

# Expedited Action Rules Workshop

## March 9, 2021 Homework Exercises

Court teams will move to separate Zoom meetings to work on the homework together as a team. Individual attendees should take time to reflect on the homework questions below.

Last week you were asked to identify and prioritize new processes that your court can implement to manage EAR cases more effectively.

1. For the process that you picked as the highest priority, list the essential tasks associated with that process.
2. Which tasks can be automated?
  - a. What specific types of training is needed for staff related to automation of tasks?
3. For those tasks that cannot be automated, who should perform those tasks?
  - a. Do they have the skills to perform the tasks?
  - b. Do they have the time and resources to perform the tasks?
  - c. What specific types of training are needed for staff to fulfill this role?
4. When do the tasks need to be elevated to a more senior person, and what decision-making criteria should the team member use to determine when that task should be elevated?
  - a. Is there data (either currently collected or that could be collected) that can inform this decision?
  - b. What is the mechanism to elevate the task to another decision-maker, and to whom?
5. Take one of the identified tools (case scheduling orders, tickler system for monitoring compliance, checklist, or decision tree for court involvement), break down the key components of the tool, and create a general outline of the tool and how it works.
  - a. Does this line up with the rules and previously identified key case events? Does this add clarity to the process/address gaps?
  - b. How does this work in practice? Who is responsible for the tasks?
  - c. What would you need to do to implement this tool?

**If you complete this exercise for your highest priority process, repeat for the next highest priority process.**