



2010 – 2015 Strategic Plan

Strategic Projects

Strategic Issue 1: FACILITIES CO-CAPTAINS: Marianne Wolf and Thu Nguyen	
2010 Priority Projects	Priority Level
1. Develop a committee of judges to develop a plan for courtroom & chamber assignments based on security, litigation types, & facility considerations	1
2. Conduct needs assessment for existing facilities usage	1
3. Identify facility needs to implement CCMS	1
4. Conduct technology infrastructure assessment	1
5. COOP – Continuity of Operations Plan/Disaster Plan	1
6. Repair flooring in Paso courthouse	1
7. Form judicial committee to meet with local leaders about new court location in SLO and South County	2
8. Begin dialogue with county to update common areas – bathrooms, furniture, etc.	2
9. Identify site for new courthouse	2
10. Meet with AOC facility group about gaining priority for a new courthouse	3

Strategic Issue 2: ACCESS TO JUSTICE CAPTAIN: Kim Martin	
2010 Priority Projects	Priority Level
1. Explore opening/unlocking courtrooms when not in session	1
2. Explore the more efficient use of interpreters (e.g., counters and public areas)	1
3. Expand self-help center in SLO	1
4. Conduct public relations training for security personnel	1
5. Coordinate with local Bar and Cal Poly to improve/ expand the lawyer referral service	1
6. Develop volunteer program for self-help	1
7. Train staff to speak in plain language	2
8. Expand self-help services to landlord/tenant	2
9. Put civil and criminal case information online/on Website	3
10. Explore a redesign of website to improve user friendliness	3
11. Develop online scheduling tools for public	3
12. Expand self-help to Grover	3

Strategic Issue 3: CASE MANAGEMENT & WORKFLOW EFFICIENCIES CO-CAPTAINS: Michelle Frazier and Karen Liebscher	
2010 Priority Projects	Priority Level
1. Consolidate traffic operations	1
2. Add web-based courtroom status calendars for criminal courts	1
3. Begin implementation of jury improvements	1
4. Eliminate duplicate minute orders	1
5. Implement and maintain regular meeting with partners to identify and address issues of joint concerns	1
6. Implement email retention Policy	1
7. Work with AOC to become and begin pilot project – CCMS roll-out	1
8. Conduct survey of judges of informational needs in each case types (stats reports)	1
9. Implement a content document management system	1
10. Expand caseload calendars for all case types	2
11. Develop records management work groups	2
12. Develop monthly CCMS updates/informational sessions	2
13. Explore electronic orders for misdemeanors	3
14. Improve electronic jury instruction program	3

Strategic Issue 4: GOVERNANCE CAPTAIN: Susan Matherly	
2010 Priority Projects	Priority Level
1. Form executive committee of judges and establish rules and authority	1
2. Establish regular opportunities for idea presentations and status updates by management to judges	1
3. Create and adopt guidelines and rules for governance structure	1
4. Create and adopt guidelines and rules for reporting structure	1
5. Design and implement periodic team building activities for management and judges	2
6. Establish protocol for bringing recommendations to decision making body	2
7. Develop materials to communicate guidelines and rules	2
8. Establish standing meetings, one on one, between department heads and ACEO	3

Strategic Issue 5: UNIFIED AND EFFECTIVE WORKFORCE CAPTAIN: Danita Raminha	
2010 Priority Projects	Priority Level
1. Establish expectations and programs to implement cross-training between departments	1
2. Develop incentive program to retain long-term employees	1
3. Establish supervisory and management meetings to work on consistent practices and resolve common issues	1
4. Create periodic acknowledgement program	1
5. Formalize judge mentor program	1
6. Create new judge training manual	1
7. Conduct a needs assessment for desired resources and equipment	1
8. Expand online training for staff	2
9. Develop communication protocols for staff	2
10. Create and maintain internal training matrix for all staff	2
11. Develop succession planning/mentoring program for staff and management	2
12. Hire professional consultant regarding staff/management relations	2
13. Place all training on intranet	3
14. Create recruitment program for bilingual staff	3

Strategic Issue 6: COLLABORATIVE EXTERNAL RELATIONSHIPS CAPTAIN: Thu Nguyen	
2010 Priority Projects	Priority Level
1. Establish a court-community committee to expand and coordinate self-help programs	1
2. Establish criminal justice partner committee	1
3. Create media committee	1
4. Develop public education programs	2
5. Develop a list of green initiatives and programs	2
6. Establish a court-community committee to develop outreach programs	2
7. Expand the judicial intern program in conjunction with Cal Poly and regional law schools	3