



Justice Matters: Courts and Communities in Action

Administrative Office of the Courts (AOC) External and Internal Goals and Objectives 2015-2020

External Goal 1:

Support the judiciary in its efforts to ensure safe and accessible courts for all who need to resolve disputes.

OBJECTIVE 1a: Support increased state funding necessary to provide court operations including research-based, innovative programs or court administration improvements that increase effectiveness, efficiency, and equal administration of justice.

OBJECTIVE 1b: Improve services, assistance and information to self-represented litigants using existing and emerging technologies to provide better access to information and/or services of courts.

OBJECTIVE 1c: Support efforts that ensure people of different cultures and backgrounds will be treated fairly and with respect.

OBJECTIVE 1d: Offer judicial education programs that enhance training on issues of fairness and diversity designed to minimize the appearance of bias and other barriers facing court users.

OBJECTIVE 1e: Promote the safety and well-being of all who enter a courthouse.

External Goal 2:

Support core services for the Washington courts.

OBJECTIVE 2a: Strengthen the structure and policy development process within the governance entities of the judicial branch so that policies will be developed and implemented in an efficient and effective manner.

OBJECTIVE 2b: Support the ability of judicial officers to decide legal matters in accordance with the constitution, the law and legal precedent.

OBJECTIVE 2c: Support competitive salaries and benefits for judges.

OBJECTIVE 2d: Strive to provide judges, court administrators and staff the information, resources and technology needed to provide a consistent level of core services.

OBJECTIVE 2e: Encourage all levels of courts to manage their resources and services in a cost-effective and accountable manner.

External Goal 3:

Promote court innovation and continual improvement through research and best practices.

OBJECTIVE 3a: Provide court program management, information, resources and services to court users in a method that is easily accessed and understandable within available resources.

OBJECTIVE 3b: Collaborate with local, state and national educators and researchers to enhance training and education on existing and evolving best practices in core court services.

OBJECTIVE 3c: Encourage professional development and growth of judicial officers, county clerks, court administrators and staff through improved judicial education opportunities and methods of delivery.

OBJECTIVE 3d: Provide access to nationally recognized research, studies, lectures, and educational material on program innovation and evidence-based court programs.

OBJECTIVE 3e: Monitor key caseload and judicial workload information at all levels of court, providing reports that accurately depict the work of judicial officers and staff.

OBJECTIVE 3f: Support accountability/therapeutic courts, community alternatives for adult and juvenile offenders, and programs to assist the elderly or incapacitated.

External Goal 4:

Strengthen trust and confidence in the courts through transparency, accountability and reliable information.

OBJECTIVE 4a: Strengthen regular communication with the legislative and executive branches on issues affecting the courts and justice system.

OBJECTIVE 4b: Coordinate and collaborate on activities with justice system partners, other agencies and court associations on issues or legislation affecting the courts or justice system.

OBJECTIVE 4c: Inform the public, media and policy makers about the state of the judiciary and annual accomplishments within the branch.

OBJECTIVE 4d: Encourage feedback from the public, court users, organizations, communities and justice partners to improve court performance.

OBJECTIVE 4e: Educate and inform community organizations and the public about the judicial branch, legal principles, constitutional issues, and operation of the court system.

OBJECTIVE 4f: Support local and statewide civics education to schools and educational institutions by the courts, the judicial branch, and justice partners or other organizations, including encouraging judicial officers to participate.

External Goal 5:

Provide technical assistance and support to all judicial officers, county clerks, court administrators, and staff to better serve the public.

OBJECTIVE 5a: Develop and implement case management systems and practices that result in more timely and effective case resolution.

OBJECTIVE 5b: Provide judicial officers, court administrators, County Clerks, and staff with the knowledge, skills and abilities to serve and perform at the highest professional level.

OBJECTIVE 5c: Provide subject-matter experts, bench book materials, forms, and resource guides on court administration, effective case management, and other related issues.

External Goal 6:

Improve data quality and strengthen public safety through modern statewide information technology systems.

OBJECTIVE 6a: Replace legacy systems and antiquated technology or equipment for courts in Washington State.

OBJECTIVE 6b: Promote electronic access to disclosable court records which improve data sharing with justice system partners, the general public, media, and the legal community.

OBJECTIVE 6c: Develop and implement standards for data collection and exchange.

OBJECTIVE 6d: Provide mechanisms to integrate data from courts using alternative electronic court record systems into the statewide case management systems.

Internal Goals and Objectives

Internal Goal 1:

Attract, develop and retain a diverse, professional high quality work force.

OBJECTIVE 1a: Provide clear descriptions of duties, responsibilities, required knowledge and skills in job announcements, recruiting tools and job descriptions of AOC staff.

OBJECTIVE 1b: Promote diversity in all areas at AOC, including recruitment and selection, education and training, committee and team work, and other activities.

OBJECTIVE 1c: Promote succession planning and identify opportunities for staff to advance.

OBJECTIVE 1d: Advocate for competitive salaries and benefits, and for adequate resources and staff.

OBJECTIVE 1e: Provide information, resources and technology needed for staff to perform their duties to the best of their ability.

OBJECTIVE 1f: Promote continuing education and training.

OBJECTIVE 1g: Promote activities that contribute to a positive culture at AOC.

Internal Goal 2:

Ensure that AOC's services and products are aligned with its mission, as well as its stakeholder and community needs.

OBJECTIVE 2a: Develop and maintain consistent, timely, proactive and two-way communication with staff on the AOC mission, internal and external goals, and progress on objectives that relate to their jobs.

OBJECTIVE 2b: Communicate regularly with courts, stakeholders and others, as appropriate, about the mission of AOC, as well as progress on external goals.

OBJECTIVE 2c: Evaluate on a continuing basis the agency's organization, capabilities and services.

OBJECTIVE 2d: Collaborate internally to create and deliver the same consistent messages to all staff, courts, the community, stakeholders and justice partners about the agency's organization, capabilities and services.

Internal Goal 3:

Align roles and responsibilities to promote greater collaboration, shared expertise and enhanced communications with AOC, stakeholders and justice partners.

OBJECTIVE 3a: Encourage meetings of leadership and management to identify opportunities for joint projects.

OBJECTIVE 3b: Promote collaboration and coordination among AOC offices and staff on joint projects that benefit courts, the community, stakeholder groups and justice partners.

Additional Information:

For additional information, please contact:

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Internal Goal 4:

Strengthen leadership and management effectiveness within AOC to support a high performing organization and a satisfying work environment.

OBJECTIVE 4a: Develop training materials and methods for communicating policies and practices to staff to assist and support the performance of their job duties.

OBJECTIVE 4b: Promote ongoing supervisory and management skills training for all directors, managers and supervisors including performance management, communication and leadership.

OBJECTIVE 4c: Identify and develop methods for managers/supervisors to document duties, knowledge, skills and expectations required for positions within their office.

OBJECTIVE 4d: Maintain and expand opportunities to recognize and celebrate staff successes and excellent work performance within each division and office of AOC.

