

## BRANCH EFFICIENCIES

The Branch Efficiencies table represents judicial branch programs that have been implemented statewide or in multiple jurisdictions. These programs focus on increasing access to justice, implementing efficiencies and economies of scale, simplifying processes and procedures, and making overall structural improvements in the delivery of justice.

This table provides a brief description of each program along with a contact link that users can access to obtain additional information. Please note that programs will continue to be added as additional branch efficiencies are implemented and that the programs identified are not all-inclusive of every branch efficiency program currently implemented.

Programs	Description	For additional information
A Model Mentoring Program for Court Staff in California’s Superior Courts	A voluntary mentorship program that aims to facilitate communication of the goals of the judicial branch and the courts through one-to-one (mentor-to-mentee) relationships, while supporting professional development and enhancing leadership competencies.	<a href="http://www.courts.ca.gov/documents/jc-20131025-itemF.pdf">http://www.courts.ca.gov/documents/jc-20131025-itemF.pdf</a>
Adoption of model jury summons	Standardized, statewide summons for jury service currently utilized by at least 16 courts.	<a href="http://www.courts.ca.gov/3929.htm">www.courts.ca.gov/3929.htm</a>
Adoption of plain language, easy to read court forms	Court forms that use plain, easy-to-read language. Also provided in several languages other than English.	<a href="http://www.courts.ca.gov/forms.htm">www.courts.ca.gov/forms.htm</a>
Assigned judges program	Judicial Council program that provides assistance to courts with judicial shortages for long or short term periods.	<a href="http://www.courts.ca.gov/documents/Assigned_Judges_Program.pdf">www.courts.ca.gov/documents/Assigned_Judges_Program.pdf</a>
Bench Handbook – Handling cases involving Self-Represented Litigants	Provides tools and techniques to help judicial officers handle the growing self-represented litigant portion of their caseload while complying with the law, maintaining neutrality, and increasing access to justice.	<a href="http://www2.courtinfo.ca.gov/protem/pubs/self_rep_litigants.pdf">www2.courtinfo.ca.gov/protem/pubs/self_rep_litigants.pdf</a>
Benchguides	Series of reference guides detailing specific court proceedings and procedures. Designed for use on and off the bench and includes procedural checklists, discussion of the applicable law, scripts, and written forms. Available online or in hard copy.	

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Blue Ribbon Panel on the Fair and Efficient Administration of Civil Cases	The panel recommended a series of practices to improve civil case processing, leading to rules of court and time standards to make the civil delay reduction program more flexible and practical for court users.	<a href="http://www.courts.ca.gov/documents/age0703.pdf">www.courts.ca.gov/documents/age0703.pdf</a>
California Blue Ribbon Commission on Foster Care	The California Blue Ribbon Commission appointed in 2006 by Chief Justice Ronald M. George was charged with providing recommendations to the Judicial Council of California on the ways in which the courts and their child welfare partners could improve safety, permanency, well-being, and fairness outcomes for children and families in the state. The Commission completed their implementation of the recommendations in 2013.	<a href="http://www.courts.ca.gov/brc.htm">www.courts.ca.gov/brc.htm</a>
California Courts Protective Order Registry (CCPOR)	The CCPOR is a statewide repository of protective orders containing both data and scanned images of protective orders issued by a judge that can be accessed by judges, court staff, and law enforcement officers. CCPOR currently includes orders from superior courts in 32 counties and from 11 tribal courts.	<a href="http://www.courts.ca.gov/15574.htm">www.courts.ca.gov/15574.htm</a>
Case Management System Replacement - shared configuration and codes (pilot program)	A pilot program of a consortium of courts (Alpine, Calaveras, Glenn, Lassen, Tehama, and Yuba) developing specifications for Tyler's Odyssey case management system for one or more case types. The system will result in common practices and reports across the participating courts.	<a href="http://www.saccourt.ca.gov/general/docs/pr-cms-rfp.pdf">www.saccourt.ca.gov/general/docs/pr-cms-rfp.pdf</a>
Center for Judiciary Education and Research (CJER) provides uniform training for judicial officers and court staff	Comprehensive program of educational services for justices, judges, subordinate judicial officers, and court personnel to enhance the quality of justice.	<a href="http://www2.courtinfo.ca.gov/comet/">www2.courtinfo.ca.gov/comet/</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Children’s Waiting Rooms	Child-friendly place for families accessing the courts when children need to testify or otherwise participate in court processes.	<a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=standards&amp;linkid=standard10_24">www.courts.ca.gov/cms/rules/index.cfm?title=standards&amp;linkid=standard10_24</a>
Civil and Criminal Jury Instructions	Standardized instructions that accurately state the law in a way that is understandable to the average juror with the goal of improving the quality of jury decisions.	<a href="http://www.courts.ca.gov/966.htm">www.courts.ca.gov/966.htm</a>
Collaborative Justice Courts	Principles developed for courts wanting to establish collaborative justice courts that focus on increasing access to services and gaining a higher level of public trust and confidence.	<a href="http://www.courts.ca.gov/programs-collabjustice.htm">www.courts.ca.gov/programs-collabjustice.htm</a>
Complex Civil Litigation Program	Training and resources for courts to efficiently and effectively manage complex civil cases.	<a href="http://www.courts.ca.gov/documents/comlit.pdf">www.courts.ca.gov/documents/comlit.pdf</a>
Comprehensive Collection Program, guidelines and standards, performance measures, and best practices	Focused on ensuring optimal collection of criminal and traffic fines and fees to ensure the enforcement of court orders and respect for the rule of law.	<a href="http://www.courts.ca.gov/partners/collections.htm">www.courts.ca.gov/partners/collections.htm</a>
Continuity of Operations Plans (COOP) Planning	Statewide web-based planning tools and training to ensure minimum disruption in the case of disaster.	<a href="http://www.courts.ca.gov/4926.htm">www.courts.ca.gov/4926.htm</a>
Court Construction Program	Judicial Branch program to identify, prioritize, and remedy courts that are in most need of structural improvements.	<a href="http://www.courts.ca.gov/programs-facilities.htm">www.courts.ca.gov/programs-facilities.htm</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Court Construction “Lessons Learned” Database and Post Occupancy Surveys	Gain access to the database developed by the Judicial Council’s Real Estate and Facilities Management Unit (REFMU). The read-only database provides insight into construction successes as well as challenges encountered. The site includes post-occupancy surveys with feedback on the over 13 new buildings constructed since 2010. The surveys were conducted 4-9 months post occupancy and are distilled from over 2,274 comments from 595 participants, and they provide valuable information for future projects.	
Dependency Representation, Administration, Funding, and Training (DRAFT) Program	For 20 participating courts the Judicial Council provides attorney contracting and service administration (e.g., competitive bidding, execution of contracts, attorney performance, and training standards) while the courts retain responsibility for juvenile dependency counsel selection.	<a href="http://www.courts.ca.gov/15577.htm">www.courts.ca.gov/15577.htm</a>
Effective methodology for determining judgeship needs	Ensures that judgeships, when authorized and funded, are provided to the courts most in need.	<a href="http://www.courts.ca.gov/12922.htm">www.courts.ca.gov/12922.htm</a>
Emergency and security services consultation and specific services and assistance for judges and court facilities	Centralized guidance, templates, tools, and staff assistance for the creation of comprehensive court security plans; an entrance security screening equipment program; privacy protection program to assist judicial officers with online privacy; and assistance in creating emergency plans and continuity of operations plans.	
Established guidelines for security plans	Uniform guidelines for court security practices to improve safety for all court users.	
Expanded Alternative Dispute Resolution (ADR) and other conflict resolution programs	Court ADR and other conflict resolution programs help people resolve disputes without a trial and as early in the process as possible.	<a href="http://www.courts.ca.gov/programs-adr.htm">www.courts.ca.gov/programs-adr.htm</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Expanded availability of interpreters	Search engine to find currently registered and certified interpreters. Resources for current and future court interpreters. Includes information and videos about the profession, details on testing and qualification standards, court interpreter minimum continuing education requirements, providers of education and training of interpreters, and links to other interpreter organizations.	<a href="http://www.courts.ca.gov/programs-interpreters.htm">www.courts.ca.gov/programs-interpreters.htm</a>
Expedited jury trials	Alternative, streamlined method utilizing a smaller jury for handling civil jury trials in one day to promote the speedy and economic resolution of cases and to conserve judicial resources.	<a href="http://www.courts.ca.gov/12774.htm">www.courts.ca.gov/12774.htm</a>
Family Law Technical assistance	Caseflow management manual based on best practices used by local courts to improve the efficiency and effectiveness of family law processes.	<a href="http://www.courts.ca.gov/programs-cfcc.htm">www.courts.ca.gov/programs-cfcc.htm</a>
Fund security screening equipment	Assistance in purchasing screening and perimeter security equipment for courts.	
Internal audit function	Judicial Council services provided to improve accountability for the use of public resources and adherence to statutory and constitutional mandates.	
Judicial Branch Contracting Manual	Judicial Branch Contracting Manual for procurement of goods and services that complies with provisions of the Public Contract Code and can be adopted by local courts as their local court contract manual.	<a href="http://www.courts.ca.gov/documents/jbcl-manual.pdf">www.courts.ca.gov/documents/jbcl-manual.pdf</a>
Judicial Branch Statistical Information System (JBSIS)	Pursuant to CA Rules of Court, established by the Judicial Council to provide accurate, consistent, and timely information about the activities of the courts for the judicial branch, the Legislature, and other state agencies.	<a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=ten&amp;linkid=rule10_400">www.courts.ca.gov/cms/rules/index.cfm?title=ten&amp;linkid=rule10_400</a>  JBSIS Data Warehouse

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Judicial Branch Website Redesign	A Web usability and site redesign project to improve public access and ease-of-use for the California Courts website and judicial branch business extranet.	
Judicial Branch Workers' Compensation Program (JBWCP)	A workers' compensation program for the superior courts established by the Judicial Council and administered by a third party.	
Judicial Council forms	Mandatory and optional Judicial Council forms are now in fillable savable PDF format. The forms are available at <a href="http://www.courts.ca.gov/forms.htm">http://www.courts.ca.gov/forms.htm</a> and individual superior court web sites.	<a href="http://www.courts.ca.gov/forms.htm">www.courts.ca.gov/forms.htm</a>
Language Access	Centralized site for resources and tools for ensuring a consistent statewide approach to language access throughout the courts. Resources posted include the Judicial Council's 2015 Language Access Plan report, reference material from the National Center on State Courts, American Bar Association and the Federal Interagency Working Group on Language Efficiency Proficiency. Resources posted also includes the Language Access Toolkit, containing resources for the trial courts such as sample signage and posters, translated forms, instruction sheets and informational videos.	<a href="http://www.courts.ca.gov/languageaccess.htm">www.courts.ca.gov/languageaccess.htm</a>
Litigation Management Program	Representation, defense, and indemnification of courts, judicial officers, and court employees for the resolution of claims against the courts.	<a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=ten&amp;linkid=rule10_202">http://www.courts.ca.gov/cms/rules/index.cfm?title=ten&amp;linkid=rule10_202</a>
Management of Court Records using modern technology	The adoption of California Rules of Court that authorized the trial courts to manage and retain court records using modern technologies, transferred the oversight of such activities to the Judicial Council and the trial courts, and facilitated the transition from paper records to records that are created and may exist only in electronic form.	<a href="http://www.courts.ca.gov/documents/trial-court-records-manual.pdf">www.courts.ca.gov/documents/trial-court-records-manual.pdf</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
One-day one-trial jury management	The one-day or one-trial system designed to reduce the impact of jury service for jurors (e.g., unproductive waiting time of jurors as well as the potential for lost income).	<a href="http://www.courts.ca.gov/documents/onedayonetrial.pdf">www.courts.ca.gov/documents/onedayonetrial.pdf</a>
Online Self-Help Center	For use by all superior courts, Online Self-Help Center helps litigants or prospective litigants find assistance and information to work better with an attorney or to represent themselves in some legal matters.	<a href="http://www.courts.ca.gov/selfhelp.htm">www.courts.ca.gov/selfhelp.htm</a>
Outreach efforts	Outreach efforts to increase public trust and confidence in the judicial system through a variety of education and outreach efforts (e.g., mock trials, court visits, Civics, courts in the schools, Law Day).	Civics Education link: <a href="http://www.courts.ca.gov/programs-lawrelated.htm">www.courts.ca.gov/programs-lawrelated.htm</a>  Community Outreach link: <a href="http://www.courts.ca.gov/programs-commoutreach.htm">www.courts.ca.gov/programs-commoutreach.htm</a>  Law Day link: <a href="http://www.courts.ca.gov/lawday.htm">www.courts.ca.gov/lawday.htm</a>  Courts as Curriculum link: <a href="http://www.courts.ca.gov/documents/KlepsBrief_CourtsCurriculum.pdf">www.courts.ca.gov/documents/KlepsBrief_CourtsCurriculum.pdf</a>
Phoenix Financial System	Provides a uniform system for tracking and reporting all financial activities and budgets of trial courts and provides accounting, a treasury system, and trust accounting services.	<a href="http://www.courts.ca.gov/documents/Phoenix.pdf">www.courts.ca.gov/documents/Phoenix.pdf</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Procedural Fairness Advisory Committee	In 2005, the Judicial Council of California commissioned a landmark public trust and confidence assessment, Trust and Confidence in the California Courts. In 2007, Chief Justice Ronald M. George launched a statewide initiative on procedural fairness aimed at ensuring fair process, quality treatment of all court users, and higher public trust and confidence in California's courts. In 2008, the Center for Court Innovation was commissioned to conduct a thorough needs assessment and analysis of best practices in promoting procedural fairness among the state's civil and traffic cases.	<a href="http://www.courts.ca.gov/programs-profair.htm">www.courts.ca.gov/programs-profair.htm</a>
Regional Collective Bargaining for Interpreters	Resulted in the reduction of court interpreter labor agreements from 58 to 4 statewide.	
Rules eliminating limitations on submissions of handwritten forms imposed by some courts	Implementation of rules regarding allowing submission of handwritten forms to improve access for low-income, self-represented litigants.	California Rules of Court, rule 2.118: <a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=two&amp;linkid=rule2_118">www.courts.ca.gov/cms/rules/index.cfm?title=two&amp;linkid=rule2_118</a>  California Rules of Court, rule 2.135: <a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=two&amp;linkid=rule2_135">www.courts.ca.gov/cms/rules/index.cfm?title=two&amp;linkid=rule2_135</a>
Self-help centers and family law facilitators	Provided in every court in the state, self-help centers and family law facilitators educate litigants, assist self-represented litigants, and provide referrals for additional assistance.	Self-Help Centers: <a href="http://www.courts.ca.gov/selfhelp.htm">www.courts.ca.gov/selfhelp.htm</a>  Family Law Facilitators: <a href="http://www.courts.ca.gov/selfhelp-facilitators.htm">www.courts.ca.gov/selfhelp-facilitators.htm</a>  Catalog of Effective Practices for Court Self-Help Centers

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Self-Help Portal (pilot program)	Pilot program consisting of five southern California courts that are sharing resources to develop a self-help portal that would be used statewide to assist litigants with cases, starting with small claims.	E-mail: <a href="mailto:cfcc@jud.ca.gov">cfcc@jud.ca.gov</a>
Smart Judicial Council Forms	Three superior courts have joined to add intelligence to the fillable, savable forms to assist litigants in preparing them. When completing a form, the 'intelligence' assists by making sure that all required fields have information entered, that the information entered is proper, and that all associated forms in a packet are completed.	E-mail: <a href="mailto:cfcc@jud.ca.gov">cfcc@jud.ca.gov</a>
Statewide juror orientation video	Consistent information to jurors about the importance and value of jury duty and their role as jurors.	<a href="http://www.courts.ca.gov/jurysevice.htm">http://www.courts.ca.gov/jurysevice.htm</a>
Statewide Manuals Adopted	Statewide manuals for a variety of services and procedures to ensure consistent practices, clear guidelines, and best practices are shared statewide (e.g., Judicial Branch Contracting Manual, Trial Court Financial Policies and Procedures, Trial Court Records Manual).	<p><i>Judicial Branch Contracting Manual:</i>  <a href="http://www.courts.ca.gov/documents/jbcl-manual.pdf">www.courts.ca.gov/documents/jbcl-manual.pdf</a></p> <p><i>Trial Court Financial Policies and Procedures Manual:</i>  <a href="http://www.courts.ca.gov/documents/7ed-full.pdf">www.courts.ca.gov/documents/7ed-full.pdf</a></p> <p><i>Trial Court Records Manual:</i>  <a href="http://www.courts.ca.gov/documents/trial-court-records-manual.pdf">www.courts.ca.gov/documents/trial-court-records-manual.pdf</a></p>
Statewide Procurement Strategies	Established statewide procurement strategies to leverage economies of scale and minimize trial court costs by drawing on the purchasing power of the statewide judicial branch through master service agreements.	<a href="http://www.courts.ca.gov/procurementservices.htm">www.courts.ca.gov/procurementservices.htm</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Statewide rules on fee waiver petitions	Statewide rules on fee waiver petitions providing litigants with a consistent process.	Government Code 68630: <a href="http://leginfo.ca.gov/cgi-bin/displaycode?section=gov&amp;group=68001-69000&amp;file=68630-68641">leginfo.ca.gov/cgi-bin/displaycode?section=gov&amp;group=68001-69000&amp;file=68630-68641</a>  California Rules of Court, rule 3.50: <a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=three&amp;linkid=rule3_50">www.courts.ca.gov/cms/rules/index.cfm?title=three&amp;linkid=rule3_50</a>
Statewide services in areas of legal, human resources, and education	The Judicial Council provides centralized services and support (e.g., training, legal opinion, litigation management, labor relations).	<a href="http://www.courts.ca.gov/12926.htm">www.courts.ca.gov/12926.htm</a>
Statewide Strategic and Operational Plans	Promotes uniformity and provides direction.	
Technology Planning Task Force	This task force is charged with addressing and making recommendations on the governance, strategy, and financial support for judicial branch technology. They work in partnership with the courts and with input from branch stakeholders.	<a href="http://www.courts.ca.gov/24858.htm">www.courts.ca.gov/24858.htm</a>
Telecommunications Program – Technology Refresh	Uniform set of standards for the trial courts developed to establish a basic framework to upgrade and maintain the networks of participating courts.	
Transcript Assembly Program System (TAPS) (pilot program)	Pilot program of the superior courts the Court of Appeal Fifth Appellate and a few other courts to provide electronic transcripts to the Court of Appeal.	<a href="http://www.courts.ca.gov/14125.htm">www.courts.ca.gov/14125.htm</a>
Treasury function for the judicial branch	Statewide management of court funds in a pooled operating bank account under a Master Banking Agreement.	<a href="http://www.courts.ca.gov/documents/jc-20140220-info3.pdf">www.courts.ca.gov/documents/jc-20140220-info3.pdf</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Trial Court Business Process Reengineering Training	This training was developed by the Trial Court Presiding Judges Advisory Committee and the Court Executive Advisory Committee Joint Working Group on Trial Court Business Process Reengineering (TCBPR) to provide courts with information, tools, and a methodology for conducting business process reengineering in the trial courts.	<a href="http://www2.courtinfo.ca.gov/cjer/aocvtv/lean/index.htm">www2.courtinfo.ca.gov/cjer/aocvtv/lean/index.htm</a>
Trial Court Website Template Project	A set of Superior Court website templates available to all courts at no cost. The templates feature design elements that will help users find information more easily and quickly.	
Uniform Civil Filing Fees	Streamlined and simplified civil fee structure by implementing a single, statewide civil fee structure in accordance with the Uniform Civil Fees and Standard Fee Schedule Act of 2005.	<a href="http://www.courts.ca.gov/7646.htm">www.courts.ca.gov/7646.htm</a>  Government Code Section 70600: <a href="http://www.leginfo.ca.gov/cgi-bin/displaycode?section=gov&amp;group=70001-71000&amp;file=70600-70640">www.leginfo.ca.gov/cgi-bin/displaycode?section=gov&amp;group=70001-71000&amp;file=70600-70640</a>
Uniform rules and standards for jury management	California Rules of Court and Standards of Judicial Administration to improve jury service and experiences.	<a href="http://www.courts.ca.gov/8267.htm">www.courts.ca.gov/8267.htm</a>
Uniform standards for telephonic appearances	Rules allowing for telephonic appearances in certain cases.	<a href="http://www.courts.ca.gov/cms/rules/index.cfm?title=three&amp;linkid=rule3_670">www.courts.ca.gov/cms/rules/index.cfm?title=three&amp;linkid=rule3_670</a>

## BRANCH EFFICIENCIES

Programs	Description	For additional information
Workload Based Allocation Funding Methodology (WAFM)	A plan developed by the Funding Methodology Subcommittee of the Trial Court Budget Working Group and unanimously approved by the Judicial Council on April 26, 2013 to allocate trial court funding in a more equitable manner. The formula is designed to take into account the volume and type of filings, cost-of-living figures, and other integral funding factors. The Trial Court Budget Working Group has adopted the updated Resource Assessment Model (RAS) model as the basis for the trial court budget development and allocation process.	<a href="http://www.courts.ca.gov/documents/jc-20130426-itemP.pdf">www.courts.ca.gov/documents/jc-20130426-itemP.pdf</a>