

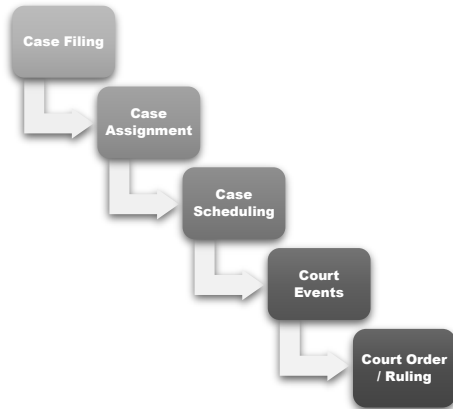
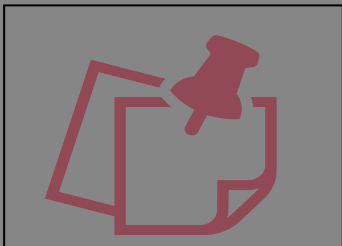
### Caseflow Management

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Simply the Practice of Paying Attention

March 2022  
Issue No. 10  
Practice Profile:

### Information Sharing



### Court Leadership Caseflow Management Briefing Series

This publication profiles a caseflow management best practice: **Information sharing**

#### Caseflow Management Proven Practices

- |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                            |
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| <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Performance goals &amp; targets</li> <li>• Case calendaring, assignment &amp; events</li> <li>• Caseload inventory &amp; backlog monitoring</li> <li>• Early, regular, &amp; continuous oversight</li> <li>• Dispute resolution &amp; settlement practices</li> </ul> | <ul style="list-style-type: none"> <li>• Collaboration &amp; outreach with partners</li> <li>• Communication, education &amp; training</li> <li>• Information sharing</li> <li>• Utilization of technology</li> <li>• Performance measurement</li> <li>• Performance management</li> </ul> |
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The caseflow management practice of *information sharing* means willingness to share information about caseflow processes and practices. It also includes comfort in using court performance metrics to tell the story about the court role in case handling and court actions to oversee cases from filing to concluding processes.

- Information sharing includes:**
- Communicating thorough and understandable information about caseflow expectations and case handling
  - Disseminating information via clear policies, explanatory, and instructional documents
  - Compiling and publishing caseflow and caseload performance statistics and metrics in reports, updates
  - Sharing and discussing with justice partners and stakeholders
  - Using technology where practical and possible to source the data and metrics

- Information sharing best practices:**
- ✓ Present unbiased and neutral information
  - ✓ Use data wisely and with a targeted focus
  - ✓ Seek to make the information concise
  - ✓ Add meaning and context to data to make it meaningful and humanizing

Borrowed from National Center for State Courts Tiny Chat #81 "Working with State Legislatures"

Information sharing involves many players and interested parties. While not all inclusive, some include:

