

## **SURVEY OF COURT CONSULTING SERVICES**

### **Purpose of this survey:**

The purpose of this survey is to begin the development of a statewide information clearinghouse of court operations expertise in California, which will be a valuable resource to the courts. This clearinghouse will be maintained by the AOC through the Regional Offices.

The purpose of the survey is to identify both expertise and needs in court operations. As such, it is two-fold and seeks to:

- 1) identify internal experts in the courts who have been instrumental in developing effective and efficient operations and who might be able to share their expertise with other courts;
  - 2) identify areas of your court operations that would benefit from the outside perspective, analysis, and advice of a consultant.
- ✓ *Please note that this survey will not be used to assess the performance of individual courts. The survey is designed only to gather information on where expertise is needed and where it exists.*
- ✓ *In addition, identifying experts in your court will not place you under any obligation to release these staff for travel to other courts for consulting purposes. It is hoped that under the appropriate circumstances, some sharing of expertise could be accomplished.*

### **Deadline:**

Please return the survey by email, mail, or fax ***no later than September 22, 2003*** to the following address:

Judicial Council of California  
Administrative Office of the Courts  
455 Golden Gate Avenue  
San Francisco, CA 94102-3688

**Survey for Court Consulting Services**

Please use the following table to consider your court’s operations in each of the case types and areas of court operations listed.

If your court excels in a certain area and you would be willing to showcase your operations and have staff serve as consultants in this area, please provide contact information for the appropriate staff person (name, title, phone number, and e-mail) in the “Excels In Area” cell on the table. If you are not filling this table out electronically, you may attach contact information and use the corresponding number on the table.

If your court could use assistance in an area of court operations and would be interested in learning from other courts or consultants, either check the “Needs Assistance” box or give a brief explanation of what kind of help is needed. We would expect that there would only be a few areas where you would indicate that your court excels and could serve as a consultant/showcase *or* could use assistance.

<i>Case Type</i>	<b>Efficient Case Flow Management, Time to Disposition, Clearance Rates</b>		<b>Efficient Records Processing – File Management &amp; Customer Service</b>		<b>Efficient Records Processing – Effective and Efficient CMS</b>	
	<b>Excels In Area</b>	<b>Needs Assistance</b>	<b>Excels In Area</b>	<b>Needs Assistance</b>	<b>Excels In Area</b>	<b>Needs Assistance</b>
1. Traffic and Infractions						
2. Misdemeanor/ Felony						
3. Small Claims						
4. Unlawful detainer						
5. General Civil						
6. Complex Civil						
7. Family/ Dissolution, Legal Sep, Nullity						
8. Child Support – Title IV-D						
9. Domestic Violence – Civil and Criminal						
10. Juvenile Delinquency						
11. Juvenile Dependency						
12. Probate/ Mental Health/ Adoption/ Guardianship						

13. Drug Court – Collaborative Courts						
14. Other Collaborative Court (Please specify below)						

In the following areas of court operations, please indicate the areas in which your court excels and areas in which you could use additional assistance? If your court excels, please provide staff contact information (name, title, phone number, e-mail).

	Court Operations Area	Excels In Area	Needs Assistance
<b>Court Administration</b>			
15.	Finance - Collections of Fines and Fees		
16.	Finance - Effective and Efficient Financial Systems		
17.	Human Resources – Effective Capacity		
18.	Human Resources - Effective Resource Management, e.g. Staff Assignments		
19.	Human Resources - Good Working Relationship with Labor Unions		
20.	Facilities - Effective and Efficient Court Security		
21.	Facilities - ADA Compliance		
22.	Facilities - Effective Signage		
23.	Facilities – Functional and Adequate with effective facilities management		
24.	Research - Ability to Accurately Report Court Data in a Timely Fashion		
25.	Research – Capacity for Workload Analysis and Evaluation		
26.	Training – Participation in Judicial Education		
27.	Training - Staff Orientation and Training		

<b>Judges and Courtroom</b>			
28.	Alternative Dispute Resolution		
29.	Family Law - Mediation Services		
30.	Family Law - One Judge/One Family or Other Effective Means of Handling Families in the Courts		
31.	Court Reporters - Efficient and Timely Recording and Production of the Verbatim Record of Proceedings		
32.	Judicial Performance - Bench Takes Steps to Encourage Enforcement of Orders		
33.	Judicial Performance - Court Orders are Clearly Communicated		
34.	Handling Appeals Within the Superior Court		
<b>Casework Services</b>			
35.	Interpreter Management		
36.	Records Management - Retention and Destruction, Including Exhibit Handling		
37.	Jury Management		
<b>Outreach and Service</b>			
38.	Outreach & Service - Community Outreach and Strategic Planning		
39.	Outreach & Service - Effective Communications		
40.	Outreach & Service- Interactive website where public can get case specific information – CRC 2077		
41.	Outreach & Service - Assistance to Self-Represented Litigants		
42.	Outreach & Service - Fair and Courteous Service		
<b>Other (Please specify below)</b>			
43.			

Looking into the future, please list the court operations areas in which your court may need technical assistance five years from now..