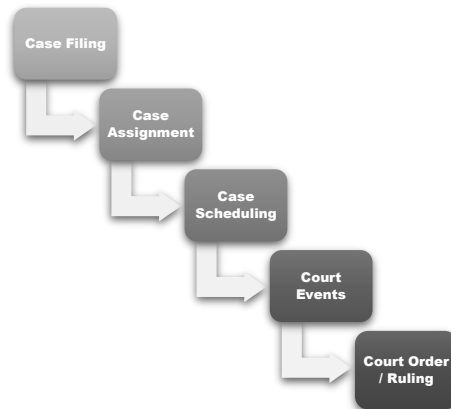


Caseflow Management

Simply the Practice of Paying Attention

October 2021
Issue No. 3
Practice Profile:

Performance Goals and Targets



Caseflow Management Proven Practices

- Leadership
- Performance goals & targets
- Case calendaring, assignment & events
- Caseload inventory & backlog monitoring
- Early, regular, & continuous oversight
- Dispute resolution & settlement practices

- Collaboration & outreach with partners
- Communication, education & training
- Information sharing
- Utilization of technology
- Performance measurement
- Performance management

The caseflow management practice of **performance goals and targets** includes embracing the idea of having performance objectives for case processing. That involves ensuring court wide agreement on goals, along with collaboration and support from system partners.

Caseflow Performance Targets and Goals:

- Agreement/support for performance objectives
- Documented and published caseflow goals
- Establishment of targets for case timelines, events, processing times, and adjudication
- Understanding of use of performance goals
- Training for court staff and justice partners on agreed upon performance goals
- Discussion and collaboration with system stakeholders about targets and goals

Mission Statement

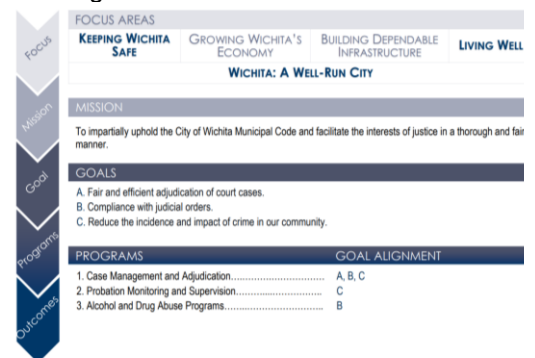
It is the mission of the Chester County Court of Common Pleas to provide judicial, administrative, and ancillary services to the community in the areas of criminal, civil, family, and orphans court in order to efficiently, effectively, and impartially resolve the issues that are brought before the trial court.

Goals & Objectives

Goals

- To remove barriers to the public that may inhibit access to the Court's services.
- To provide due process and equal protection of the law to all who have business before the court.
- To establish legal and organizational boundaries, monitor and control operations, and account to the public for performance.
- To work to instill in the public, trust that the courts are accessible, fair and accountable.

Using Performance Goals for Caseflow



KEY OUTCOME MEASURES	Benchmark	2016 Actual	2017 Actual	2018 Actual	2019 Target	2020 Target
Court Case Clearance Rate	100%	105%	102%	104%	100%	100%
Percentage of Cases Disposed within 180 Days of Filing	80%	80%	73%	73%	80%	80%
Average Customer Phone Call Wait Time in Minutes	5.0	2.0	1.4	1.3	3.0	3.0

Embracing Performance Goals

- Become comfortable with use of standards, goals, and performance targets.
- Find ways to continually discuss, publish, and share performance outcomes and results.