



Strategic Plan

FY 2021–2023



SCOTTSDALE
CITY COURT

Goal I. Furthering Access to Justice

Continue and Expand Services for Limited English Proficient Customers

- Expand use of online and remote interpretation services.
- Translate integral court forms and web videos in other non-english languages.
- Provide Online Dispute Resolution for Non-English languages.
- Provide training for bilingual staff by expanding the role of the certified court interpreter.

Support Self-Represented Litigants

- Continue to improve internet- based tools to assist with handling court proceedings remotely.
- Partner with Arizona Supreme Court to expand and provide legal resources to assist self-represented litigants.
- Enhance court forms and website content to be more user-friendly.
- Increase training for court staff to assist self-represented litigants.

Assist Customers with Satisfying Court Ordered Obligations

- Increase awareness of community restitution programs.
- Continue to improve court processes and documents to identify customers that would qualify for assistance.
- Partner with Scottsdale Human Services to assist customers with financial difficulties.

Goal II. Enhancing Court Operations

Stay Responsive to Emerging Changes Within the Court Community

- Increase awareness of current issues that impacts the court system.
- Flexibility to adapt to meet the changing needs of our customers.
- Be aware of the changing population that the court serves.
- Improve community involvement by promoting education of the court system.
- Establish procedures and protocols on handling disinformation.

Continue to Embrace Technological Innovations

- Continue to serve as a leader in technological invocation.
- Promote the use of Online Dispute Resolution and telephonic pleas.
- Implement a digital evidence model where submission of evidence can be completed online.
- Continue to provide user friendly forms and easy to understand website information.
- Increase adoption of remote technology to offer more options for litigants to appear.
- Improve communication within the criminal justice agencies by enhancing data transfer/sharing models.
- Adopt an online payment contract application and communications system, allowing litigants to set up payment contracts online.
- Develop an online warrant system, enabling defendants with active warrants to resolve their warrants remotely.
- Research and recommend options to establish a virtual courthouse, allowing eligible litigants to resolve their case remotely.

Goal III. Promote a Professional and Well-Trained Workforce

Provide Opportunities for Staff to Develop Knowledge Base

- Enhance the use of web-based video/audio conference capability to train court employees.
- Develop an ongoing training program that provides court employees with the knowledge necessary to properly process cases and be adverse in using the Court's Case Management System.
- Support continuing job-related education and training through Arizona Supreme Court and City of Scottsdale.
- Ensure that the court's training program is efficient and effective, including focus on case processing and standardized instructional method.

Promote Professional Growth

- Continue offering judicial officer training in specialty areas as new topics arise and when updated material is available for existing specialty training topics.
- Knowledge sharing by Leads and Management Team that are "designated" as subject matter experts.
- Encourage employee enrollment at court related training and events.
- Enhance security and safety measures by providing training of National Emergency Management through FEMA, and specialize training for Court Security Officers.

Build a Strong Cohesive Workgroup

- Endeavor to maintain a positive work environment.
- Identify ways to improve communication regarding projects and important events.
- Encourage employee engagement and provide morale boosting opportunities.
- Continue to offer employees with team building events.

Goal IV. Providing Fair Justice for All

Reduce Non-compliance with Court Obligations

- Expand and implement the use of text message and automated notification of court events and court ordered obligations.
- Continue to utilize community restitution and other options allowed by legislation to mitigate sentencing.
- Continue to respond timely to motions requesting modifications for court ordered obligations and court appearances.

Continue to Improve Pretrial Release Processes

- Continue opportunities for Judicial Staff to fortify best practices for determining release conditions.
- Implement the use of a Public Safety Assessment (PSA) to assist Judicial Staff in approving appearance rates.

Enhance the Operations of Specialty Court Calendars

- Continue to identify ways to improve the identification, reporting, processing of specialized calendars.
- Promote awareness of the Domestic Violence Court, Restitution Court, Community Intervention Court, and Veterans' Court.
- Partner with community leaders to improve data sharing and assistance to specialized populations.