Conducting A Caseflow Management Review/Providing Technical Assistance to Improve Caseflow Management

**Preliminary Considerations:**
Why are you there? Building receptivity to looking at caseflow management
- Leadership at the State AOC/Supreme Court Level
- Responding to local court requests
What is your mandate?
What is the local court’s expectation?

**Developing Consensus on Scope and Focus of your Assistance**
- Who should be the point of contact?
- Who needs to be involved?
- What tasks are you performing?
- What assistance (information, logistics, etc.) do you need?
- What is the anticipated outcome of your visit?
  - a review of current practice?
  - gathering of information to present for discussion
  - developing a proposed plan for local action?
  - getting buy-in for a state initiative?
  - other?

**Planning and Preparation**
- Working with local officials to confirm focus
- Notifying key personnel/agencies of the prospective caseflow study
- Setting up the site agenda
- Identifying data and other resources for review
- Identifying individuals to talk with
- Determining processes to observe
- Confirming the point of contact (POC)

- Need for a mechanism to monitor what’s happening: What can the AOC offer?

**Conducting a Caseflow Management Review (Cont.)**
- Reference Maureen Solomon’s Guideline (forms, questions, etc.)
- Who should you talk with?
- What common questions do you want to ask?
- What information are you looking for?
- Role of:
  - Observation
  - Listening
- Data Analysis: what is available? what is missing
- Putting it All Together:
  - How to present the findings:
  - Working with the court to develop a plan of action
  - Providing follow-up to support implementation