

**Caseflow Management: The Heart of Court Management in the  
New Millennium**

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**BASIC CASEFLOW MANAGEMENT METHOD**

**1. What does early court intervention involve?**

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**2. What are the objectives of early court intervention?**

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**3. What does continuous control mean?**

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**4. How long should court control the progress of the case?**

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**DIFFERENTIATED CASE MANAGEMENT**

**5. What is differentiated case management?**

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**6. What does the operation of a differentiated case management system depend on?**

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**7. What events or elements should characterize the management of pretrials?**

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**8. Why is the expectation that a trial will occur when scheduled important?**

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**9. Why does trial-date certainty have a positive effect on a court's juror costs?**

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**10. Why should courts seek opportunities to dispose of cases before they are put on the court's trial list?**

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**11. What is the most effective way of avoiding overbooking cases for trial or down time at trial?**

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**12. Why is a continuance policy important to ensure creditable trial dates?**

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**13. What are the five steps involved in trial management?**

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**14. What are some reasons why a trial might not start on time?**

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**15. What are the two elements that have an impact on trial times?**

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**16. What are some lessons that help a court to deal with the media?**

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**17. What are some of the security issues when a trial is being conducted?**

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**18. To monitor the firmness and credibility of a court's nonjury trial dates, what should a court case management information system provide?**

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#### **MANAGEMENT OF COURT EVENTS AFTER INITIAL DISPOSITION**

**19. Why should cases be monitored in post disposition status?**

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**20. What principles should be followed in post disposition management?**

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**21. What techniques improve case disposition in rural courts?**

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#### **CIVIL, CRIMINAL, AND TRAFFIC**

**22. What are the caseflow management factors that help shorten civil case processing times?**

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#### **CRIMINAL CASES**

**23. For successful caseflow management to speedily process cases, whose commitment is required?**

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**24. How does a court set the tone for criminal case processing?**

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**25. How does the court ensure that dates are assigned to every event in the case?**

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**26. How does a “plea cutoff date policy” help manage plea negotiations?**

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**27. How does pretrial case events help courts dispose of cases more effectively?**

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**28. What is the purpose of drug court programs?**

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**29. What does accessibility and efficiency promote in the court?**

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**30. In traffic cases, why is scheduling of trial important to the purposes of caseflow management?**

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**31. Why should courts insure that fines and fees are collected?**

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## **FAMILY AND PROBATE CASES**

- 32. In juvenile delinquency cases, what are some techniques that will help courts to more effectively manage caseload?**

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- 33. What are 10 essential elements for effective intervention in domestic violence cases?**

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## **BASIC MANAGEMENT CONDITIONS FOR SUCCESS**

- 34. What are the four underlying court management features that provide the foundation for effective caseload management programs?**

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- 35. How can a leader motivate others to invest in a caseload management program?**

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- 36. Why is it important that the presiding judge and court clerk work together in the caseload management process?**

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## **COMMITMENT TO A SHARED VISION**

- 37. Why is vision a critical aspect of caseload management?**

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- 38. What are the five performance areas defined by the National Center for State Courts and the bureau of Justice Assistance?**

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**39. Why is judicial commitment important to caseload management?**

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**40. List ways in which courts can involve court staff members in caseload management?**

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**41. How can the court promote improvement through active communications?**

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**42. Who should the court communicate with to improve caseload management?**

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**43. Who should be part of a caseload management committee?**

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## **A LEARNING ENVIRONMENT**

**44. When should courts provide education on caseload management?**

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**45. Why is it important to educate and train staff on caseload management improvement programs?**

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## **GOALS, MONITORING AND ACCOUNTABILITY**

**46. What should case processing time standards or guidelines reflect?**

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**47. What other issues does time standards serve?**

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**48. What are immediate case events time standards?**

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**49. What are overall time standards?**

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#### **ESTABLISHING OTHER CASEFLOW MANAGEMENT GOALS AND POLICIES**

**50. What are the two goals regarding pending inventory of court cases?**

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**51. What affect do continuances have on caseflow management?**

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**52. How can a caseflow management plan be consistent with standards for equality, fairness, and integrity?**

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**53. What should the court regularly measure?**

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**54. What type of information does a report on pending case load provide?**

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**55. What type of information should a report of age of case disposition provide?**

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**56. What type of information does a report on monthly and annual aggregate data provide?**

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**57. What type of information should a report on open cases provide?**

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**58. What is the CTE Index?**

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#### **CREATING ACCOUNTABILITY**

**59. What is the definition of “accountability?”**

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**60. How does a court achieve accountability?**

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**61. Within the court itself, what does accountability have to do with?**

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**62. What are three external accountability goals?**

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**63. What factors can affect how courts count cases?**

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**64. How is a pending case defined?**

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**65. Why is it important to determine which data to record and report?**

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**66. When are caseflow management reports the most useful?**

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**67. What is the most important goal of courts?**

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**68. Why is date on individual cases important?**

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**69. How can courts use reports on the number of cases filed by category?**

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**70. How is the clearance ratio measured?**

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**71. Why is a report of the number of pending cases crucial?**

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**72. What is the backlog index?**

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**73. What is the most direct means to monitor a court's performance related to its case-processing time goals?**

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**74. What factors are important to collecting data on continuances?**

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**75. What are some factors that limit the ability to compare individual judges' statistics on caseload?**

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**76. Generally, what does an overall court management information system contain?**

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**77. Why is the "person module" the most complex module of a court's automated case management information system?**

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**78. Why is time a court's most critical resource?**

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**79. Why should the court financial function in the computer system be defined in a global manner?**

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**80. List some other technologies that might reduce costs and delay?**

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**81. What is the individual calendar system?**

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**82. What is the master calendar system?**

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**83. What is the team calendar system?**

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**84. What is the case assignment system?**

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**85. How does the structure of the court's work week affect the structure of the court's calendar?**

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**86. How do *pro se* defendants affect case processing?**

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**87. What are some strategies for managing *pro se* defendants?**

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**88. What are some strategies that can be used to deal with the complex consequences of change?**

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**89. Why is it important to pay attention to detail when forming a strategic plan for a caseload management improvement plan?**

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**90. How does a court gather information for a general caseflow management review when planning for a caseflow management improvement plan?**

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**91. How does a court analyze its pending inventory?**

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**92. What does a cost-benefit analysis involve?**

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**93. How does a court assess nonfinancial costs against benefits in a “forcefield analysis”?**

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**94. How does a court build support for the change process?**

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**95. How does a court overcome resistance to change?**

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**96. What does it mean to “own” the change process?**

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**97. How does a manager align staff members’ work with the new directions?**

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**98. Why is it important that court staff and others to model the desired new behavior?**

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**99. Why is it important to reward staff who act in support of changes?**

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**100. What is the purpose the evaluation of the improvement program?**

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**101. What should a caseflow management plan include?**

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**102. What is the second stage of implementing a caseflow management program?**

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**103. During implementation of a caseflow management program, why is it important to monitor the implementation?**

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**104. What is the real test of success of a caseflow management program?**

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**105. How does a court achieve consensus on the benefits of and the continuing success of a caseflow management improvement program?**

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**106. Why do some courts continue to have backlogs after implementing a caseflow management improvement program?**

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**107. What factors affect a judge's commitment to ensuring timely disposition of cases?**

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**108. What is the importance of continuity of leadership in the success of a caseflow management improvement program?**

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**109. Why is effective allocation of resources important to a caseflow management improvement program?**

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**110. Why should courts be learning organizations?**

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