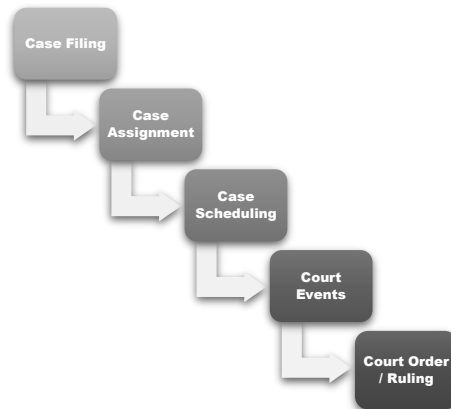


Caseflow Management

Simply the Practice of Paying Attention

May 2022
Issue No. 13
Practice Profile:

Performance Management



Court Leadership Caseflow Management Briefing Series

This publication profiles a caseflow management best practice:

Performance Management

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 management* is the practical use of performance outcome data and metrics. Application of caseflow performance information supports and allows leadership and management decision making.

Caseflow Performance Management Evaluates:



- Caseflow effectiveness and efficiency
- Procedural satisfaction and productivity

From High Performance Court Framework



From TechMedia

Caseflow Performance Management and Court Leadership Includes:

- Linking of caseflow management decisions and practices to performance standards and goals
- Using evidence and performance based measures for leadership decisions
- Applying workload evaluation and assessment for leadership decisions
- Employing data driven and data supported oversight for caseflow practices
- Involving stakeholders for collaboration, sharing, and performance data
- Leveraging performance measurement and management to explain court processes
- Telling the story with metrics about court purposes, what courts do, and caseflow management
- Practicing “what you count counts” through use of performance data