

Strategic Plan 2011

Organizational Structure

Circuit Court – Civil

Circuit Court – Criminal

Court Collections

General Sessions Court – Criminal

General Sessions Court – Civil

Jury Administration

Juvenile Court

Records Management/Retention

Technology Administration

A. Fiscal Management/Accountability

a. Improve bookkeeping processes

- i. Address audit finding
- ii. Investigate technology to improve accountability
 1. Add shortcuts to current software

b. Collections Improvements

- i. Specific department/clerks
- ii. Garnishments/Wage Assignments
- iii. Adding additional offerings from current vendors
 1. Garnishments/Wage Assignments
 2. Skip tracing database access

c. Court Budget Management

- i. Payroll tracking
- ii. Office Supply ordering improvement
- iii. Postage reductions
- iv. Copier Contract Management

B. Technology Management

- a. Customer service advances and improvements
 - i. Point of sale and internet payment processing
 - ii. Scan and share documents via internet site
 - 1. Ability to scan and share documents via email, intranet, or internet
 - iii. Website update
 - 1. Online dockets
- b. Case Management Software improvements
 - i. Utilize new technology to improve accuracy and efficiency
 - ii. Identify modules that can be added as to not overwhelm the transition
 - 1. Jury Management
 - 2. Probation Management
 - iii. Add modern printing capability to reporting and receipting
 - 1. Either laser jet or document center printing
- c. Building upgrades
 - i. New Telephone System
 - ii. Cameras in the front of each officec trained on the front desk stations
 - iii. Information Monitors throughout Judicial Center
 - iv. Higher counters or some kind of protection for staff

C. Judicial Interaction/Support

- a. Regular Meetings with Judges
- b. Performance Evaluations/Regular Surveys

D. Extra-Agency Interaction/Support

- a. Build up communication between the offices of the Clerks of Court
- b. Regular Meetings with SO
- c. Revision of Bonding Rules

d. Performance Evaluations/Regular Surveys

E. Statutory Liability

a. Review consistency in documentation between offices

- i. Online forms
 - 1. Also a place for onsite pickup of forms for each office
- ii. Mittimuses in General Sessions
- iii. Information to Pro Se litigants
 - 1. New State Website
 - 2. Public Relations efforts in each office

b. Records Management

- i. Destruction of Evidence
- ii. Literal location of files
- iii. Scanning/microfilming project

c. Video Advancements

- i. Video Arraignment in other Criminal Court
- ii. Video/Audio Technology in General Sessions

F. Staff Development

a. Employee Training

- i. Lunch and Learns
 - 1. Topics specifically chosen or requested by staff
 - 2. Review systems to lessen stress in high-volume offices
- ii. Quarterly Staff Meetings
 - 1. Strategy and Long Range Planning
 - 2. Budget and Finance Review
 - 3. Employee Question and Answer Round Tables

- iii. Standard Operating Procedures
 - 1. Analyze process for use with software upgrade
 - 2. Determine best use of staffing level
- iv. Specific Cross-Training project
 - 1. By Court Office
 - 2. Across Court Offices

b. Performance Measurement

- i. Job Descriptions
- ii. Performance Evaluations
- iii. Individual Development Planning