memoranda, and court rules to inform the public and the justice community about how caseflow management improves the quality of justice.		

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2. FUNDAMENTALS

Fundamentals include the relationship between the purposes of courts and effective caseflow and trial management, leadership, time standards, alternative case scheduling and assignment systems, and case management techniques, including differentiated case management (DCM) and alternative dispute resolution (ADR).

Knowledge, Skills and Abilities

Highest ranking = 1
Lowest ranking = 12

*Your
personal
learning
need and
interest*
1-12

*Importance
to your
court
organization*
1-12

A	Ability to link the broad purposes of courts to the goals of accessible, equal, fair, prompt, and economical resolution of disputes and effective caseflow and trial management;		
B	Knowledge of how the organization, jurisdiction, and funding of courts impact day-to-day caseflow management;		
C	Knowledge of how core management functions impact caseflow management including human resources, budget and finance, information technology, records, and facilities;		
D	Knowledge of case processing time standards and other caseflow management performance indicators;		
E	Skill in tying time standards to the number and types of cases that must be processed to meet time to disposition goals for all case types -- by year, month, week, day, and judicial division, team and judge;		
F	Knowledge of basic caseflow axioms and principles such as early and continuous judicial control and how they produce timely and fair dispositions through staff and lawyer preparation and meaningful events;		
G	Knowledge of all case processing steps, sequences, and dynamics for all case types, including how lawyers, their clients, and <i>pro se</i> litigants make decisions concerning filing, case processing, and settlement; and the economics of the practice of law for criminal, civil, domestic relations, juvenile, traffic, administrative, and appellate cases;		
H	Knowledge of alternative case assignment and scheduling systems and how to set up and manage daily court calendars by judge, type of case and hearing, day of the week, and time of the day;		
I	Knowledge of differentiated case management (DCM) and its application to all case types;		
J	Knowledge of alternative dispute resolution (ADR) and how to integrate ADR into the court's case management system(s);		
K	Knowledge of psychological factors that impact case processing and scheduling, and active judicial management of pre-trial conferences, trials, and post-dispositional activity;		
L	Ability to learn from others CFM successes and failures, to keep current with research findings about effective CFM and the causes and cures for delay, and to leverage available external resources to improve caseflow management.		

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3. LEADERSHIP TEAMS AND SYSTEM-WIDE EFFECTIVENESS

Court managers and the judge(s) in charge of the court (including the judges who head specialized court divisions) must work together to improve case processing and jointly lead the court and justice system. Understanding that while caseflow management requires early and continuous court control of individual cases, system-wide caseflow effectiveness is a cooperative effort of public and private litigants and lawyers, law enforcement, social services, health, detention and correctional organizations, and judges and court staff.

Highest ranking = 1
 Lowest ranking = 10

Personal learning need and interest
1-10

Importance to your court organization
1-10

Knowledge, Skills and Abilities

A	Ability to create and maintain a court executive leadership team that effectively addresses caseflow management;		
B	Ability to develop effective CFM teams consisting of judges, court staff, and others throughout the court and the justice system;		
C	Knowledge of differing leadership styles and skills and how to build caseflow management executive teams around judges and court managers with diverse administrative experiences, interests, and capabilities;		
D	Knowledge of the agencies and individuals, both inside and outside the court, with whom the court must work successfully to bring about effective CFM and their independent CFM responsibilities and objectives;		
E	Skill in establishing and maintaining effective working relationships and finding the right balance between oversight of others with independent case management responsibilities, delegating authority to them, and micro-management;		
F	Ability to help court officials and others understand their roles in the larger justice system and how they affect others, and to tie CFM to system-wide benefits, costs, and consequences;		
G	Skill and political acumen when working with funding authorities and the executive branch to improve case processing;		
H	Skill in allocating available resources and in preparing, presenting, lobbying, and negotiating realistic budgets to improve caseflow management;		
I	Knowledge of how to ensure the integrity of judicial orders, particularly processes that enhance revenue (fee and fine) collection;		
J	Ability to maintain effective partnerships among courts, the public and private bar, community groups, and the executive and legislative branches, without a loss of either the required tension between the branches or the adversarial system.		

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4. CHANGE AND PROJECT MANAGEMENT

Courts must skillfully and continuously evaluate caseload with qualitative information and data and statistics, identify problems, and successfully build support for implementing and managing change.

Knowledge, Skills and Abilities

Highest ranking = 1
Lowest ranking = 11

Your personal learning need and interest
1-11

Importance to your court organization
1-11

A	Ability to forecast and anticipate societal and justice system changes and trends that will impact filings and case processing;		
B	Knowledge of data needed for both continuous systemic evaluation and day-to-day caseload management, and how to acquire and analyze needed data;		
C	Skill in using statistics and objective data as well as anecdotal information when assessing CFM, drawing appropriate conclusions, and differentiating between causes and effects when identifying and diagnosing CFM problems and challenges;		
D	Knowledge of basic strategic planning techniques including how to use statistics to draw appropriate conclusions about the current status and the future of the court's caseload and trial management system;		
E	Ability to use data to inform and, as appropriate, to influence judges and others about what is and is not working, and to persuade the bench, staff, and justice system partners, when appropriate, of the need to make changes and the feasibility of proposed solutions;		
F	Skill in mediation, conflict resolution, and creative problem solving when addressing caseload management challenges and needed change;		
G	Ability to stimulate action and funding support through appropriate comparisons and analyses, and to present data for maximum CFM impact, education, and information;		
H	Knowledge of the change process, how to plan change, and how to apply sound project management principles and techniques to caseload management;		
I	Skill in managing CFM projects personally and through others, including those under and outside direct court control and supervision;		
J	Ability to conceptualize, to gain funding, and to oversee court construction, court renovation, and office and office furniture upgrades which enhance caseload management;		
K	Skill in bringing about continuous evaluation with the understanding that caseload problems are never solved once and for all.		

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5. TECHNOLOGY

Technology supports caseflow management through creation and maintenance of records concerning case processing and schedules, structuring management of pre-trial, trial, and post-dispositional events, conferences, and hearings; monitoring case progress; flagging cases for staff and judge attention; enabling verbatim records of court proceedings; and providing needed management information and statistics.

Highest ranking = 1
Lowest ranking = 13

Your personal learning need and interest
1-13

Importance to your court organization
1-13

Knowledge, Skills and Abilities

A	Knowledge of the caseflow functions to which technology can be applied and which caseflow problems can and cannot be solved through technology;		
B	Ability to translate user information and experience into effective caseflow technology applications and systems and to prepare succinct and focused caseflow functional requirements;		
C	Knowledge of the case management functional standards being developed by the National Consortium on Court Automation Standards through NACM and the Conference of State Court Administrators;		
D	Ability to distinguish between fads and unstable hardware and software and reliable caseflow technology;		
E	Ability to lead technical people supporting caseflow management, whether in-house, central judicial (e.g., administrative office), executive branch, or outsourced and contractual;		
F	Ability to evaluate contractor responses to caseflow technology RFIs (Requests for Information) and RFPs (Requests for Proposals) and to get the right answers to the right questions before signing a contract;		
G	Knowledge of the uses and misuses of the Internet and web pages for caseflow management;		
H	Knowledge of telecommunication options and their practical impacts on caseflow management;		
I	Skill in conveying the reasons for changes and technical information to insiders and outsiders, including higher judicial authorities, funding authorities and those who actually process and manage cases;		
J	Knowledge of alternative methods to produce verbatim records of court hearings, and their potential to expedite trial and appellate processes;		
K	Knowledge of technology to store, index and access archival and active court records;		
L	Ability to convince funding authorities of the need for caseflow technology applications based on cost-benefit or other analysis, and to complete funded projects on time and within budget;		
M	Ability to stay current with the state of art and to update the court's application of hardware and software, to caseflow management and to respect the fact that today's technology innovation is inevitability tomorrow's tired solution.		

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6. PERSONAL INTERVENTION

Court leaders need to personally intervene, communicate, and negotiate to bring about just and efficient case processing for all case types from filing to closure and court event to court event.

Knowledge, Skills and Abilities

Highest ranking = 1
 Lowest ranking = 8

Your personal learning need and interest
1-8

Importance to your court organization
1-8

A	Ability to think strategically about caseflow challenges and to act proactively to address them by intervening at the right time with the right people;		
B	Ability to inspire the trust and cooperation that is absolutely necessary to improve caseflow management;		
C	Ability to assess the needs, demands, desires, skills, and performance of individual judges and to implement caseflow plans and programs that are understood and supported by the judges;		
D	Ability to model desired behaviors, particularly listening and teamwork with judges, court staff, and justice system caseflow partners;		
E	Ability to communicate CFM issues and goals clearly and concisely, both orally and in writing;		
F	Knowledge of the print and electronic media and what they need to cover court processes, cases, and decisions fairly and effectively without interfering with the process itself;		
G	Skill in gaining positive media coverage of exemplary CFM projects and achievements, and rewarding reporters for positive CFM coverage;		
H	Ability to make decisions, to act decisively, and to exert leadership with respect to caseflow management.		