

## Caseflow Management

**Simply the Practice of Paying Attention**

**May 2022  
Issue No. 13**

**Practice Profile:**

## Performance Management



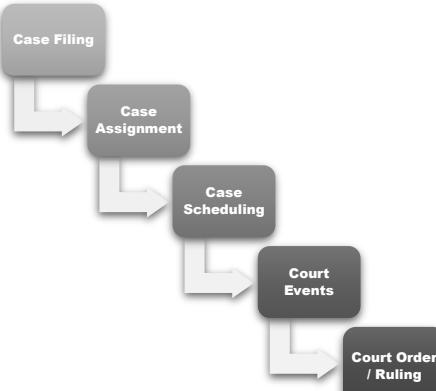
# Court Leadership

**Caseflow Management Practice Profile**

## Court Leadership Caseflow Management Briefing Series

This publication profiles a caseflow management best practice:

### Performance Management



#### Caseflow Management Proven Practices

<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>
<p>The caseflow management practice of <i>performance management</i> is the practical use of performance outcome data and metrics. Application of caseflow performance information supports and allows leadership and management decision making.</p>	

<p><b>Caseflow Performance Management Evaluates:</b></p>  <ul style="list-style-type: none"> <li>• Caseflow effectiveness and efficiency</li> <li>• Procedural satisfaction and productivity</li> </ul> <p>From High Performance Court Framework</p>	 <p>From TechMedia</p>
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#### 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