

Strategic Plan
of the
Nineteenth Judicial Circuit
Circuit Court of Lake County,
Illinois

NINETEENTH
JUDICIAL
CIRCUIT
COURT
OF
ILLINOIS

Introduction

- ❖ **Benefits of Strategic Planning**
- ❖ **Critical Trends Shaping the Courts in the Next Decade**
- ❖ **Historical Timeline**
- ❖ **Strategic Plan - 2009**
 - ❖ **The Process**
 - ❖ **The Plan**

Critical Trends Shaping the Courts in the Next Decade

- ◎ **Demand for culturally appropriate court and justice services**
- ◎ **Greater emphasis on the court's role in society**
- ◎ **Changes in the family and in community values**

Critical Trends Shaping the Courts in the Next Decade - Continued

- ◎ **Polarization of people by class, race, ethnicity and lifestyle preference**
- ◎ **Increasing demand for acceptance of alternative lifestyles**
- ◎ **Aging population – Increasing population**
- ◎ **Increase in the proportion and number of self-represented litigants**
- ◎ **Transition to a more urban court**

Critical Trends Shaping the Courts in the Next Decade - continued

- ① **Increased reliance on therapeutic approaches to court and justice services**
- ② **Increased demand for justice system performance accountability**
- ③ **The emerging revolution in the delivery of legal services, including the bundling of legal services**
- ④ **Rapidly emerging information, networking & telecommunications technology – wireless revolution, increase in identity theft, privacy issues**

Key Elements of the Strategic Plan 2009

- * Outreach to Court Partners**
- * Balanced approach to system planning**
- * Continued employment of “Trial Court Performance Standards”**
- * Vision of the future in a changing environment**

Establish Nineteenth Judicial Circuit Strategic Planning Leadership Committee



Conduct Organizational Assessment

- Gather input from court participants, the public, the Bar, government agencies, judges and court personnel through surveys, focus groups and other means; and,
- Identify trends and environmental factors which will impact the Circuit in the future.



Validate Vision and Mission Statements



Identify Strategic Issues and Formulate Goals and Strategies



Develop and Publish the Strategic Plan



Continuous

Implement the Plan and Monitor and Evaluate Progress

Continuous



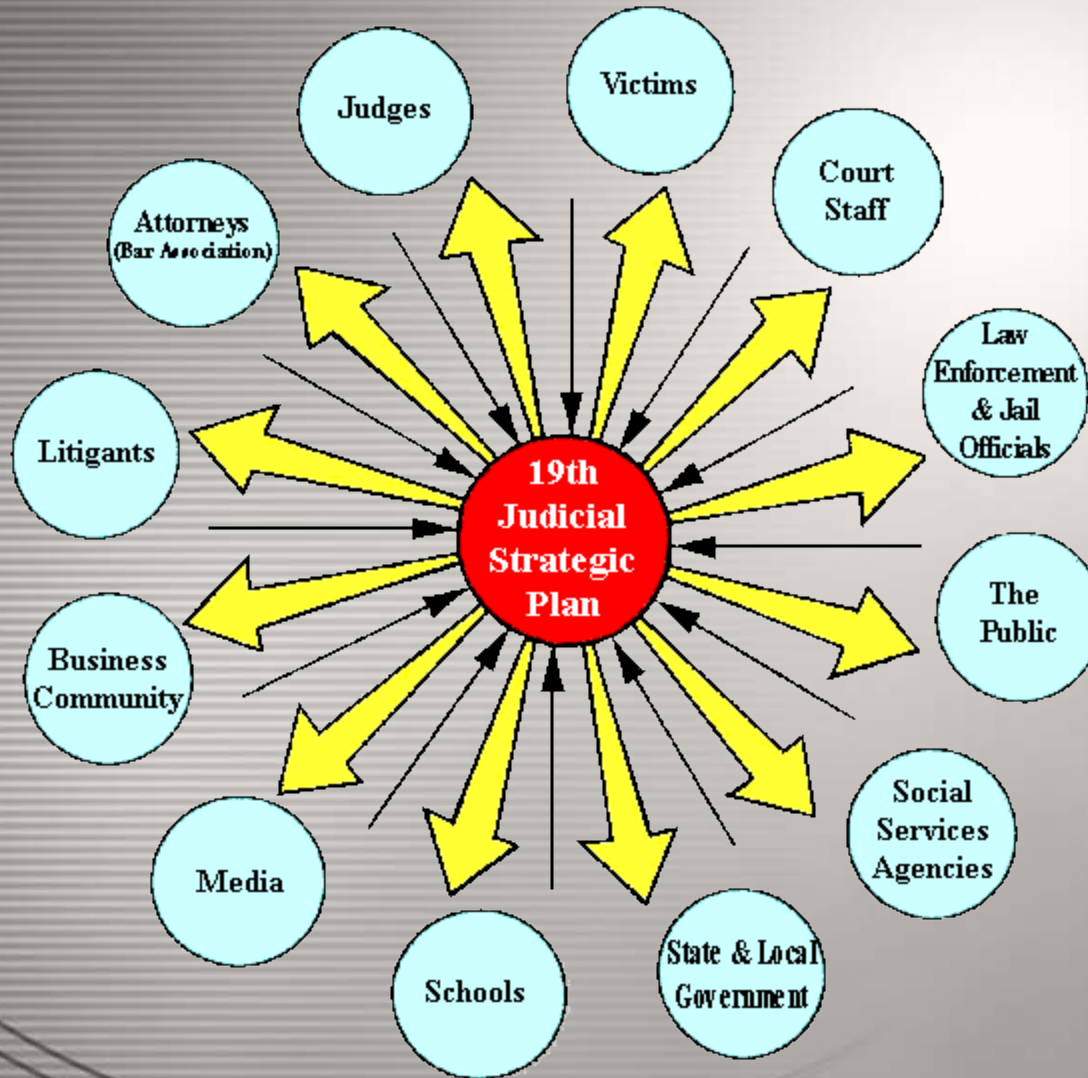
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**Practice Strategic Management
Direct, Align and Coordinate Resources and Activities**

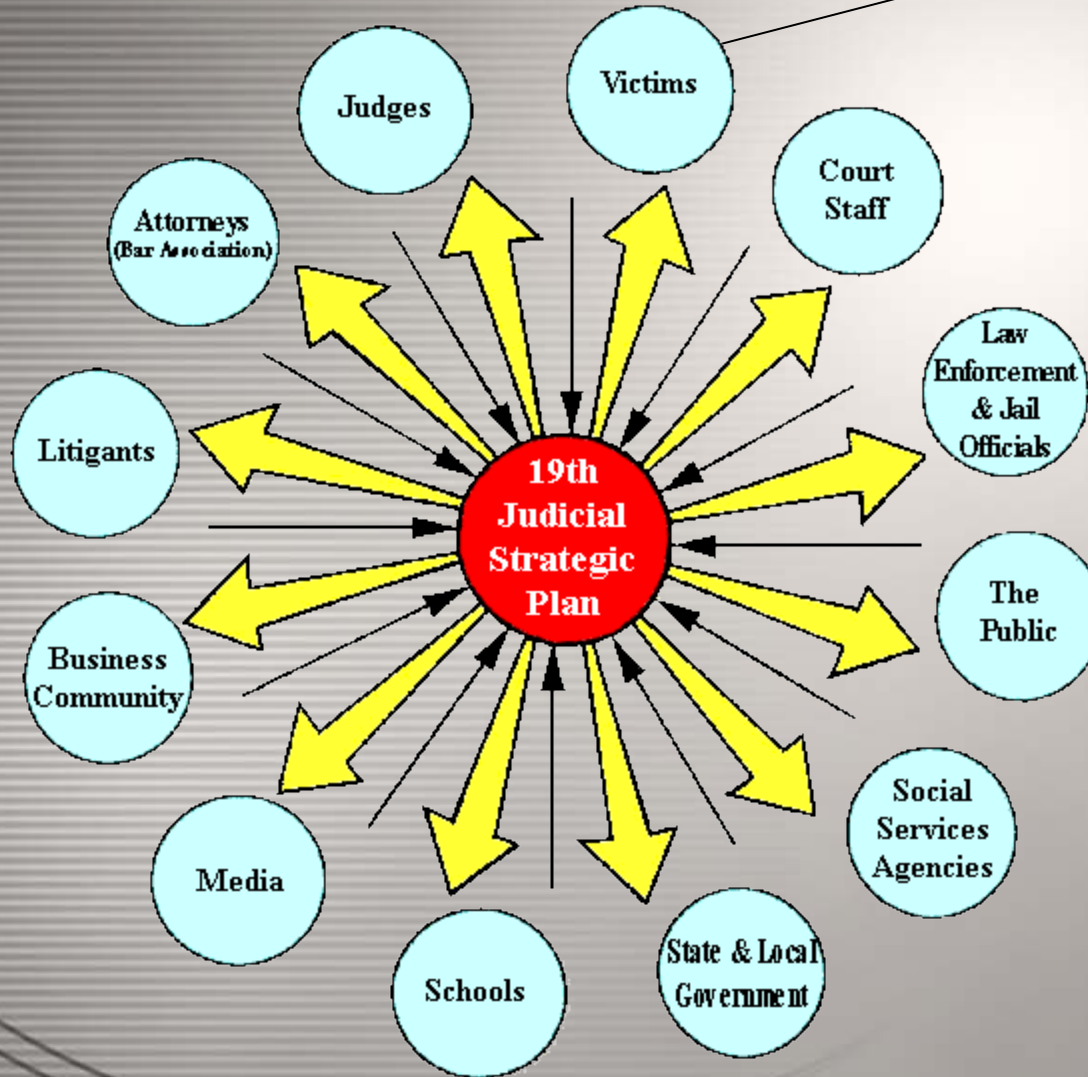
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Identification of Partners

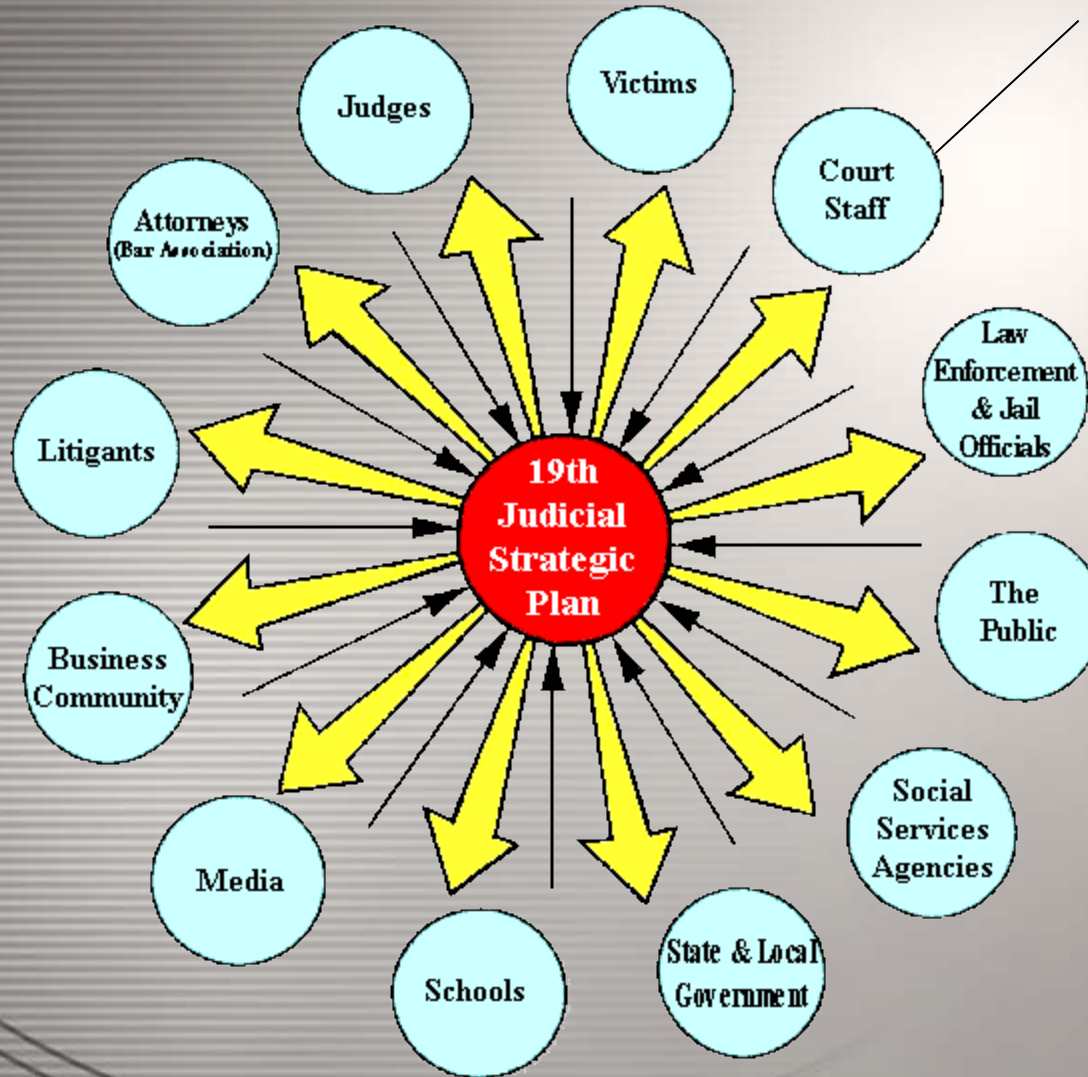


Identification of Partners



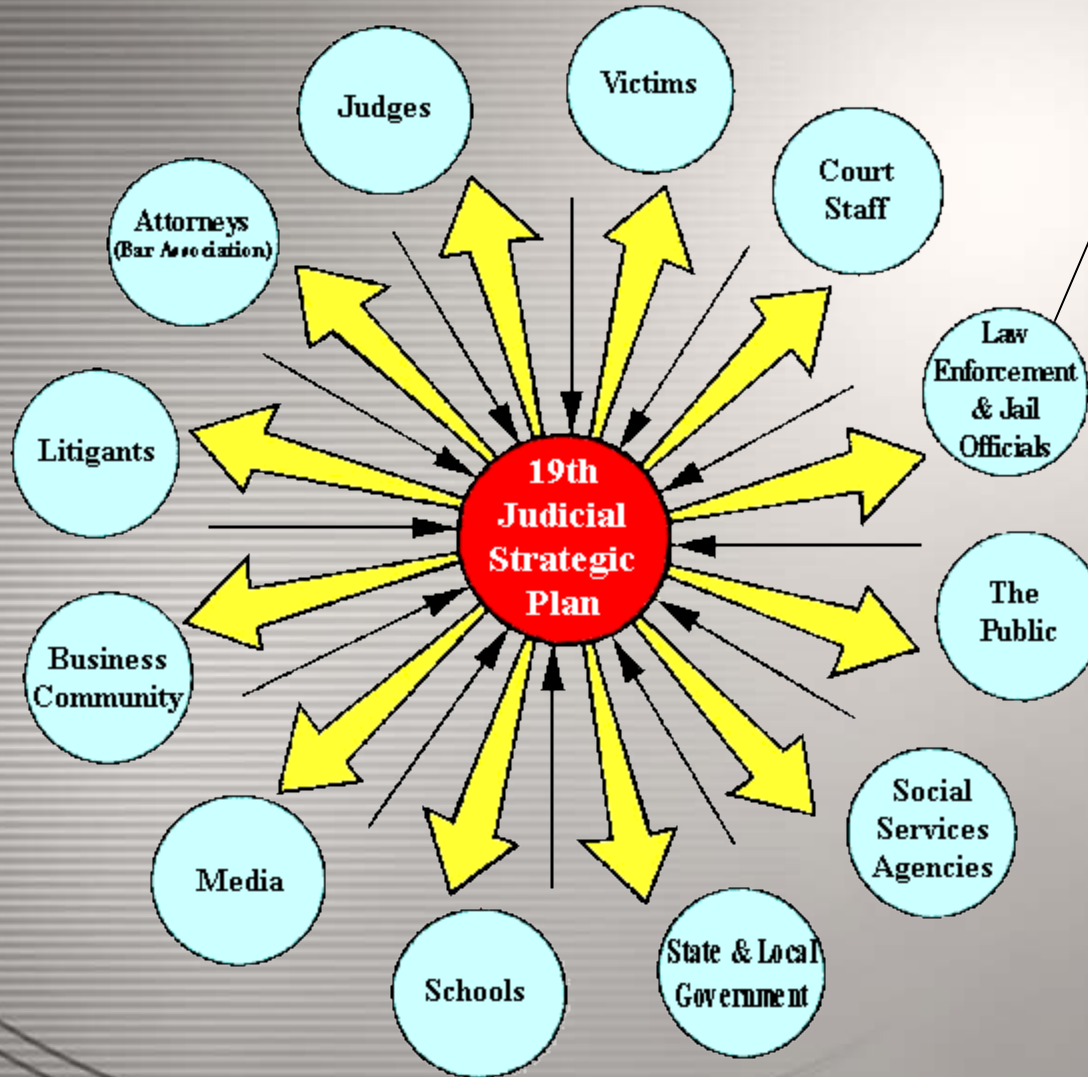
- ↓ Justice
- ↓ Restitution
- ↓ Recognition
- ↓ Compensation
- ↓ Protection

Identification of Partners



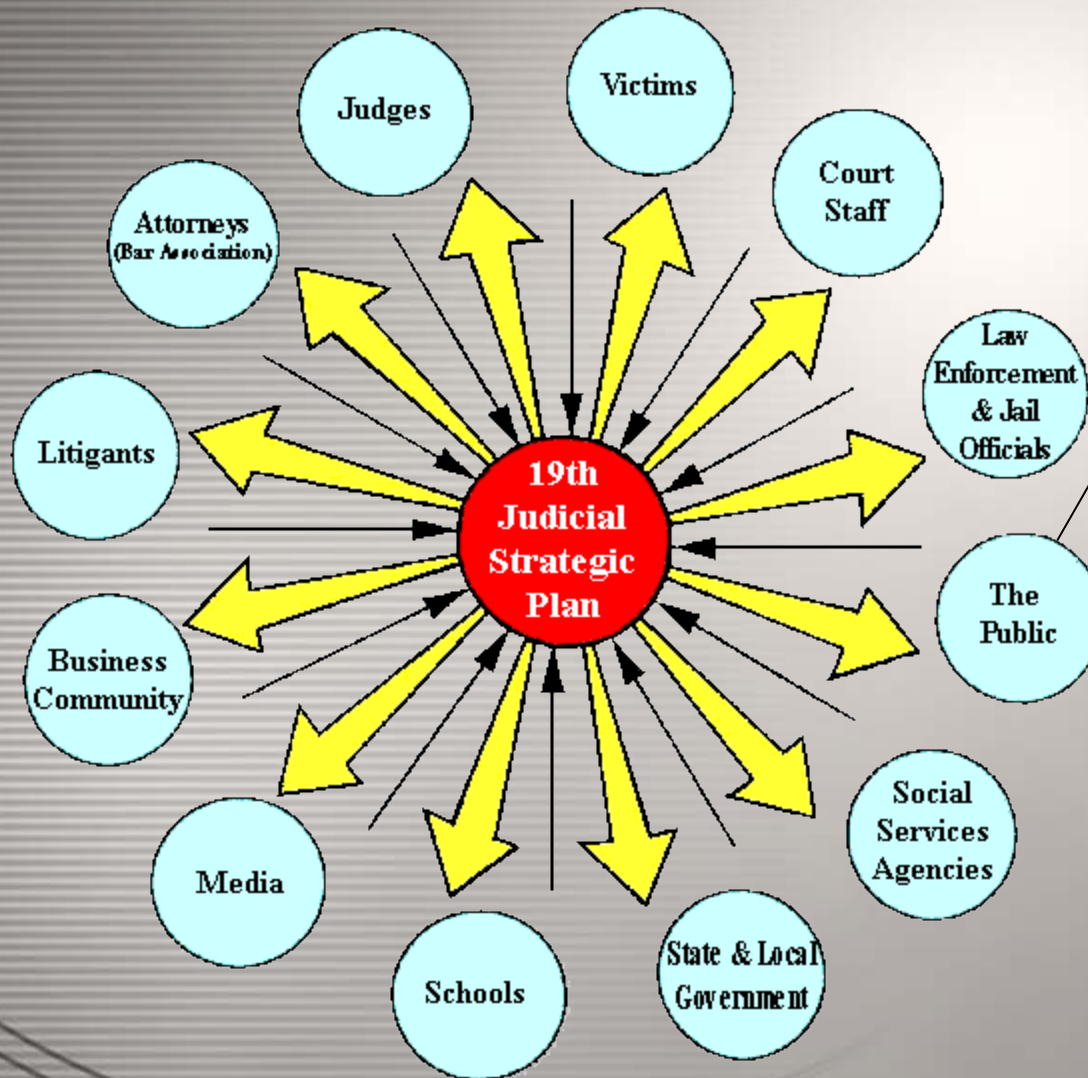
- ↓ Ensure job security
- ↓ Provide guidance & direction
- ↓ Ensure vision & commitment from the top
- ↓ Coordinate services, programs & efforts
- ↓ Establish priorities
- ↓ Maintain a healthy & safe work environment
- ↓ Instill culture of service to public

Identification of Partners



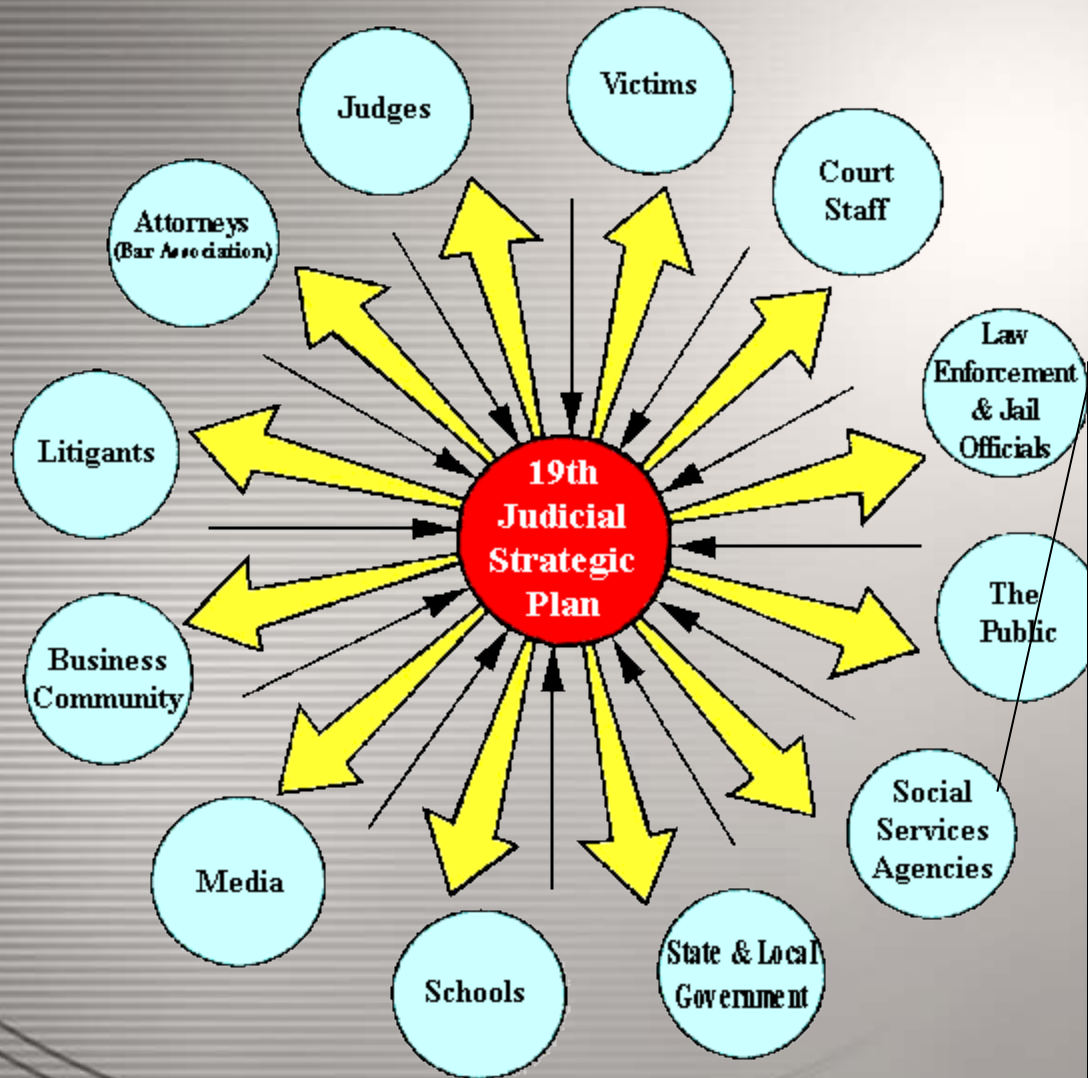
- ↓ Maintain communication among justice agencies
- ↓ Prompt resolution
- ↓ Respect
- ↓ Provide good public image
- ↓ Deal with abuse & crime

Identification of Partners



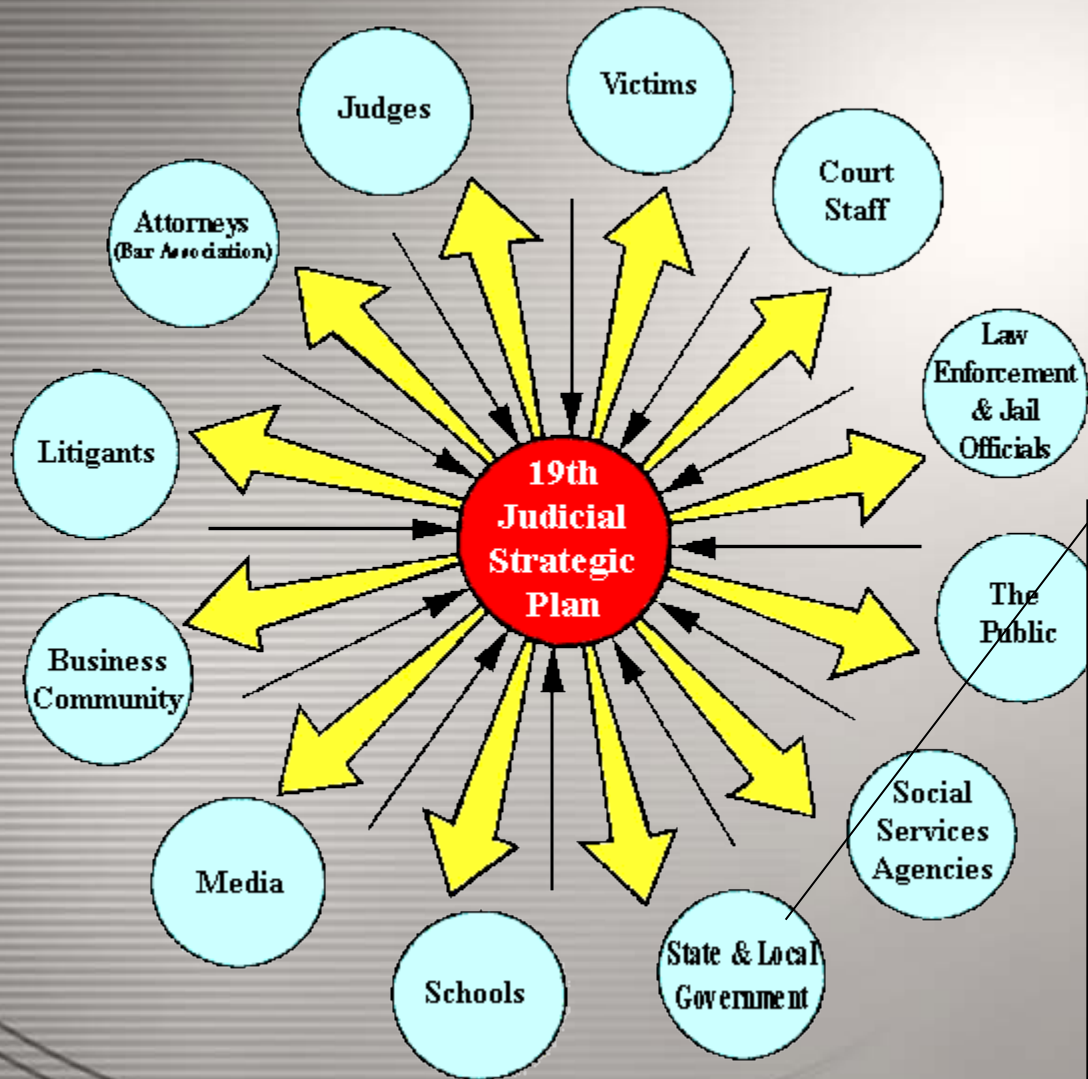
- ↓ Protection from crime
- ↓ Provide information quickly
- ↓ Deterrence
- ↓ Control costs
- ↓ Meet demands of special interest groups
- ↓ Speed in case dispositions
- ↓ Find the "truth"
- ↓ Advocacy of parents & / or children
- ↓ Mediation
- ↓ Judges above reproach

Identification of Partners



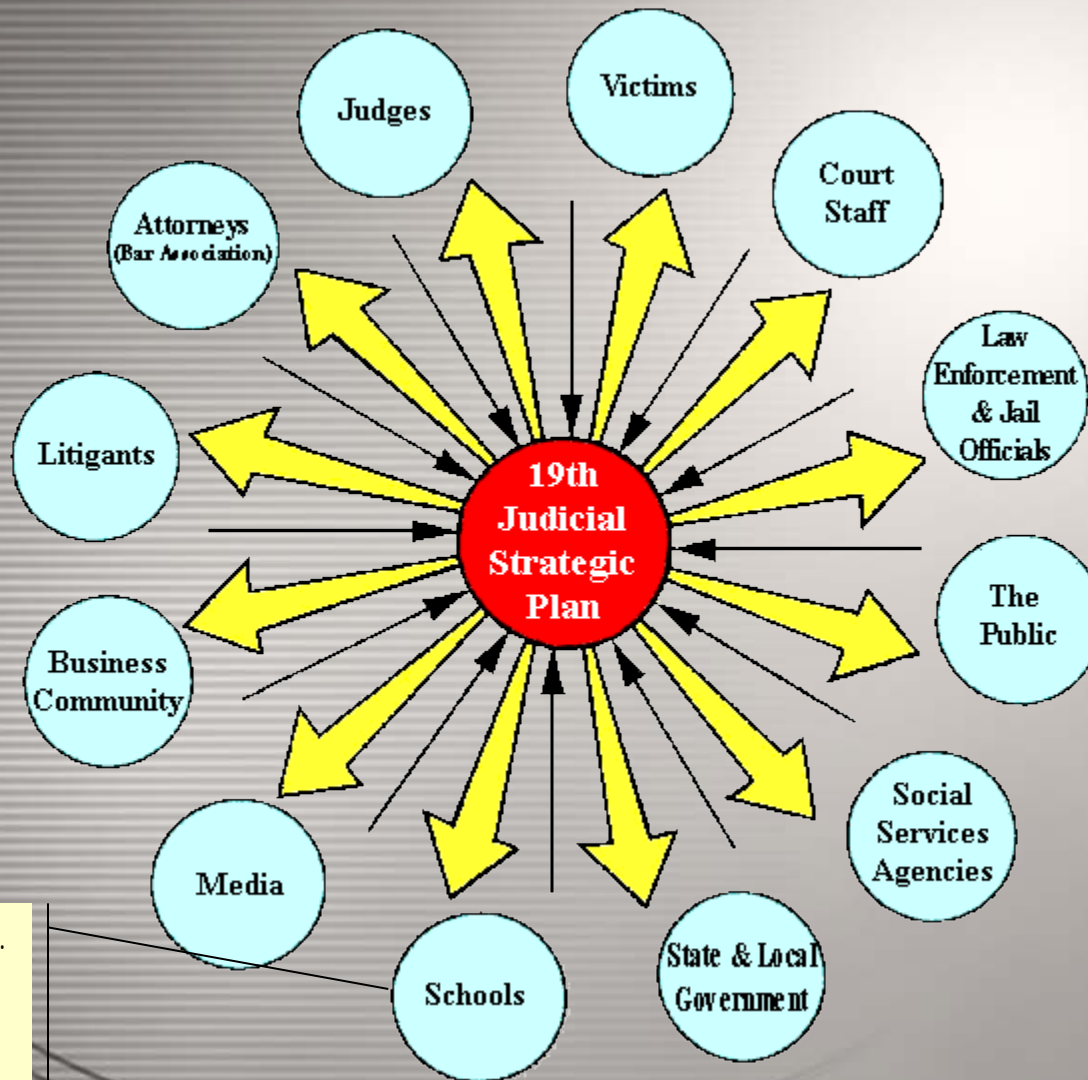
- ↓ Help solve problems
 - Gangs
 - Substance abuse
 - Abuse & neglect
- ↓ Provide educational programming assistance
- ↓ Ensure access to records
- ↓ Quality Control of Services
- ↓ Efficient channels of communications between service providers & court
- ↓ Identification of Community Resources & Services

Identification of Partners



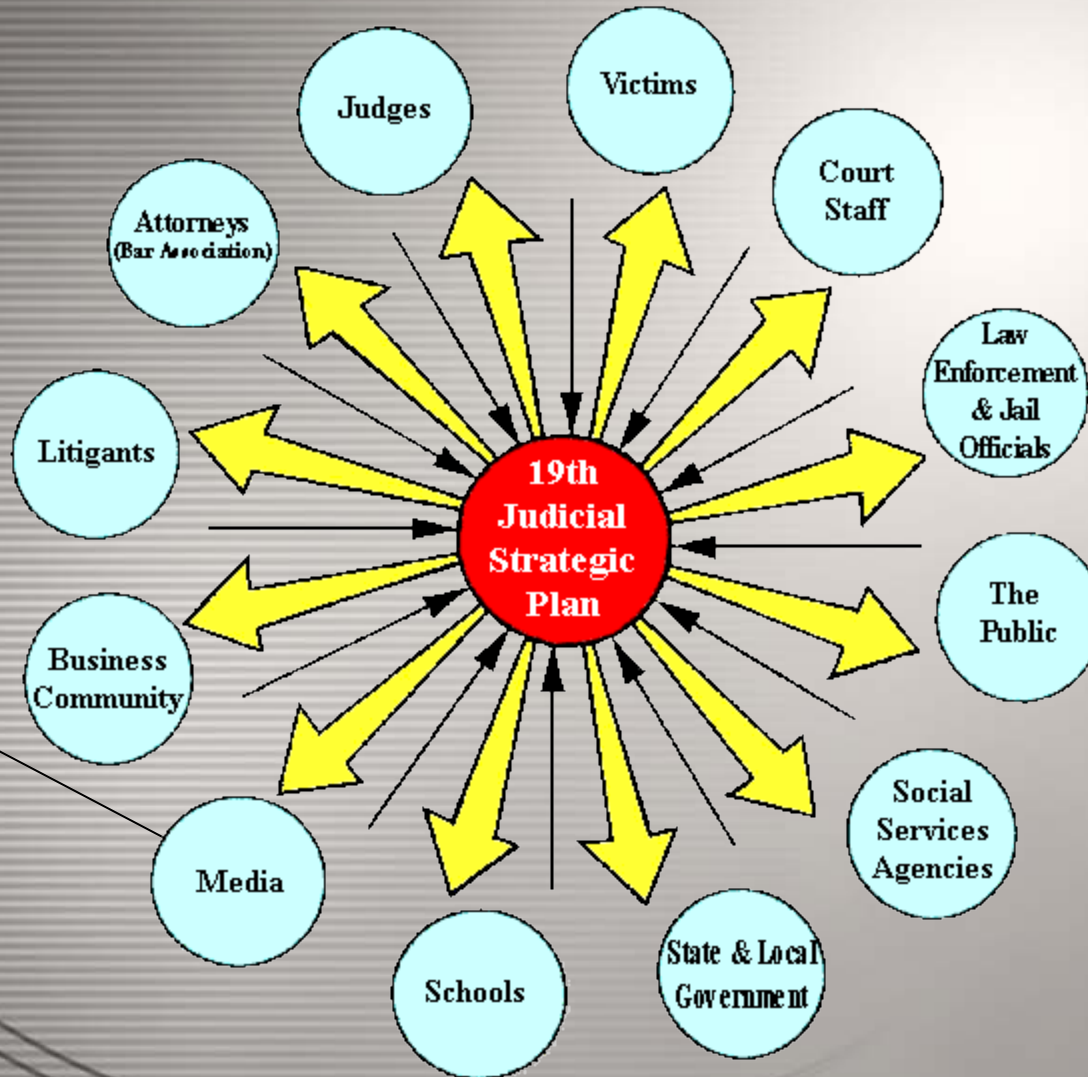
- ↓ Provide accurate & timely information
- ↓ Implement the management decisions made by Supreme Court rule
- ↓ Keep the court system functioning efficiently
- ↓ Good, well supported budget requests
- ↓ Solicit & respond to public input
- ↓ Ensure cooperation among different courts
- ↓ Model good work habits

Identification of Partners



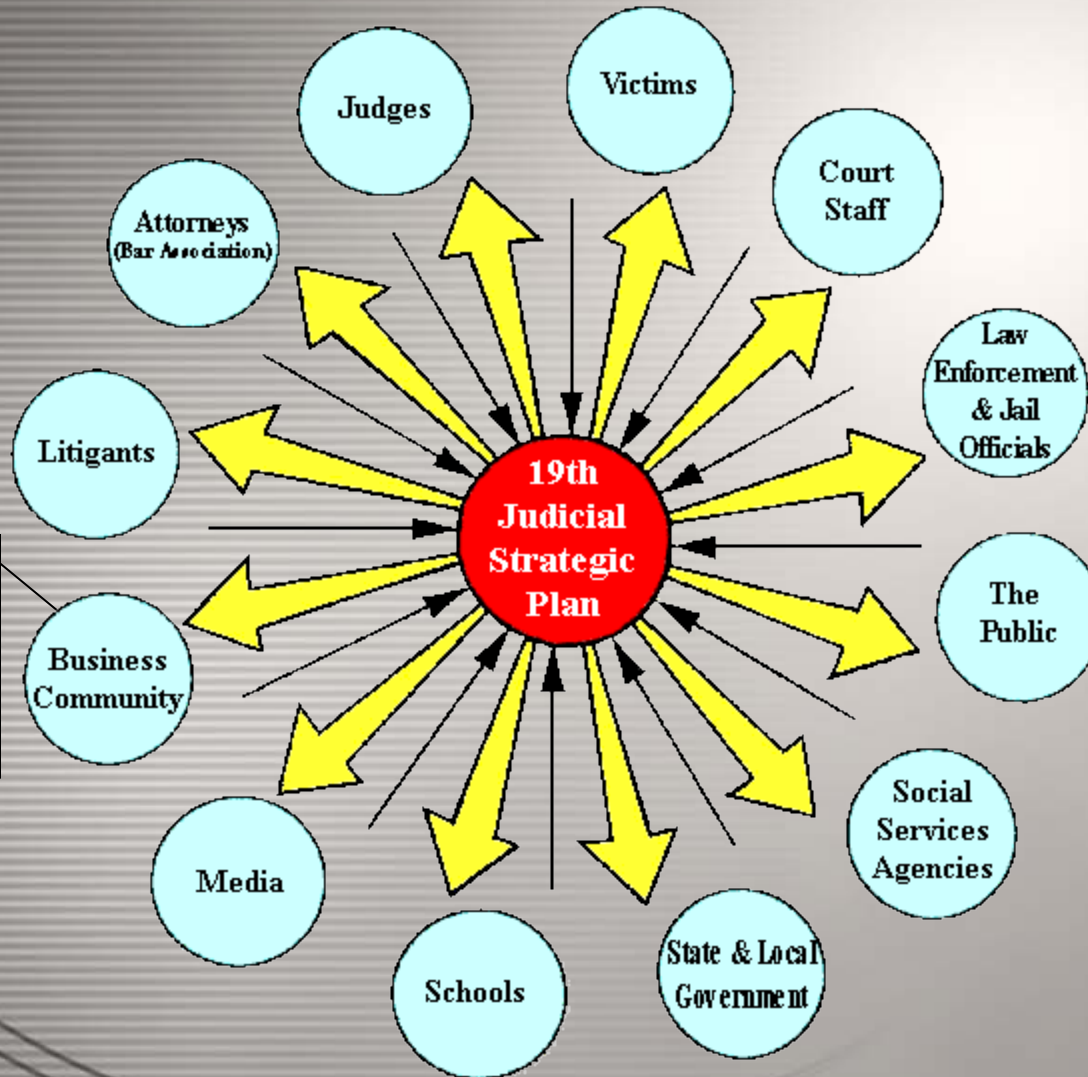
- ↓ Help solve problems, e.g.
 - Gangs
 - Substance abuse
 - Abuse & neglect
- ↓ Provide educational programming assistance

Identification of Partners



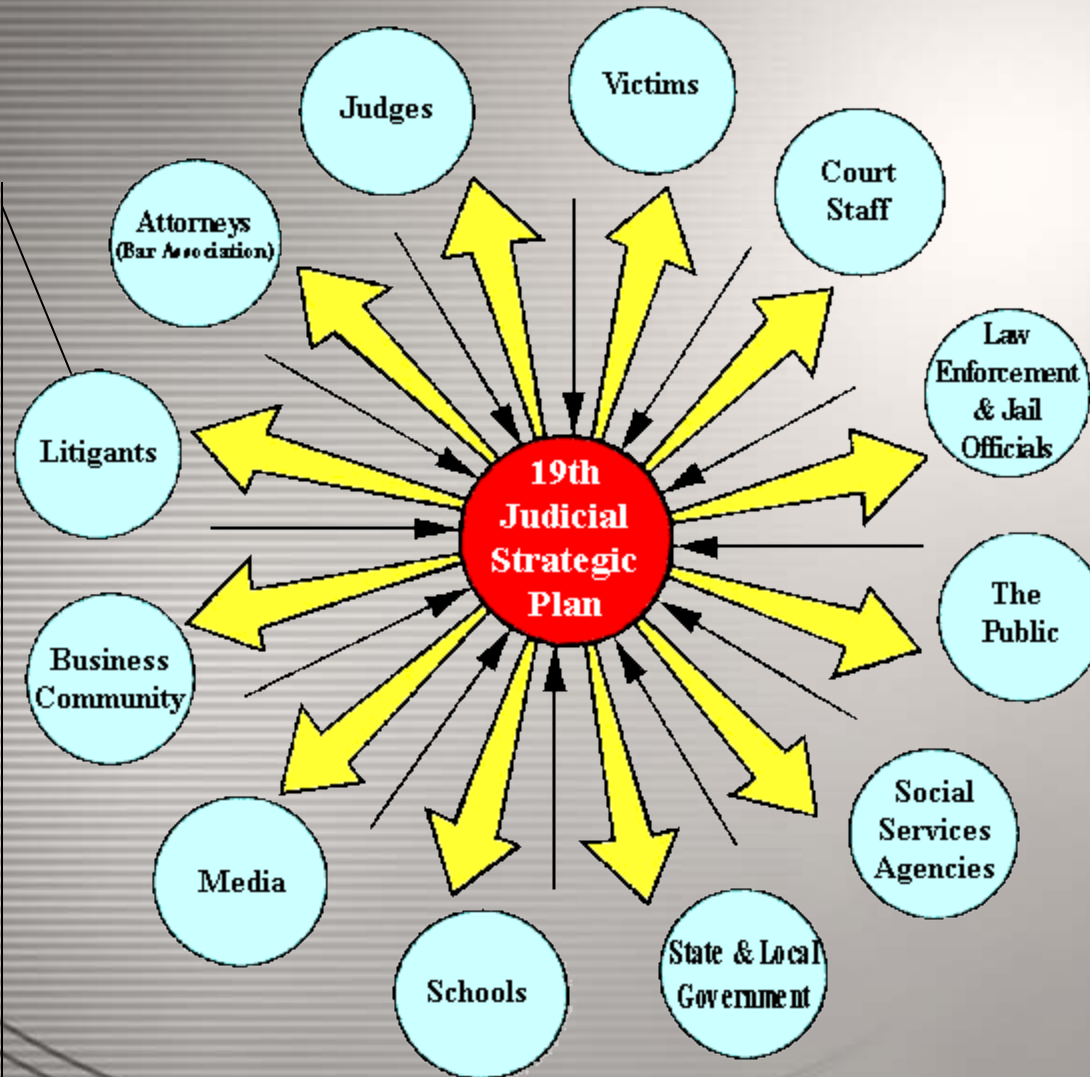
- ↓ Provide information, statistics, procedures, & newsworthy stories
- ↓ Timely response to inquiries
- ↓ Access to people, especially judges

Identification of Partners



- ↓ Provide prompt resolution of cases
- ↓ Provide access to records
- ↓ Affordable costs

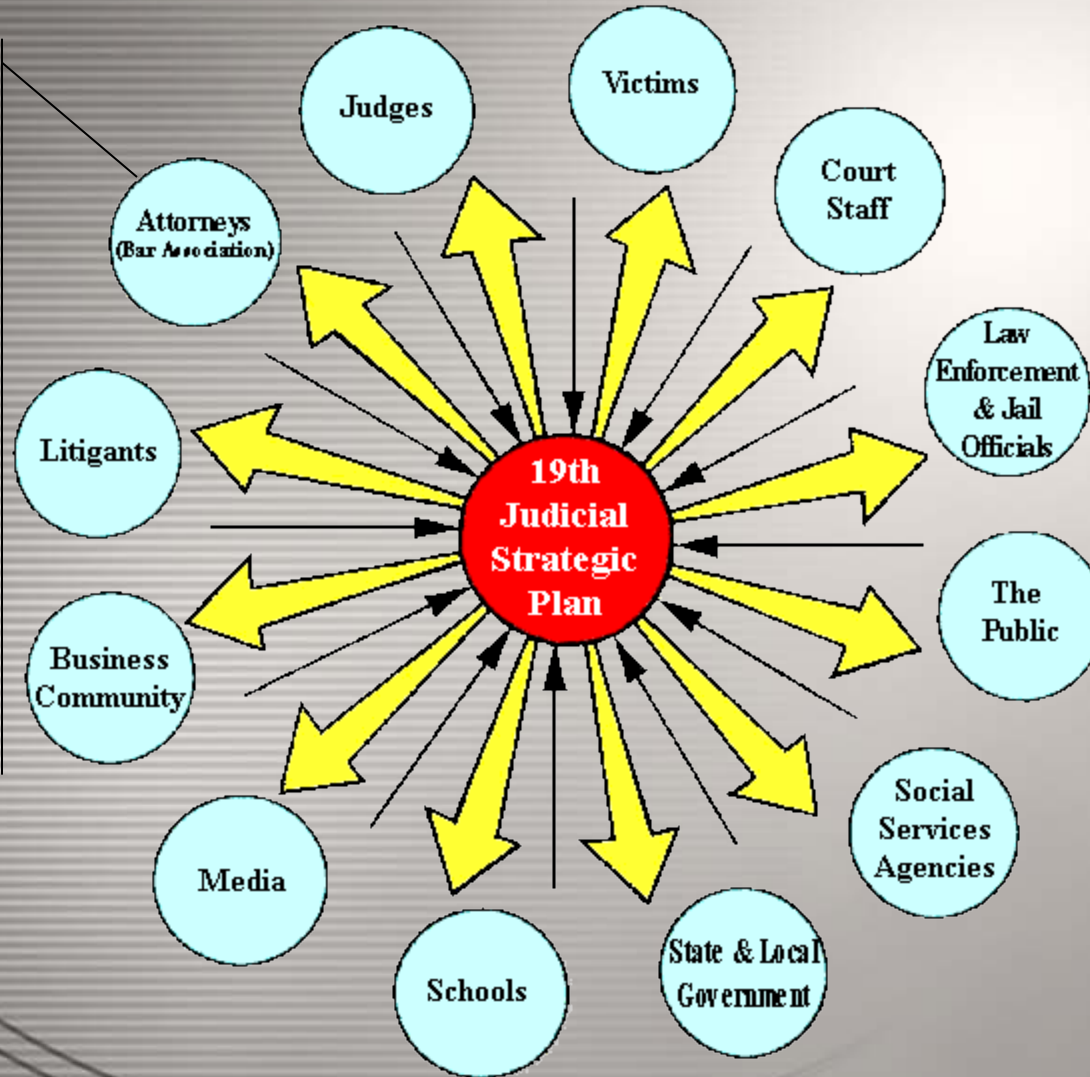
Identification of Partners



- ↓ Provide helpful information
- ↓ Fairness
 - Low cost
 - Communicate understandable procedures
 - Speed
 - Physical accessibility
 - Understandable results
 - Access
- ↓ Properly communicated (in plain language) decisions
- ↓ Finality
- ↓ Ability to proceed *pro se*

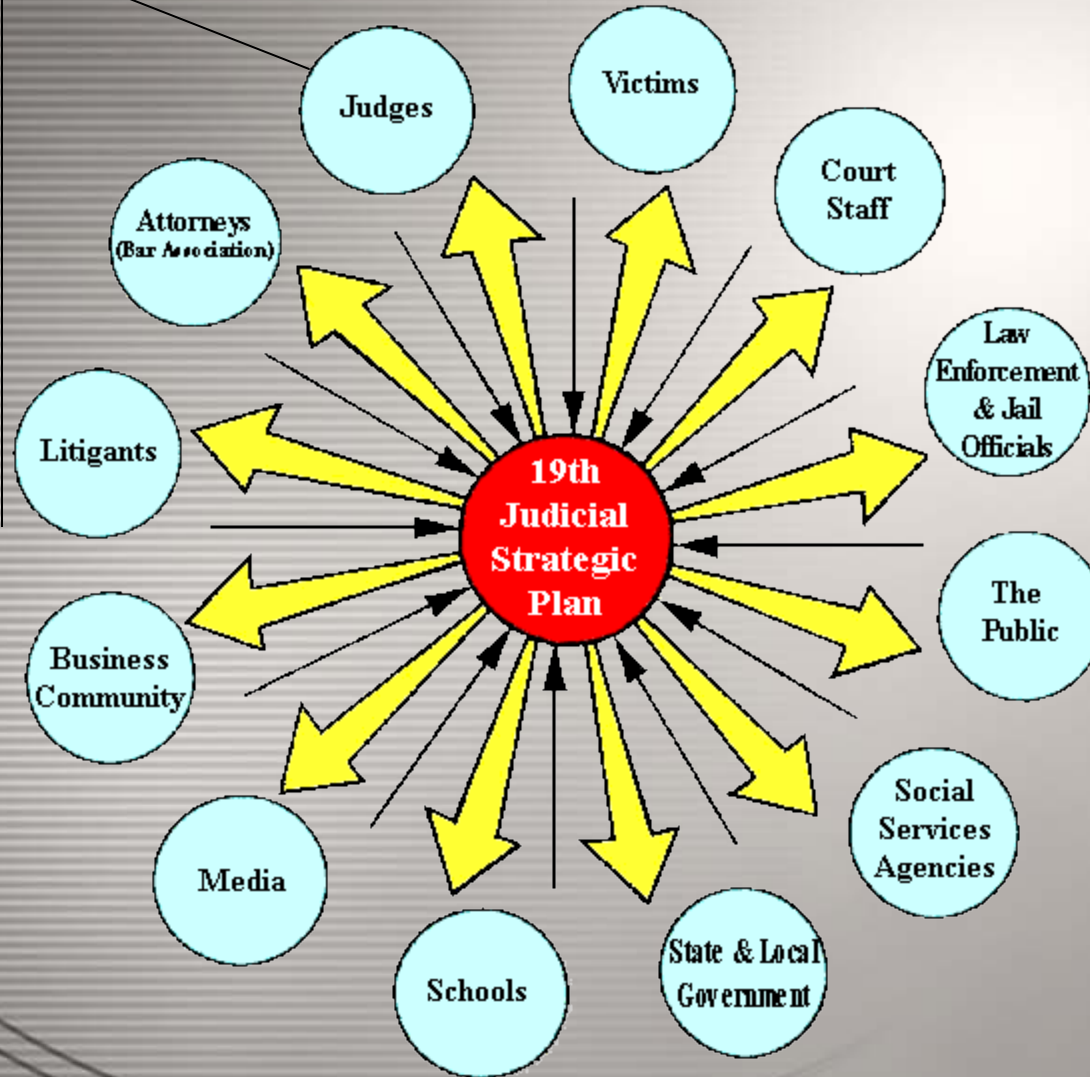
Identification of Partners

- ↓ Fair, thoughtful decisions
- ↓ Timely decisions
- ↓ Access to records
- ↓ Efficient & accurate processing of paperwork
- ↓ Security
- ↓ Control of Docket
- ↓ Consistency & predictability of outcomes & process
- ↓ Respectful treatment from the judge
- ↓ Avoid embarrassment in front of clients



Identification of Partners

- ↓ Adequate equipment & staff to run an efficient court
- ↓ Good working conditions
- ↓ Positive perception of courts by public
- ↓ Minimal scheduling conflicts
- ↓ Cooperation of lawyers, police, & other justice system participants



Strategic Plan 2009

The five areas of emphasis based on the Trial Court Performance Standards model:

I. Access to Justice +

II. Expedition & Timeliness +

III. Equality, Fairness, & Integrity +

IV. Independence & Accountability =

V. Public Trust & Confidence

I. ACCESS TO JUSTICE

To the end that unnecessary barriers to its services shall be eliminated, the Circuit Court of Lake County adopts the following standards and strategies:

A. PUBLIC PROCEEDING

*B. SAFETY, ACCESSIBILITY &
CONVENIENCE*

C. EFFECTIVE PARTICIPATION

*D. COURTESY, RESPONSIVENESS,
& RESPECT*

E. AFFORDABLE COSTS

II. EXPEDITION & TIMELINESS

To facilitate case flow and avoid unnecessary delays, the Circuit Court of Lake County adopts the following standards and strategies:

A. CASE PROCESSING

B. COMPLIANCE WITH SCHEDULES

**C. PROMPT IMPLEMENTATION OF
LAW & PROCEDURE**

III. EQUALITY, FAIRNESS & INTEGRITY

To the end that the Court in Lake County shall conduct its court business without unnecessary delay, the Circuit Judges of Lake County do hereby adopt the following standards:

A. FAIR & RELIABLE PROCEDURES

B. JURIES

C. COURT DECISION & ACTIONS

D. CLARITY

E. RESPONSIBILITY FOR ENFORCEMENT

F. PRODUCTION & PRESERVATION OF RECORDS

IV. INDEPENDENCE & ACCOUNTABILITY

To the end that the judicial branch of government shall strengthen its independence and accountability, the Circuit Court of Lake County adopts the following standards and strategies:

A. INDEPENDENCE & COMITY

B. ACCOUNTABILITY FOR PUBLIC RESOURCES

C. PERSONNEL PRACTICES & DECISIONS

D. PUBLIC EDUCATION

E. RESPONSE TO CHANGE

V. PUBLIC TRUST & CONFIDENCE

To the end that Courts of Lake County are perceived by the citizens with trust and confidence, the Circuit Court of Lake County adopts the following standards and strategies:

A. ACCESSIBILITY

**B. EXPEDITIOUS, FAIR &
RELIABLE COURT FUNCTIONS**

**C. JUDICIAL INDEPENDENCE &
INTEGRITY**

Highlights of Future Efforts

- **Develop and Update a Master Facilities Plan which documents courtroom and space needs**
- **Continue to improve court's website emphasis on interactive functionality**
- **Promote expansion of services offered at Branch Court locations**

Highlights of Future Efforts

- ➔ **Promote accessibility of court facilities**
- ➔ **Effectively use technology to improve services provided by the Court**
- ➔ **Continue and expand training of judges and staff to promote customer service, technical skills and professional development**

Highlights of Future Efforts

- **Improve caseflow and reduce delay by implementing case management plan**
- **Improve services and programs to assist self-representative litigants**
- **Improve court forms and procedures to promote ease of use**

Highlights of Future Efforts

- Collaborate with stakeholders, ancillary justice agencies and private support to ensure that judges have sufficient information to make informed decisions
- Continually improve external communications, especially with the public, Bar, funding agencies and justice partners

Highlights of Future Efforts

- ➔ **Contain the cost of litigation and court services to ensure equal access to justice**
- ➔ **Continually improve court operations and service delivery of the judicial branch**

The mission of the Circuit Court of Lake County is to serve the public. It accomplishes this mission by providing a fair and efficient system of justice, committed to excellence, fostering public trust, understanding and confidence.