

AT-A-GLANCE

Third Judicial Circuit Court – 2017 – 2021 Strategic Plan and Priorities

April 2017

Mission:

The Court provides accessible and equal justice with timely dispute resolution.

Core Values:

*Fair
Proactive
Responsive
User-friendly
Collaborative*

Vision:

As a national leader in court performance & the administration of justice, the Court is recognized for using innovative & best practices; building trust & confidence in the judicial branch; & providing exemplary public service, programs, & work environment including professional facilities & effective technology.

STRATEGIC FOCUS AREAS, GOALS, & 2017-2018 COURT-WIDE STRATEGIC PROJECTS

FACILITIES

Goals:

The Court will have state of the art facilities on one or two campuses located in or near downtown Detroit.

The Court's facilities will be accessible, professional, and safe, and will meet the needs of court users, partners, judicial officers, and staff in accordance with industry standards.

2017/18 Strategic Projects:

1. Enhance Safety, Security, and Emergency Preparedness Plans
2. Implement Plan to Improve/Clean the Work Environment
3. Evaluate Options and Negotiate New Court Facilities/Campuses
4. Develop/Propose Courthouse Design

EMPLOYEE SATISFACTION, WORK ENV., & PAY/BENEFITS

Goals:

The Court will provide fair pay and benefits.

The Court's workforce will be skilled, engaged, and satisfied.

The Court will have one consistent, inclusive, and innovative court culture.

2017/18 Strategic Projects:

5. Develop Staff Onboarding Program
6. Work with the County to Address Pay and Benefits Issues
7. Evaluate Alternative Work Schedule Program
8. Implement & Expand Succession Planning/Leadership & Professional Development
9. Conduct Annual Court-wide Team Building Event

TECHNOLOGY

Goals:

The Court's technology will improve access, services, efficiency, and effectiveness.

2017/18 Strategic Projects:

10. Complete Technology Needs Assessment & Define Future Priorities
11. Increase Internal Access to/Sharing of Information Across Multiple Case Management Systems
12. Upgrade Odyssey 2017

CASE MANAGEMENT AND OPERATIONAL EFFICIENCIES

Goals:

The Court will resolve all matters in a timely manner in accordance with the law.

All court litigants will be treated with courtesy and respect.

2017/18 Strategic Projects:

13. Develop Methodology to Track Post Judgment Activities in Odyssey
14. Develop Inventory/an Approach for Operational Audits, Certifications, and Reports
15. Implement Paper-on-Demand/Scan Court Documents
16. Implement Electronic Signatures
17. Collaborate with County Clerk on Training
18. Make recommendations for using MAPS

ACCESS, SERVICES, & PROGRAMS

Goals:

Court services will be easily accessible.

The Court's programs and services will meet the needs of court users.

All court users will be treated fairly and professionally.

2017/18 Strategic Projects:

19. Enhance/Expand Pro Se & Navigational Assistance for Litigants
20. Develop Methodology to Evaluate/Expand Specialty Court Programming
21. Update and Enhance Website

EXTERNAL RELATIONS

Goals:

The Court will communicate and collaborate effectively with partners and stakeholders.

The Court will educate the public and promote its activities.

2017/18 Strategic Projects:

22. Expand Informational Presentations to the Public
23. Conduct Regular Meetings Between Court and County
24. Continue Regular Meetings with Partners/ Stakeholders (By Division)
25. Create/Participate in More Media Events
26. Increase Bench/Staff Participation in Community/ Professional Events

FACILITIES

Divisional Projects

Purchasing/Facilities:

- Streamline workflow processes & implement online request system for Facilities
- Implement an electronic help/ request system for moves, transportation, etc.

EMPLOYEE SATISFACTION, WORK ENV., & PAY/BENEFITS

Divisional Projects

Human Resources:

- Conduct Labor Market Study
- Automate Time Keeping System

TECHNOLOGY

Divisional Projects

IT:

- Implement/ Participate in Statewide E-Filing
- Implement ImageSoft Imaging and Workflow System in Case Establishment Division (FOC)
- Implement a Proactive Network Monitoring Solution

CASE MANAGEMENT AND OPERATIONAL EFFICIENCIES

Divisional Projects

Family:

- Update/Implement a New Family Court Plan – One Family, One Judge

FOC:

- Digitize the Records Room

Case Processing:

- Streamline/ Standardize Process for Requesting Interpreters

Office of General Counsel

- Implement, electronic FAQs to assist Bench, law clerks, assistants

Budget/Finance:

- Improve efficiency of the Accounts Payable process

ACCESS, SERVICES, & PROGRAMS

Divisional Projects

Criminal:

- Implement New Attorney/Indigent Defense Assignment Process
- Form a Criminal Justice Coordinating Council

Juvenile:

- Implement “Adopt Families” Program with Religious/Community Partners

Jury Services:

- Implement new phone system

EXTERNAL RELATIONS

Divisional Projects

Civil:

- Conduct Quarterly Bench/Bar Conferences to Enhance Communication