



Scottsdale City Court

STRATEGIC PLAN

Fiscal Years 2014 through 2016

VISION TO HIGH PERFORMANCE

Strategic Goals

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| GOAL 1 | Strive for Excellence in the Administration of Justice |
| GOAL 2 | Retain a Professional and Well-Trained Work Force |
| GOAL 3 | Enhance the Experience of Court Users |
| GOAL 4 | Promote Accountability and Transparency |
| GOAL 5 | Encourage Technological Innovations and Solutions |

Strategic Plan

E x c e l l e n c e

GOAL 1: Strive for Excellence in the Administration of Justice

1A. Provide Swift and Fair Justice

1B. Implement High Performance Court Strategies

1C. Continual Strides for Access to Justice

1A. Provide Swift and Fair Justice

Action Items

Implement case processing standards.

Adopt strategies to reduce DUI case backlog.

Redefine staff responsibilities in response to technological solutions.

Update and monitor all policies and procedures.

Utilize community restitution programs as a means to satisfy court orders when appropriate.

1B. Implement High Performance Court Strategies

Action Items

Complete action items in the 2013 HPC Grant.

- Performance Data
- Quality Cycle
- Procedural Fairness
- Effective Case Management

Implement HPC strategies developed in collaboration with NCSC.

Develop an integrated approach to identifying, capturing, evaluating, retrieving, and sharing the court's information assets (knowledge management or KM), including:

- Databases
- Documents
- Policies and Procedures
- Un-captured expertise and experience in individual workers

Develop plan to promote data integrity.

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Strategic Plan

1C. Continual Strides for Access to Justice

**GOAL 1: Strive
for Excellence in
the
Administration
of Justice**

*1A. Provide
Swift and Fair
Justice*

*1B. Implement
High
Performance
Court Strategies*

*1C. Continual
Strides for
Access to
Justice*

Action Items

Improve the justice delivery systems that serve people including those facing financial and other disadvantages.

- Review & update public defender and financial application

- Ensure vendor compliance and accountability

- Implement and apply Language Access Plan (LAP)

- Provide information and services to self-represented litigants

- Utilize community restitution as means to satisfy monetary sanctions

Participate in community based programs and specialty courts.

Enhance victim accessibility to court proceedings.

Strategic Plan

Professionalism

GOAL 2: Retain a Professional and Well-Trained Workforce

2A. Increase Staff Knowledge

2A. Increase Staff Knowledge

Action Items

Develop curriculum focusing on staff's knowledge of financial and case processing.

Minimum Accounting Standards

Counterfeit Identification and Reporting

Caseflow Management Principles

Cash Handling Safeguards

Common Operational Review Findings

Continue to cross-train staff and expand depth of knowledge to support coverage and resource sharing.

2B. Focus on Staff Development

2B. Focus on Staff Development

Action Items

Create opportunities for staff involvement and feedback.

Increase number of classes in the court's annual training calendar.

Allow staff outside training opportunities such as participation in conferences.

Develop training opportunities for Court Service Representatives.

Create opportunities for staff to assume leadership roles on projects or committees.

Engage in succession planning.

2C. Seek and Retain a Professional Workforce

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Strategic Plan

2C. Seek and Retain A Professional Workforce

GOAL 2: Retain a Professional and Well-Trained Workforce

2A. Increase Staff Knowledge

2B. Focus on Staff Development

2C. Seek and Retain a Professional Workforce

Action Items

Utilize effective hiring practices and leverage the court's reputation to obtain the highest quality judges and staff.

Establish a positive work environment with advancement opportunities.

Provide staff with periodic and accurate performance feedback.

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Strategic Plan

Customer Satisfaction

GOAL 3: *Enhance the Experience of Court Users*

3A. Ensure Convenient and Effective Payment Methods

3B. Enhance E- Services

3C. Continue Improving Customer Relations

3D. Provide a Safe Environment for Staff and Public

3A. Ensure Convenient and Effective Payment Methods

Action Items

Implement a secure and effective electronic means of fund transfers.

Implement automatic debiting of bank accounts to facilitate recurrence of payments.

Strive for payment contract effectiveness to enhance collections.

3B. Enhance E-Services

Action Items

Expand e-Services to court users.

Expand integration of CMS to accommodate online form submission.

Increase general court information and notification to court users.

3C. Continue Improving Customer Relations

Action Items

Continue to track, analyze and address customer complaints and solutions.

Strive to reduce wait time for lobby customers as well as phone calls.

Provide court users an audiovisual feed from the jail court.

Enhance and improve the jury experience.

Expand efforts to actively engage customers for feedback on court experience.

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3D. Provide a Safe Environment for Staff and Public

GOAL 3:
*Enhance the
Experience of
Court Users*

*3A. Ensure
Convenient and
Effective
Payment
Methods*

*3B. Enhance E-
Services*

*3C. Continue
Improving
Customer
Relations*

*3D. Provide a
Safe
Environment for
Staff and Public*

Action Items

Develop and implement an initiative focusing on court safety.

Provide regular safety training to staff on handling emergency situations.

Ensure all employees are trained to handle hazardous communication and communicable diseases.

Strive for ergonomic environment.

Develop a facility plan for ADA compliance.

Ensure security staff is equipped and trained to deal with public safety concerns.

Strive for OSHA compliance by working with City Risk Management.

Strategic Plan

Transparent

GOAL 4:

***Promote
Accountability
and
Transparency***

*A. Maintain
Fiscal &
Operational
Accountability*

*B. Ensure
Operational
Transparency*

4A. Maintain Fiscal Accountability

Action Items

Maximize collections of accounts receivable.

Develop Quality Assurance strategies to enhance financial data integrity.

Actively monitor accounts receivables for collectability based on accurate information.

Ensure timely, accurate budget creation and monitoring.

Ensure timely payments to victims.

Promote financial safeguards and sound internal controls.

Ensure projects are completed timely and within budget.

4B. Ensure Operational Transparency

Action Items

Conduct internal audits to ensure compliance with statutes, rules, admin codes, and local requirements.

Communicate court advancements and initiatives.

Identify community forums to advance public court knowledge.

Publish performance data.

Promote court accomplishments.

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Future

GOAL 5:

Encourage Technological Innovations and Solutions

*A. Increase use
of Automation
and Reduce
Paper*

*B. Increase
Judiciary Use of
Automation*

*C. Strive for
Innovated
Technological
Solutions*

*D. Enhance
Technology
Controls*

*E. Plan for a
New Case
Management
System*

5A. Increase Use of Automation and Reduce Paper

Action Items

Enhance CMS to produce more of the court's paperwork--EDM then becomes automatic.

Increase use of electronic signatures, both judicial and other parties.

Work with prosecutor's office to increase the usage of PIN, SSRS, and EDM to reduce the paper generated by the court and copies sent to prosecutor's office.

Create procedural and quality control/assurance processes to meet ACJA 1-507 to allow open case original documents to be destroyed.

Participate in the state EDM repository.

Increase real time imaging of case information.

5B. Increase Judiciary Use of Automation

Action Items

Continue working with judiciary to increase their utilization of workflow queues.

Create processes to capture judicial intent within the CMS.

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GOAL 5:

Encourage Technological Innovations and Solutions

A. Increase use of Automation and Reduce Paper

B. Increase Judiciary Use of Automation

C. Strive for Innovated Technological Solutions

D. Enhance Technology Controls

E. Plan for a New Case Management System

5C. Strive for Innovated Technological Solutions

Action Items

Look at each process from beginning to end with regard to end result.

Create/Improve automation for financial processes that create bottle necks due to limited/controlled access for process.

5D. Enhance Technology Controls

Action Items

Create policy and procedures to document the methodology utilized to request, approve, develop, test, and implement CMS changes.

Create policy and procedures to manage the CMS user lifecycle. Implement scheduled review of CMS access, group assignments, and permissions.

5E. Plan for a New Case Management System

Action Items

Utilize and assess the versions that are provided by the AOC in their test environment.

Develop and maintain a migration strategy/plan that migrates core AZTEC data and allows the greatest amount of V3 specific data to migrate as well.

Continue project plan to move from V3 to AJACS.

Plan and develop the infrastructure to support having AJACS hosted locally.

Create a local test environment for the new CMS.

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