



Baselines and Benchmarks: A What-for and How-to Guide to Case Management System Reports

By: Jamie Walter, Grant Bacon, and Adrienne Eagan







Program Evaluation

- Accountability and Performance Management
- Family Jurisdictional Reports
- ADR



- Each quarter, the Department of Juvenile and Family Services generates a Family Service Grant Report. The numbers from this report are entered into a formatted template and submitted to the Department of Family Administration for the following case types: Divorce, Alimony, Annulment, Custody, Visitation, Child Support, Paternity, Guardianship of a Minor, Name Change, and Domestic Violence.
- This report justifies the funding for programs and divisions received from AOC. The report is generated from 4 scenarios: 1) looking for the party type and if an attorney was present or not when receiving an answer back, 2) calculates specific hearings and parties present at the hearing and if there was an attorneys present or not, 3) looks at all judgment types at the time of the disposition, and 4) is the case event Custody or Visitation Issues-CUVIS entered at the time of filing if there are children or custody involved for a particular case type.



- Case types *excluded* from the Family Services Grant Quarterly Report:
- ADJ Adoption- After TPR/Guardianship
- CINS Child in Need of Supervision
- ADO Adoption
- CISHE Child in Need of Assistance-Shelter
- CINA Child in Need of Assistance
- JP Juvenile Peace Order
- CININ Child in Need of Assistance Non Shelter
- TPR Termination of Parental Rights
- VPP Voluntary Placement



Cases w/Pro Se Party at Answer

- From the clerks entries, the Pro Se Statistics are captured for different intervals for Domestic Case types that verify if an attorney was present: 1) No Pro Se Parties, 2) 1 Pro Se party, and 3) 2 or more Pro Se.
- Case event Answer (ANSWE) or Answer and Complaint (ANSCO) is added as a related event to the Complaint/Petition. From this entry, a query will look behind the scenes of Odyssey to determine the party information; No Pro Se, 1 Pro Se, or 2 Pro Se. This is based off the first Answer entered on the case.
 - 1. Domestic Petition is filed. Select Add a case.
 - 2. Select Family. Select applicable case type.
 - 3. Enter in applicable party information. **Save**.
 - 4. Enter and Scan the Complaint or Petition (CMPET) and any other applicable documents filed.
 - 5. Enter service event Summons Issued (SUISS).
 - 6. If served enter case event Return of Service –**RESSF** and scan service document.
 - 7. When the answer is received enter case event **Answer-ANSWE** or **Answer and Complaint** (ANSCO) and Scan document. **Save**.



Cases involving children

- Enter case event Custody or Visitation Issues-CUVIS when there are children involved or custody involved at the time of filing.
- Hearings with Pro Se Parties
- Based on hearing types, parties present, or attorneys present at the time of the hearing. A query will look behind the scenes of Odyssey to determine no pro se, 1 pro se, or 2 or more pro se.
- 1. From **Courtroom Minutes** Screen, enter in **Hearing Type**.
- 2. Result **Concluded/Held** or applicable result.
- 3. Enter **Parties** Present.
- 4. Enter any other applicable information pertaining to minutes. **Save**.



Number of specific Domestic Proceedings	Hearing Types
Scheduling Conferences	Conference Scheduling, Conference Status
Pendente Lite Hearings	Hearing–Pendente Lite
	Hearing–Domestic Violence
	Hearing–Emergency
	Hearing–Ex Parte
Contempt	Hearing_Contempt
Contempt	nearing contempt
	Hearing Show Cause
Settlement Conferences	Hearing–Settlement
Pretrial Conferences	Conferences–Pre Trial
Uncontested Hearings	Hearing–Uncontested
	Hearing–Uncontested Divorce
Trials on the Merits	Trial–Merits/Family Law Tentative, Hearing-Custody, Hearing Divorce, Hearing
	Domestic Violence, Hearing, Hearing-Guardianship, Hearing-magistrate's,
	Merits, Hearing-Modification, Hearing-Support, Trial- TPR Contested, Trial
	Court



If your jurisdiction does not offer a service, input "NA."	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Domestic Cases					
a. # no Pro Se parties at answer					0
b. # 1 Pro Se party at answer					0
c. # 2 or more Pro Se parties at answer					0
d. # no Pro Se parties at scheduling conference					0
e. # 1 Pro Se party at scheduling conference					0
f. # 2 or more Pro Se parties at scheduling conference					0
g. # no Pro Se parties at pendente lite hearing					0
h. # 1 Pro Se party at pendente lite hearing					0
i. # 2 or more Pro Se parties at pendente lite hearing					0
j. # no Pro Se parties at contempt hearing					0
k. # 1 Pro Se party at contempt hearing					0
I. # 2 or more Pro Se parties at contempt hearing					0
m. # no Pro Se parties at settlement conference					0
n. # 1 Pro Se party at settlement conference					0
o. # 2 or more Pro Se parties at settlement conference					0
p. # no Pro Se parties at pretrial hearing					0
q. # 1 Pro Se party at pretrial hearing					0
r.# 2 or more Pro Se parties at pretrial hearing					0
s.# no Pro Se parties at uncontested hearing					0
t.# 1 Pro Se party at uncontested hearing					0
u.# 2 or more Pro Se parties at uncontested hearing					0
v. # no Pro Se parties at trial					0
w. # 1 Pro Se party at trial					0



Cases w/ Pro Se Party at Disposition

- Final order is docketed e.g. Judgment of Divorce or Custody of child. Enter in applicable judgment event.
 - 1. On the Disposition tab enter the applicable judgment Ex. Final Judgment/Decree/ Order. **Save**.
 - 2. Enter in Case event Case Closed –CACLO. Save.
 - 3. Go to **Disposition** tab and from case status select from drop down **Closed** and **Continue**. Save.
- Cases with no Pro Se Party at Disposition
 - All Judgment event types associated with Family
- Cases with 1 Pro Se party at Disposition
 - All Judgment event types associated with Family
- Cases with 2 or more Pro Se parties at Disposition –
 All Judgment event types associated with Family



FCCIP Reports



Family Services FCCIP Grant Quarterly Report

-T the li					Current Quarter	Fiscal YTD
UDICINE	Fiscal Year : 2017 Quarter : 4th		Trials on the Merits	No Pro Se	3	3
				1 Pro Se	7	7
				2 Pro Se	9	61
Location: Anne Arundel Circuit Court			Shelter Care Hearings	No Pro Se	0	0
	Current Ouarter	Fiscal YTD		1 Pro Se	24	24
1 Number of CINA/TPR/Adoption Proceedings				2 Pro Se	0	53
			Adjudication Hearings	No Pro Se	1	1
a Scheduling Conferences	0	0		1 Pro Se	1	1
h Dendete Lite Hearings	0	2		2 Pro Se	0	9
0. Fendere Ene freatings	0	2	Disposition Hearings	No Pro Se	15	15
c. Contempt	0	1		1 Pro Se	1	1
d. Settlement Conferences	2	18		2 Pro Se	2	52
e. Pretrial Conferences	0	9	Initial Permanency Hearing	No Pro Se	12	12
f. Uncontested Hearings	0	0		1 Pro Se	1	1
g. Trials on the Merits	19	71		2 Pro Se	3	31
h Shelter Care Hearings	24	97	Permanency Review Hearing	No Pro Se	18	18
i Adjudication Hearings	21	11		1 Pro Se	6	6
1. Adjudication Hearings	2	11		2 Pro Se	1	124
J. Disposition Hearings	18	68	Settlement Conference	No Pro Se	0	0
k. Initial Permanency Hearing	16	44		1 Pro Se	0	0
1. Permanency Review Hearing	25	148		2 Pro Se	2	18
m. Settlement Conference	2	18	TPR Hearing Trial	No Pro Se	0	0

0

0

1 Pro Se



Baselines

- <u>Definition</u>: Minimum or a starting point
 - Analysis to determine
 - Agreed upon minimum
- Improvement means being better than Baseline



Benchmarks

- <u>Definition</u>: Common standard that other things can be compared to
- Setting benchmarks
 - Program Goals
 - Realistic or Aspirational
- Maryland Time Standards







Number of Settings Before Trial



Jury

08/14/2017



Qualitative and Quantitative Research

Qualitative and Quantitative

Qualitative: THICK DATA – cannot be measured and is usually subjective Interviews, focus groups

Quantitative: THIN DATA – can be measured numerically and is intended to be objective

Data, MDEC Reports

• Which type is better? NEITHER!

SUBJECT	AGE (in years)	GENDER	ETHNICITY	MARITAL STATUS	EDUCATION LEVEL	EMPLOYMENT STATUS	ANTI-RETROVIRAL TREATMENT
1	50	Male	Indian	Never Married	Graduation	Self-Employed	No
2	27	Male	Malay	Married	Graduation	Government	No
3	24	Male	Malay	Never Married	Secondary	Unemployed	No
4	43	Male	Malay	Never Married	Diploma	Unemployed	Yes
5	29	Female	Other	Never Married	Secondary	Private	Yes
6	34	Male	Indian	Never Married	Diploma	Private	Yes
7	39	Male	Malay	Never Married	Secondary	Private	Yes
8	29	Male	Malay	Never Married	Graduation	Unemployed	Yes
9	28	Male	Chinese	Never Married	Diploma	Private	Yes
10	32	Male	Malay	Never Married	Graduation	Self-Employed	Yes
11	32	Male	Malay	Never Married	Post Grad	Private	Yes
12	54	Male	Indian	Married	Secondary	Private	Yes
13	26	Male	Malay	Never Married	Diploma	Private	Yes



Constraints and Considerations

- Rights and Roles
- Data Validity and Fidelity
- Codes
- Parameters



User roles define report rights

Role Name: Reports - CC Criminal Clerk Report Name: Description: Canned Report This report will show any case that had amended charges during Amended Charges Report the reporting period. Produce a list of cases with selected pleas. Refine the report with dates the cases were filed, as well as the node location the Criminal Case Plea Report cases were filed at. Displays cases with a particular disposition(s) and offense(s) in a Dispositions by Offense Codes specified date range. Offense Codes Displays cases by offense code. ECR Report Gives all the vital case details of the hearings for the selected CCCR - Circuit Court Criminal Docket Listing hearing period for a selected single location and single calendar

This report is a summary of the daily hearing types in alphabetical order.Used internally to review and assign the next



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Data Validity and Fidelity



- What goes in is what comes out
- Attention to codes and parameters
- Universal coding and efficient training



- Entering correct data is important because reports are produced from this data
- Relating to performance management, it is imperative that attention is given to data entry (ex. codes) in order to produce the most accurate result
- Change can stem from data results

Event Codes

Event Code	Event Code Description	vent Code Description Similar Event Code		
MRSHD	Motion / Request - To Set Hearing / Trial	REQHG	Request for Hearing/Trial	
BRSHE	Bail Review Docket Sheet	HESHE	Hearing Sheet / Open Court Proceedings	
ΜΟΡΕΙ	Motion to Produce Evidence	MOPDO	Motion - Produce Evidence	
MOMJU	Motion to Modify Judgement	MOJUL	Request for Modification of Judgement/Lien	
MOAAT	Motion to Appoint Attorney	MOACU	Motion / Request - To Appoint Attorney / Counsel	
POMOS	Petition to Modify Summons	MOMOS	Motion to Modify (Summons)	
MOPOS	, Motion - Postponement/Continuance	MOCNT	Motion - Request - To Continue / Postpone	
	Annual Fiduciary Report		Annual Fiduciary Report (Waiver)	
DEA43	Defendant Advised of Rights Pursuant MD Rule 4-342(i)	DRNOP	Defendant Received Notice of Post - Trial Rights	



Report Types

- Canned Reports
- ECRs
- List Manager
- Data Dashboard



Canned Reports: These are standard reports that came with the Odyssey software.

- Case Management
- Court Administration

Parameters

• Parameters

A list of the optional and required report parameters needed to successfully run the report.

Bond Activity a	and Outstanding Bonds Schedule Submit Exit	
	Shows detailed information about bonds with a particular status(es) within a specified date range or a list of all currently active bonds.	
	C <u>l</u> ear <u>M</u> emorize <u>R</u> ecall	
Locations	Anne Arundel Circuit Court	
Report Type	Activity	
Date Range	Start Date t-30 Monday, March 20, 2017	
	End Date t Wednesday, April 19, 2017	
Case Category	Criminal	
	Include Case Bonds Only.	
	Include Freestanding Bonds Only.	
Case Type		
Case Subtype		
Bond Status	Include Cases Without a Subtype.	
Dona Status	Forreiture - 180 days	
	Is Current Status	
Bond Types	All	
Charge Dispositions		
	Only Include Charges Without Dispositions	
Case Status		
Bond Company		
Bondsman		
Donusinan		
Sort Order	Case Number	
Secondary Sort		
Report Options	Insert Page Break on Bond Company	
Security Groups		
List Name		
	Append Job ID Number to List Name	
	If this list name already exists for your user-id, the results of this report will overwrite the existing list.	•

	•	
	•	

Cases By Flag	Sc <u>h</u> edule S <u>u</u> bmit Ey	<u>(it</u>
	A Listing of Cases by Flags.	
	Clear Memorize Recall	
Location	Anne Arundel Circuit Court 🗄	
Case Criteria	Include inactive cases.	
Grouping	By flag	
Sort Order	By case number	
Case Category	All	
Flag	All	



Enterprise Custom Reports (ECRs)

ECR Parameter	Types		-49	
 Parameter types: Node Picker (Location Code Multipicker 	on from Or	gChart)	Location	
 Code Combo Box 			Gender	۲
 Hard-Coded Combo 	Box		Sort Level # 1	•
– Date Range			Date Range Start D End D	ate 12
 Checkbox 		Report Options	☐ Include Cases Related t	o Supervision Cases Only
 Security Group Multi 	picker sea	curity Group		
– Date			As of [Date 2
- Text Box		Warran	tless Hold Text	
– Party Picker			Party	9
		_	_	_

- Examples of ECR Parameter Types:
 - Date Range
 - Party Picker
 - Code Combo
 - Text Box
 - Security Group Multipicker

<u>F</u> ile View <u>T</u> ools <u>H</u> elp		
	Run an Enterprise Custom Report	
odyssey	Location Anne Arundel Circuit Court	
Case Manager Home	Name CC - Pending Cases Status Detail	Description This report will show all Pending Cases Detail information for the selected date range, case category, Case
myOdyssey 🗸	CCCR - Circuit Court Criminal Docket Listing	Gives all the vital case details of the hearings for the selected hearing period for a selected single location
Task Manager	CCCR - Circuit Court Criminal Docket Report	This report is a summary of the daily hearing types in alphabetical order.Used internally to review and assig
Searches	CCCR - Crime Victim Notification Case Closing	All criminal cases with the case event CRVNR for the reporting period
Find a Party	CCCR - Criminal Outstanding Warrants	Returns all the cases with outstanding warrants.
Find a Judgment	CCCR - Criminal Party Index Report	This report shows all parties added for the selected Filed date range and location.
Find a Group	CCCR - Mags	Generate a monthlty report with sentencing information and send to MSCCSP.
Protection Orders 🛛 👻	CCCR - MVA Criminal Charges All Trials	Creates a listing of Circuit Court Cases with MVA statutes having Trial(Active and Inactive) for the provided
Find a Protection Order	CCCR - MVA Criminal Charges Scheduled Trial	Creates a listing of Circuit Court cases scheduled for trial(Active Trials Only) with MVA statutes with sort by
Court Administration View Calendar	CCCR - MVA Reopened Cases	This report will shows all Circuit Court MVA Reopened Cases with MVDIR Event based on selected case stat
View Resource Schedule	CCCR - MVA Traffic Offense Activity Report	This report shows MVA Traffic/Criminal charges which were transferred from DC to CC based on selected lo
Find Available Sessions	CCCR - MVA Traffic Offenses Report	This report will list all TA , TR ,MV and MR traffic offense statute charges based on Disposition date range f
Fees & Finances	CCCR - Original vs Resulted HearingTypeReport	This report will show hearings history - When hearing changes, e.g., Jury to Plea; Plea to Stet.
Find a Receipt	CCCR - Outstanding Costs at Disposition	This report will list all cases that have been disposed in a certain date range that have an outstanding bala
Find a Disbursement	CCCV - Circuit Court Civil Docket Listing	Creates a daily Civil docket case listing for the given hearing period
Find a Bond	CCDC - ADR Docket Summary	Creates a list of contested civil cases for ADR screening
Warrants 🗸	CCDC - ADR Pre Trial Notice	This report will list cases where parties will be sent an ADR Pre Trial Notice from the court.(Civil Cases With
Find a Warrant	CCDC - Bond Forfeiture Job Preview	This report will list all the cases with bonds that the odyssey bond forfeiture is going to mark as forfeited.
Forms & Documents	CCDC - Bond Forfeiture Job Review	This report will list all the cases with a bond status of PC(Confeiture Indexent) for the calestad leastion
Workflow	CCDC - Bond Forfeitures Outstanding	Displays and creates lists of all the cases with outstand
Reports	CCDC - Bond Status	This report will display bond status by Bond Type, Bon
Local Reports	CCDC - Bonds In Forfeiture Status	Lists all the bonds in forfeiture status (i.e 'FFT', 'BF90','I To Adrienne.Eagan@mdcourts.gov
Enterprise Custom Ren V	CCDC - Bonds With Pending Status Update	Lists all the cases with active bonds where the bond st
Run an Enterprise Custom F	eport DC - Case Disposition - Summary and Detail	This reports shows Summary and Detail Case Dispositi
Configure	CCD Case Events With Missing Documents	This report will indicate Events that do not have docun

- 1. Select "Run an Enterprise Custom Report" from the menu located at the bottom left hand side and select the report you would like to run
- 2. Enter the parameters and submit the report and choose the output format and location where you would like to send the report

Add Email	Notification Recipients
10	Adrienne.Eagan@mdcourts.gov
Cc	
Bcc	
Comment	🕑 🕹
🖌 Att	ach Any Files Generated by Job
Att	ach Any Files Generated by Job and Keep Files in Job History
Cop	by Job Files to Directory
Direct	ory
Prin	it to Network Printer
Printe	r 🛛
<u>C</u> anc	el <u>E</u> inish



Court Administration - Hearing Statistical Report

Reporting Period: 7/1/2017 to 6/30/2018

Location: Anne Arundel Circuit Court

Case Category: Criminal

Case Type: Criminal - Appeal

Hearing Type	Total Hearings Set	Settled 1 week Before Hearing	Settled 1 Day Before Hearing	Other Settled	Postponed	Heard	Not Reached
Conference - Status	25	0	0	0	0	25	0
Hearing	62	0	0	0	0	62	0
Hearing - Adult Drug Court Hearing	3	0	0	0	0	3	0
Hearing - Adult Drug Court Review	142	0	0	0	0	142	0
Hearing - Adult Drug Court Termination	5	0	0	0	0	5	0
Hearing - Bail/ Bond Review	1	0	0	0	0	1	0
Hearing - Competency	3	0	0	0	0	3	0
Hearing - Expungement	2	0	0	0	0	2	0
Hearing - Failure to Appear	2	0	0	0	0	2	0
Hearing - Initial Appearance	72	0	0	0	0	72	0
Hearing - Motion	5	0	0	0	1	4	0
Hearing - Nolle Prosequi	1	0	0	0	0	1	0
Hearing - Plea	16	0	0	0	0	16	0
Hearing - Postponement	42	0	0	0	0	42	0
Hearing - Restitution	1	0	0	0	0	1	0
Hearing - Review	18	0	0	0	1	17	0
Hearing - Sentencing	17	0	0	0	4	13	0
Hearing - Video Bail / Bond Review	29	0	0	0	0	29	0
Hearing - Violation of Probation	90	0	0	0	32	58	0
Hearing - Waiver	1	0	0	0	0	1	0
Hearing - Warrant	9	0	0	0	0	9	0
Hearing to Consider 8507	2	0	0	0	0	2	0







Location: Worcester Circuit Court List Name: Locad Save	▼ Show 15 MetCricePer Page orm Query Perform Action Clear Copy Convert	
There is no list selected. Click Load to load an existing list or Perform Query to create one.		
	Select Query Sort Name Name	× Type
	Select Cases Select Hearings Select Prosecutor Charges Select Draw Down Accounts	Cases Hearings Prosecutor Filed Charges Draw Down Accounts
		Exit



Select Cases			
Cases Included	Clear <u>R</u> e	ecall <u>M</u> emorize	
Location	Worcester Circuit Co	ourt 🗄	
From Case #		٩,	
To Case #		۹,	
Judicial Officer	M		
Case Category			
Case Type			E
Case Subtype			
Case Security Group			
Offense Codes			
Cause of Action			
Case Status			
Case Flag			
Event Type]

Select Codes					
Description	Show	Hidden/Obsolete Co	odes S	ode ort Descrip	otion 🔻
1. □ Civil 2. □ Criminal 3. ✓ Family 4. □ Probate or Menta	l Health			CV CR FAM PR	oue
Get All Codes Sele	ect Al <u>l</u>			4 Resu	ilts - Page 1 of 1
<< <u>B</u> ack <u>N</u> ex	d>>	<u>S</u> earch	<u>C</u> o	ntinue	E <u>x</u> it





Select Codes					
Description Description Description Description 1. Civil	odes Only 🗌 Shov	v Hidden/Obsolete Co	Code des Sort	e Descrip CV	otion V
 2. □ Criminal 3. ✓ Family 4. □ Probate or Mental Health 			CR FAM PR		
Get All Codes	Select All			4 Resu	ilts - Page 1 of 1
<< <u>B</u> ack	<u>N</u> ext>>	<u>S</u> earch	<u>C</u> ontir	nue	E <u>x</u> it

Select Codes				
Description appoint attorney]Show Hidden/Obsolete Codes	Code Sort	Descri	ption 🔻
Description			(Code
1. ✓ Motion / Request - To 2. ✓ Motion to Appoint Atte	o Appoint Attorney / Counsel orney		MOAC	:U .T
Get All Codes Clear A	11		2 Res	ults - Page 1 of 1
< <back next="">></back>	Search	Continu	ie	Exit

List Manager

List Manager				Exit
Location: Worcester Circ	uit Court	Sort Ca	se # Show 15	Matches Per Page
Cases			Load Save Clear Co	py Convert
Case #	Style	Case Type	Judicial Officer	Status 👎
C-23-CR-17-000140	State of Maryland vs. WILLIAM JOSEPH DUBREL	Criminal - Appeal 04/14/2017	Worcester Circuit Court	Closed 07/06/2017
C-23-CR-17-000156	State of Maryland vs. JOSEPH PATWYNE JOHNSON	Criminal - Appeal 04/27/2017	Worcester Circuit Court	Closed 07/12/2017
C-23-CR-17-000364	State of Maryland vs. ERIC CHI FONONG IGWACHO, Jr.	Criminal - Appeal 08/31/2017	Worcester Circuit Court	Reopened 08/15/2018
C-23-CR-17-000378	State of Maryland vs. ADRIAN K WINSLOW	Criminal - Appeal - M. 09/12/2017	 Worcester Circuit Court	Closed 11/15/2017
C-23-CR-17-000466	State of Maryland vs. BRIAN ANTHONY BELL	Criminal - Appeal - M. 10/16/2017	 Worcester Circuit Court	Closed / Inactiv 03/14/2018
C-23-CR-17-000508	State of Maryland vs. ROGER DELANO HOLLOWAY	Criminal - Appeal 11/02/2017	Worcester Circuit Court	Closed 01/10/2018
C-23-CR-17-000548	State of Maryland vs. YANICK PRINCE TCHITEMBO	Criminal - Appeal 11/30/2017	Worcester Circuit Court	Reopened 10/24/2018
C-23-CR-17-000550	State of Maryland vs. EVAN MICHAEL HUNT	Criminal - Appeal - M 11/30/2017	 Worcester Circuit Court	Closed 02/06/2018
C-23-CR-17-000562	State of Maryland vs. BRANDY ALEXANDRIA ROBINSON	Criminal - Appeal 12/07/2017	Worcester Circuit Court	Closed 04/11/2018
C-23-CR-18-000150	State of Maryland vs. JOSEPH GAETANO TUON	OCriminal - Appeal - M 05/14/2018	 Worcester Circuit Court	Closed / Inactiv 10/12/2018
C-23-CR-18-000363	State of Maryland vs. PAULETTE MCCARGO	Criminal - Appeal 10/24/2018	Worcester Circuit Court	Open 10/24/2018



Data Dashboard 2016 Statistics Example: District Court Filings in activity view



District Court-Total Filings(2016)

Data Dashboard Year-to-Year Comparison View

District Court-Total Filings(2016,2015)



Without data, you're just another person with an opinion

~Andreas Schleicher



Discussion

- What reports are beneficial?
- Reporting on your grant