

Texas Judicial Council Meeting

September 18, 2015

Shared Solutions Update

The Process

The Texas Judicial Council sponsored the Shared Solutions Summit 2.0 in Austin in May 2014. Attendees included teams from 13 counties who came together to discuss how to develop and sustain improvements in their operations. Teams from the following jurisdictions participated: Bexar County, City of Dallas, Dallas Justices of the Peace, El Paso County, Fort Bend County, City of Fort Worth, Harris County, Lubbock County, Montgomery County, Nolan County, Tarrant County, Travis County, and Uvalde/Medina/Real Counties. Staff from the National Center for State Courts presented and facilitated discussion at the summit

Summit activities were developed around developing *Characteristics of an Effective Court System* supporting operations in the following areas:

- Governance
- Caseflow Management
- Procedural Fairness
- Technology Resources
- Professional Development
- Data-Driven Management
- Strategic Thinking and Planning
- Access to Justice
- Financial Management

Each team left the summit with an action plan focused on at least one of these areas, and OCA staff provides support to the teams through newsletters to all teams highlighting individual team progress; by providing training and related information and links to key resources; and through exchanges on an individual program basis through e-mails and phone calls.

Results to Date

To date, four of the 13 teams have completed work on their action plan. The teams not yet completing their action plans attribute the difficulties encountered generally to a lack of time, changes in local decision makers, or budget related constraints.

Team Success Stories

Travis County - Worked on *Data-Driven Management* through an assessment of court employee satisfaction to help management understand how best to manage an increasingly younger work force for to achieve high results in the areas of job satisfaction customer service.

Harris County – Worked on *Access to Justice* by improving their website. The county obtained funding through the Texas Indigent Defense Commission to create an attorney portal that allows appointed counsel to electronically submit, monitor, and receive payments.

Fort Bend County – Worked on *Caseflow Management* by centralizing support for the District and County Courts and requesting a new County Court at Law. The 505th District Court and County Court at Law No. 5 were created during the 84th Legislature.

El Paso County – Worked on *Technology Resources* and *Governance* improvements. The team streamlined the appointment of counsel process by creating a central magistrate office at the jail. October 1 is the target date for the implementation of the new process. The project was funded through a grant from the Texas Indigent Defense Commission.