

Caseflow and Workflow

Key concepts

Overview of Caseflow and Workflow

Local Legal Culture

Principles and Practices in Caseflow Management

Problem Solving

Executive Summary

Court leaders play a critical role in caseflow and workflow management, ensuring that work is performed efficiently and to promote the fair and timely resolution of all cases filed. Caseflow Management is the process by which courts carry out their primary function of moving cases from filing to disposition. The management of caseflow is critical because it helps guarantee every litigant receives procedural due process and equal protection. Workflow Management involves the coordination and support of all tasks, procedures, resources (human and other) necessary to guarantee the work of the court is conducted efficiently and consistent with the court's purposes and responsibilities.

Learning Objectives

As a result of this education, participants will be able to:

- Identify individual learning needs and objectives related to caseflow management;
- Define the purpose of courts;
- Identify the universal and distinguishing characteristics of local legal cultures;
- Map caseflow from a systemic perspective;
- Evaluate the culture of public access with a focus on self-represented litigants;
- Complete a detailed, systemwide evaluation of caseflow management strengths and weaknesses;
- Use a structured analysis to create the elements of a differentiated case management plan;
- Evaluate caseflow time standards as a key performance measure;
- Apply high level diagnosis to determine caseflow management performance;
- Identify calendaring systems and how judges use case management plans and orders to manage cases;
- Assess postponement policies and practices
- Create a focused action plan for specific caseflow management changes.

Activities

There are corresponding activities for each learning objective, including:

- Caseflow Management Fundamentals Self-Assessment
- Caseflow Mapping and an Action Plan for My Court
- Backlog Analysis

Curricular Resources

The full curriculum has a detailed listing of relevant resources and a bibliography.

- Roscoe Pound, The Causes of Popular Dissatisfaction with the Administration of Justice
- NCSC High Performance Court Framework

Caseflow and Workflow Curriculum

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Section 1 | Overview of Caseflow and Workflow

- Introductions and Judiciary Goals
- History of Caseflow Management in the U.S.

Section 2 | Local Legal Culture

- Local Legal Culture – A Definition
- Jurisdiction and Size

Section 3 | Principles and Practices

- What Is Caseflow Management
- Principles and Axioms
- Leadership and Teamwork
- Techniques and Results

Section 4 | The Justice Universe

- Economics of Caseflow Management
- Consultation with the Bar
- Justice System Stakeholders
- Self-Represented Litigants and Self-Help Centers and the Role of the Court
- High Performance Courts and Justice Systems

Section 5 | Differentiated Case Management

- Purposes and Universality
- Classification and Differentiators
- System Thinking

Section 6 | Accountability

- Performance Measures Review
- Macro Standards – For the System as a Whole
- Micro Standards – For Individual Cases
- Targeted Performance Standards

Section 7 | Information and Diagnosis

- Information Related to Standards
- Level 1 – Basic Information
- Level 2 – Performance
- Level 3 – Diagnosis and Improvement

Section 8 | Calendars and Scheduling

- Calendaring Systems
- Case Management Plans and Scheduling Orders
- Meaningful Hearings and Postponement Policies
- Discovery

Section 9 | Trial Management

- Trial Date Certainty
- Guidelines for Early Dispositions
- Managing Trial Time – Proven Techniques
- Trial Postponements

Section 10 | Problem Solving

- Backlog
- Resources
- External Factors

General Resources:

[Caseflow and Workflow – NACM CORE® Curriculum](https://nacmnet.org/competency/caseflow-and-workflow)
nacmnet.org/competency/caseflow-and-workflow

[NACM CORE®: What Court Professionals Need to Know](https://nacmnet.org/nacm-core)
nacmnet.org/nacm-core

[The CORE® in Practice – a Guide to Strengthen Court Professionals through Application, Use, and Implementation](https://nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf)
nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf