



# **Second Judicial District Ramsey County Court**

**Biennial Progress Report  
FY12 – FY13**

# Second Judicial District

## Mission

*“To serve the public by providing a fair, impartial, accessible, safe and open judicial forum for the timely and efficient resolution of criminal, civil, juvenile, family and probate matters.”*

## Goals

- To resolve cases in an equitable and expeditious manner.
- To assure equal access to all participants.
- To have an open process.
- To manage resources in a fiscally responsible manner.
- To apply appropriate management practices and technology in the administration of justice.

# 1. Resolve Cases in an Equitable & Expeditious Manner

## ***Priority 1a: Identify new processes for a paperless system.***

- Provide process improvement training (lean/all; process mapping; train the trainer SMEs)
- Prepare process maps for “as is” and “to be”
- Identify best practices via staff study focus teams
- Identify unneeded steps - over processing
- Solicit bright ideas
- Regarding pro se improvement
- Rollout eFiling to Family and Probate

## ***Priority 1b: Plan for the conversion to the State CPC***

- Identify transition plan and resolve issues with SCAO & the 4th District
- Communicate plan to employees and judges
- Identify staffing needs post conversion
- Identify CPC work remaining at the county level

### ***Accomplishments***

- *Provided project management, process improvement and process mapping training to all supervisors.*
- *Prepared process maps for all lines of business.*
- *Participated in statewide staff study focus groups and evaluated practices in other districts.*
- *Identified numerous unneeded steps through process mapping exercises.*
- *Continued the Bright Idea program to solicit ideas.*
- *Continue to work with statewide committees addressing the needs of pro se participants.*

### ***Accomplishments***

- *Worked with SCAO to identify a plan to convert to CPC by FY15.*
- *Informed employees and judges of the timeline and steps needed to complete the conversion.*
- *Identified timing standard inequities for minor criminal cases and communicated issues with JAD.*
- *Completed the MNCIS design work for future upgrades*

## 2. Assure Equal Access to All Participants

### ***Priority 2a: Improve customer service***

- Create customer surveys/feedback forms and offer via the website
- Partner with community agencies to provide additional services
- Produce additional multiple language forms
- Develop ICAN forms
- Evaluate combining or adding prose services centers
- Design new processes with customer needs in mind

### ***Accomplishments***

- *Implemented expungement workshops for the public.*
- *Held multiple eFiling user groups to identify needs and concerns.*
- *Installed monitors at counters to assist with eFiling.*
- *Project plans included involvement with stakeholders to identify their needs.*
- *Provided a process for online submission of filings to meet customer needs.*

## 3. Have an Open Process

### ***Priority 3a: Educate the Public and Manage customer expectations***

- Expand the use of communication tools for the public
- Identify and offer educational workshops on specific topics
- Improve the website content (IVR/web payment information)
- Participate in more community events
- Publicize the limitations for legal advice

### ***Accomplishments***

- *Implemented expungement workshops for the public.*
- *Held multiple eFiling user groups to identify needs and concerns.*
- *Installed monitors at counters to assist with eFiling.*
- *Project plans included involvement with stakeholders to identify their needs.*
- *Provided a process for online submission of filings to meet customer needs.*

### 3. Have an Open Process - continued

#### ***Priority 3b: Build a partnership with the Bench***

- Develop additional training/orientation for law clerks and communicate expectations
- Promote more dialogue between judges and the management team
- Include Judges and judicial staff in eCourt governance team

#### ***Accomplishments***

- *Provided attorney access to E-filing through the court website.*
- *Expanded justice partner access to imaged documents.*
- *Expanded the use of conservatorship on-line reporting system statewide.*

#### ***Priority 3c: Collaborate with stakeholders***

- Include appropriate stakeholders on planning teams
- Monitor SCAO stakeholder collaboration efforts
- Identify electronic data passes with Ramsey County agencies and resolve issues
- Solicit support for access to documents

#### ***Accomplishments***

- *Provided attorney access to E-filing through the court website.*
- *Expanded justice partner access to imaged documents.*
- *Expanded the use of conservatorship on-line reporting system statewide.*

## 4. Manage Resources in a Fiscally Responsible Manner

### ***Priority 4a: Maintain quality control.***

- Monitor MNCIS data quality.
- Monitor compliance with administrative policies and procedures.
- Monitor compliance with operational/MNCIS policies and procedures.

#### **Accomplishments**

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*

## 5. Apply Appropriate Management Techniques & Technologies in the Administration of Justice

### ***Priority 5a: Improve employee engagement and development.***

- Identify additional employees to assist on project teams
- Communicate eCourt
- Provide appropriate technology training
- Establish a process for supervisors to check-in with staff on a regular basis
- Create discussion templates for supervisors to utilize
- Provide training to supervisors and managers on how to engage staff
- Review options for flexible staff work day
- Provide additional staff resources in priority areas to relieve stress
- Celebrate successes
- Identify and implement resources/ activities to improve employee morale

#### **Accomplishments**

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*

## 5. Apply Appropriate Management Techniques & Technologies in the Administration of Justice - *continued*

### ***Priority 5b: Evaluate impact of process changes on staffing needs.***

- Identify new duties and competencies needed for administrative staff
- Identify duties required of judicial staff for eCourt
- Prepare new job descriptions
- Prepare future organizational charts
- Update qualifications and postings
- Review union agreements based on new staffing needs and propose changes if needed
- Analyze the need for different court clerk levels

### **Accomplishments**

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*

### ***Priority 5c: Manage change culture.***

- Improve communication regarding eCourt initiatives
- Communicate the need for a change culture and employee expectations
- Engage staff in creating a new future
- Provide technology tools to promote paperless meetings

### **Accomplishments**

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*

## 5. Apply Appropriate Management Techniques & Technologies in the Administration of Justice - *continued*

### *Priority 5d: Promote knowledge sharing and succession planning.*

- Provide opportunities to engage staff.
- Document procedures for new employees
- Provide cross training where possible
- Identify staff succession plan
- Identify options for using retirees - Job sharing./part-time
- Continue the mentoring program

#### Accomplishments

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*

### *5.5. Prepare organization for paperless*

- Communicate to the organization up down and across
- Seek buy-in from chambers
- Identify and provide technology tools needed (session work, esignature)
- Address technology support needs
- Develop alternative work process for when electronic information is not available
- Develop communication plan for when the technology system is down
- Work with SCAO to plan for statewide eCourt
- Ensure a safe working environment.
- Provide opportunities for staff training and skill development.

#### Accomplishments

- *Obtained Supreme Court approval for the E-filing pilot.*
- *Created rules for electronic signatures.*
- *Proposed statutory amendment to provide administrative dismissals of no insurance citations – passed by legislature.*