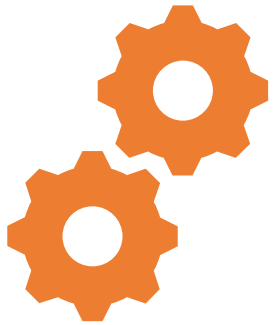
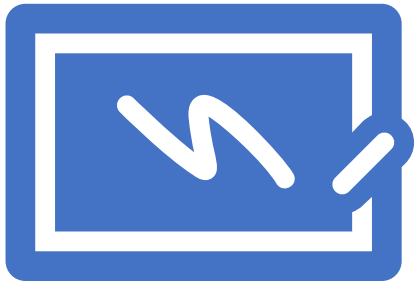
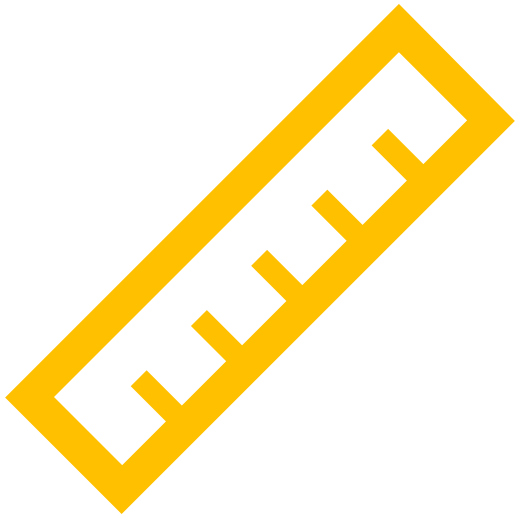


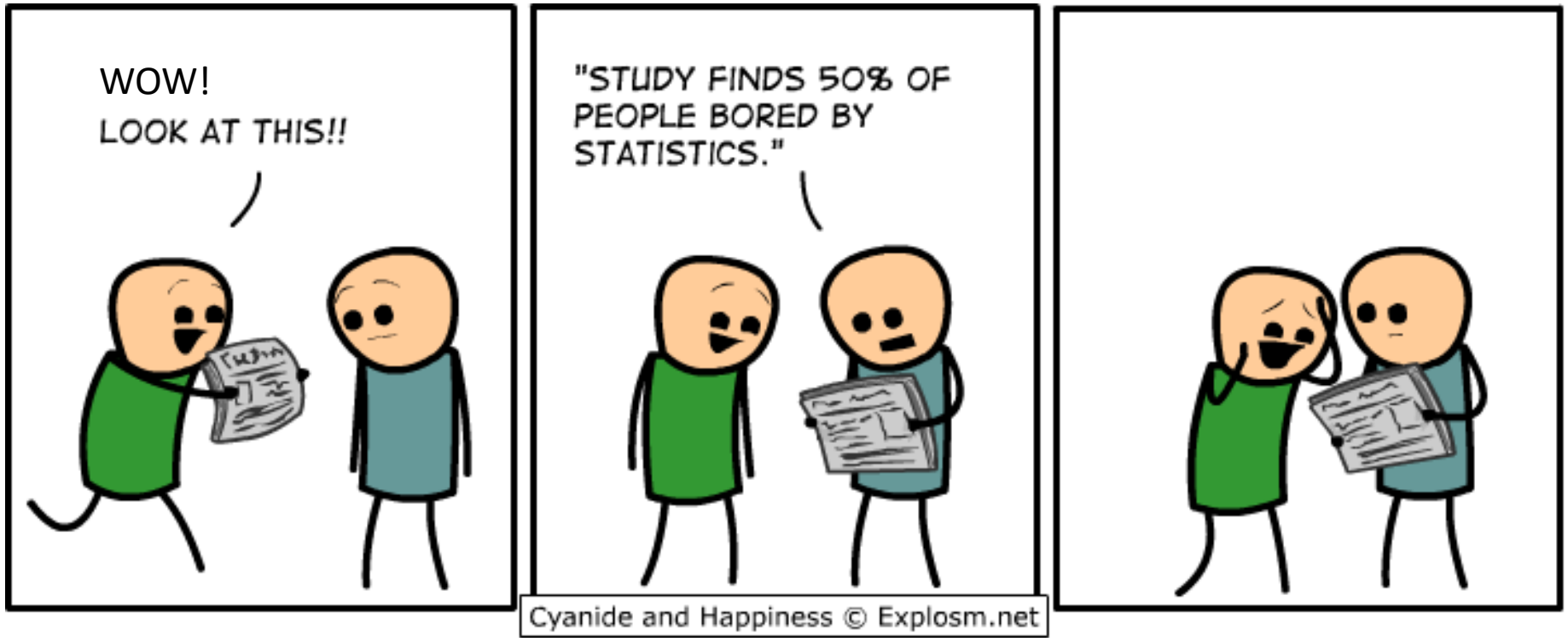




Baselines and Benchmarks: A What-for and How-to Guide to Case Management System Reports

By: Jamie Walter, Grant Bacon, and Adrienne Eagan

Baselines and Benchmarks: Or, How not to be bored by statistics



Program Evaluation

- Accountability and Performance Management
- Family Jurisdictional Reports
- ADR

Family Jurisdictional Report

- 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.

Family Jurisdictional Report

- 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

Family Jurisdictional Report

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**.

Family Jurisdictional Report

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**.

Family Jurisdictional Report

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 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

Family Jurisdictional Report

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
l. # 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

Family Jurisdictional Report

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

Fiscal Year : 2017 Quarter : 4th

Location: Anne Arundel Circuit Court

1. Number of CINA/TPR/Adoption Proceedings	Current Quarter	Fiscal YTD
a. Scheduling Conferences	0	0
b. Pendete Lite Hearings	0	2
c. Contempt	0	1
d. Settlement Conferences	2	18
e. Pretrial Conferences	0	9
f. Uncontested Hearings	0	0
g. Trials on the Merits	19	71
h. Shelter Care Hearings	24	97
i. Adjudication Hearings	2	11
j. Disposition Hearings	18	68
k. Initial Permanency Hearing	16	44
l. Permanency Review Hearing	25	148
m. Settlement Conference	2	18

		Current Quarter	Fiscal YTD
Trials on the Merits	No Pro Se	3	3
	1 Pro Se	7	7
	2 Pro Se	9	61
Shelter Care Hearings	No Pro Se	0	0
	1 Pro Se	24	24
	2 Pro Se	0	53
Adjudication Hearings	No Pro Se	1	1
	1 Pro Se	1	1
	2 Pro Se	0	9
Disposition Hearings	No Pro Se	15	15
	1 Pro Se	1	1
	2 Pro Se	2	52
Initial Permanency Hearing	No Pro Se	12	12
	1 Pro Se	1	1
	2 Pro Se	3	31
Permanency Review Hearing	No Pro Se	18	18
	1 Pro Se	6	6
	2 Pro Se	1	124
Settlement Conference	No Pro Se	0	0
	1 Pro Se	0	0
	2 Pro Se	2	18
TPR Hearing Trial	No Pro Se	0	0
	1 Pro Se	0	0

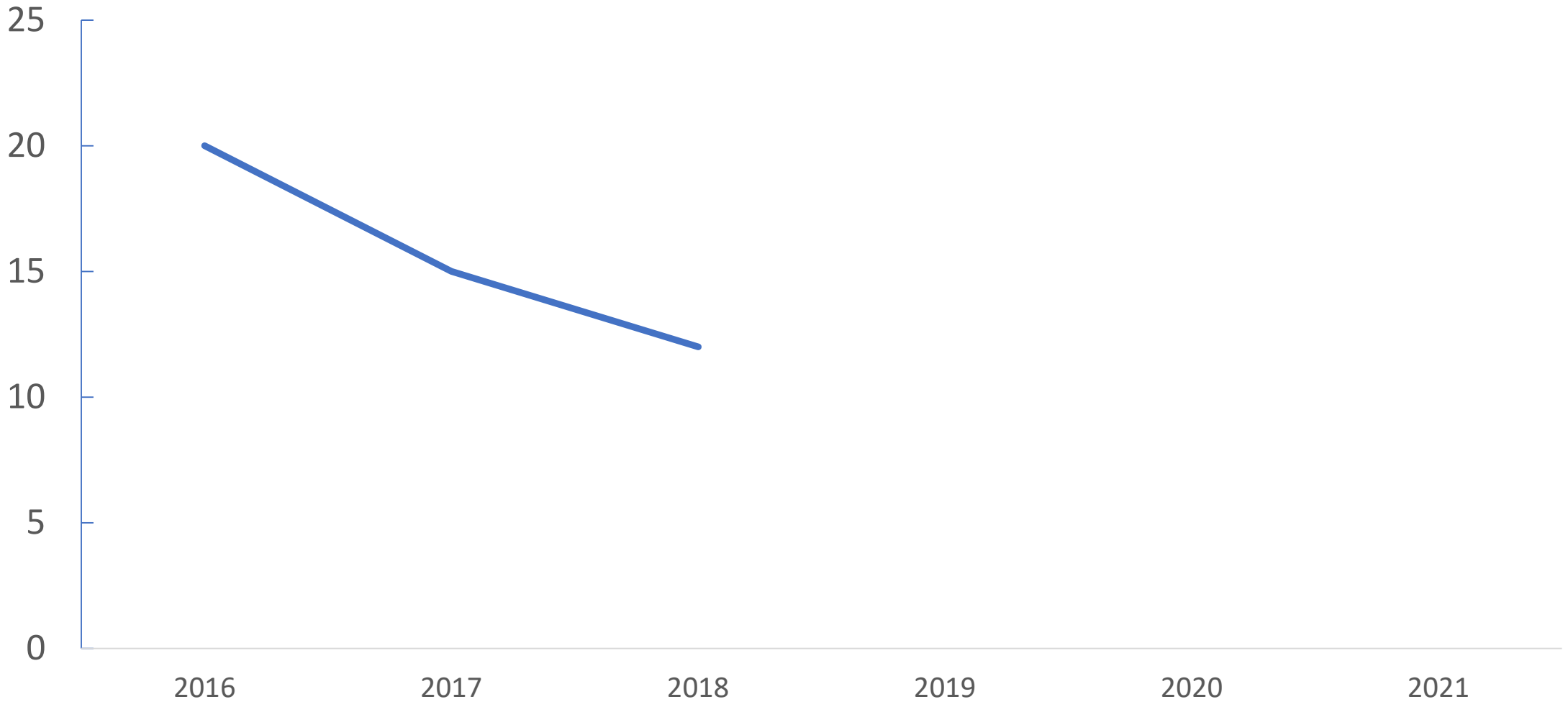
Baselines and Benchmarks

Baselines

- Definition: Minimum or a starting point
  - Analysis to determine
  - Agreed upon minimum

- Improvement means being better than Baseline

Number of Cases in Program



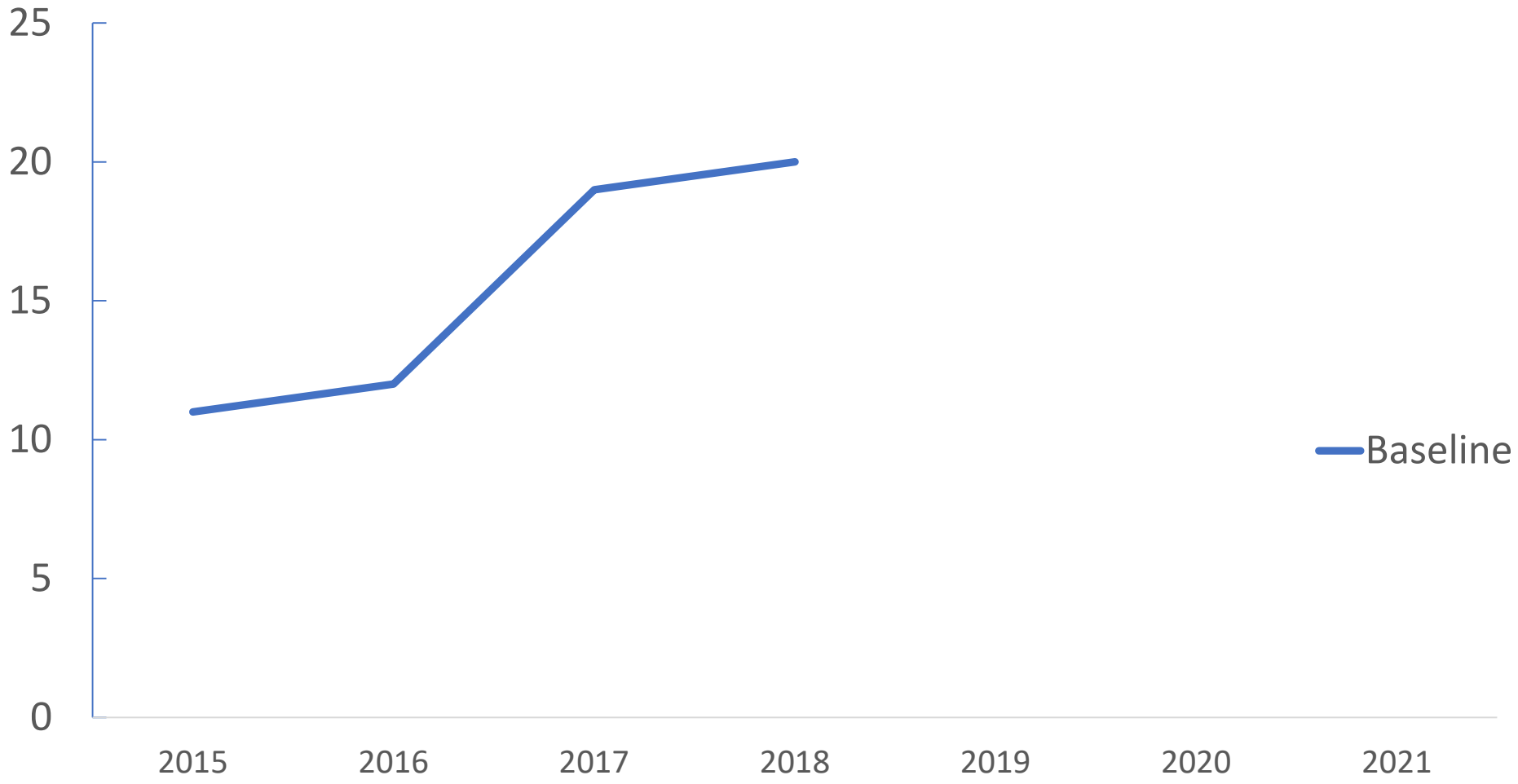
Benchmarks

- Definition: Common standard that other things can be compared to

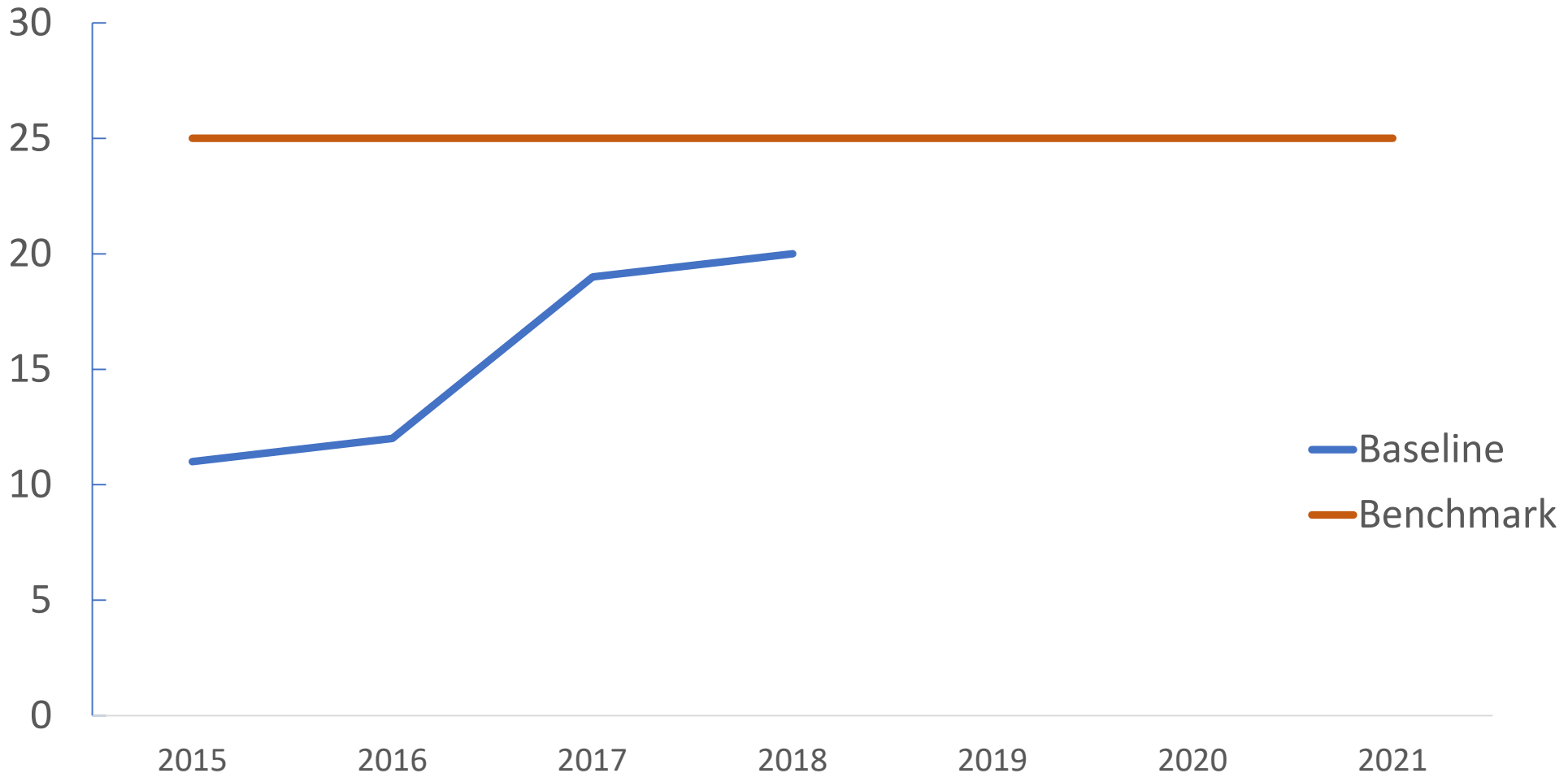
- Setting benchmarks
  - Program Goals
  - Realistic or Aspirational

- Maryland Time Standards

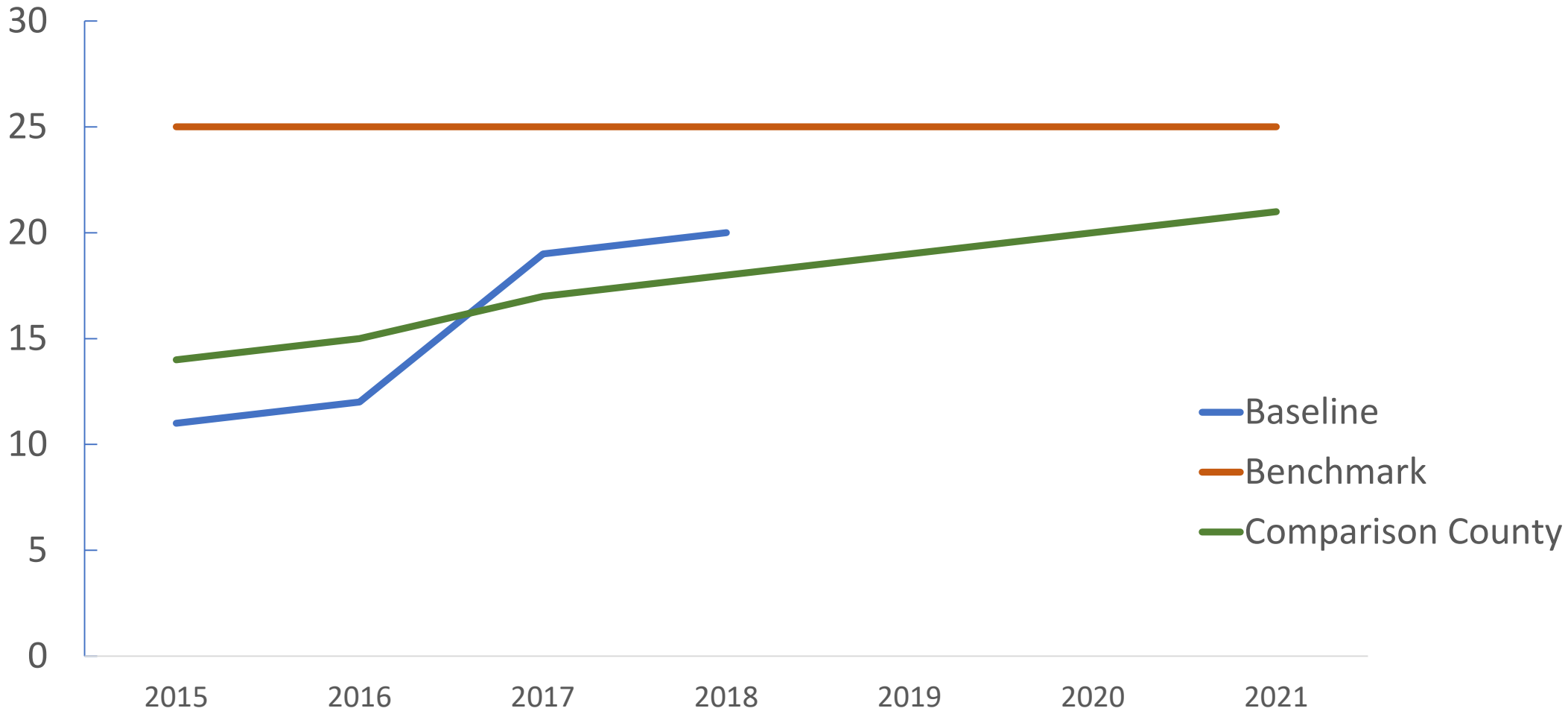
Number of Cases in Program



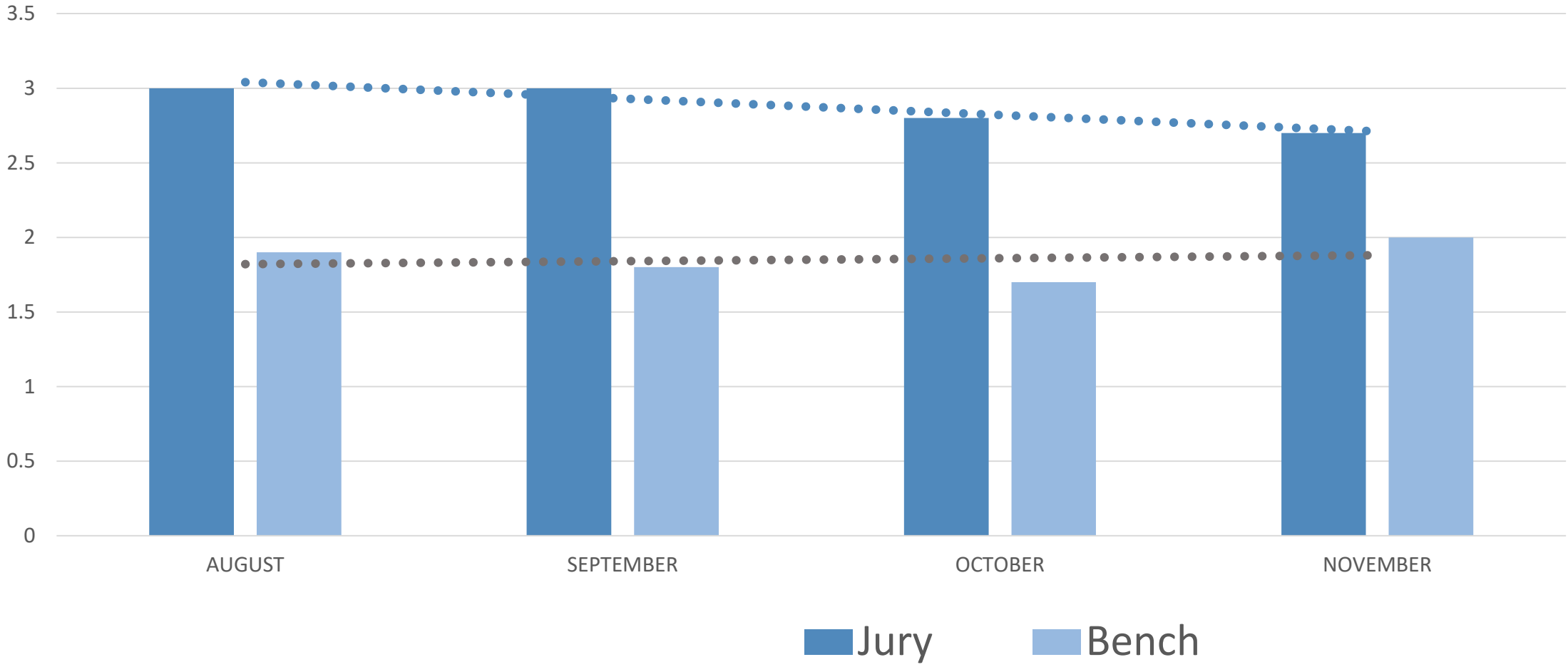
Number of Cases in Program



Number of Cases in Program



Number of Settings Before Trial



Mixed Methods Research:

Qualitative and Quantitative Research

Qualitative and Quantitative

Qualitative: THICK DATA – cannot be measured and is usually subjective

Interviews, focus groups

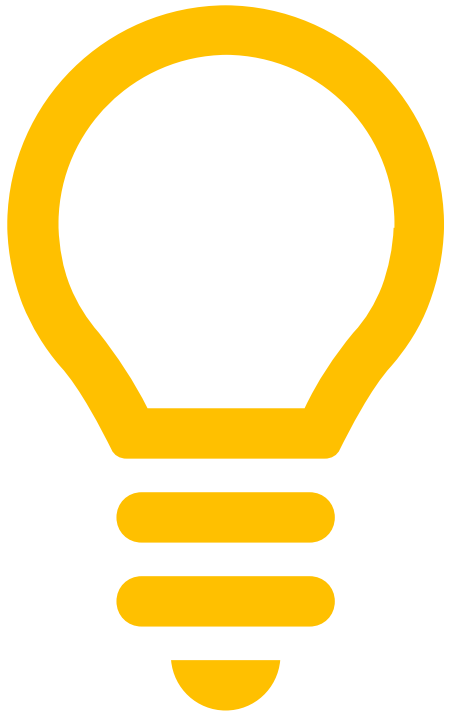
Quantitative: THIN DATA – can be measured numerically and is intended to be objective

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

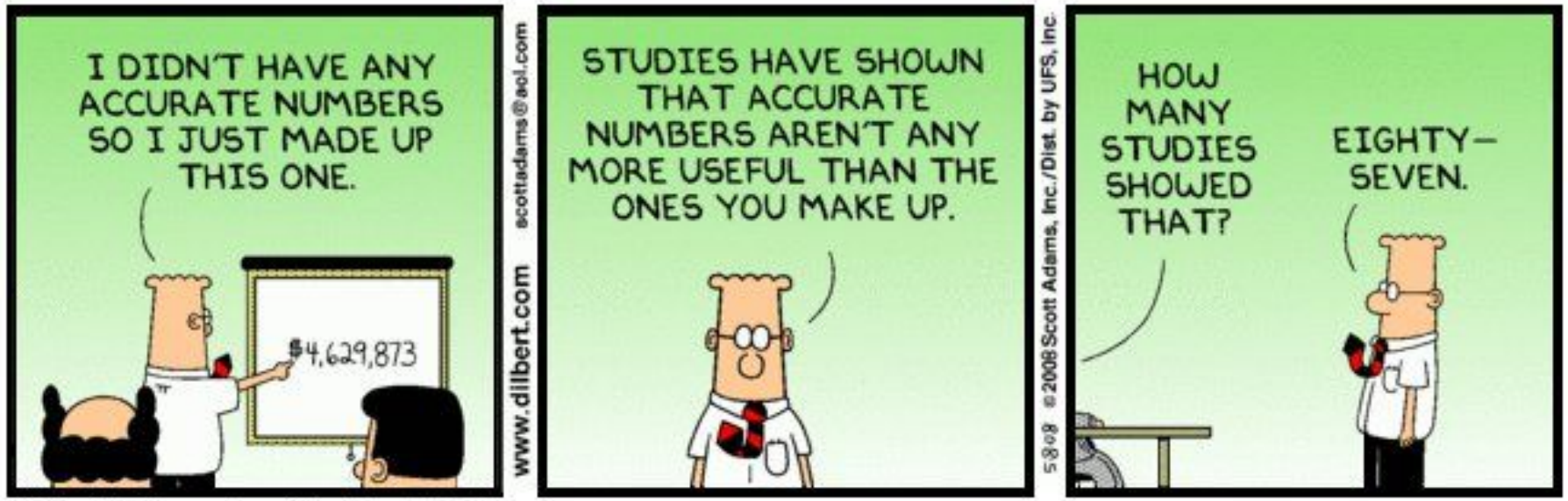
- Rights and Roles
- Data Validity and Fidelity
- Codes
- Parameters

Rights and Roles

User roles define report rights

Role Name: Reports - CC Criminal Clerk

Report Name:	*Description:*
Canned Report	
Amended Charges Report	This report will show any case that had amended charges during the reporting period.
Criminal Case Plea Report	Produce a list of cases with selected pleas. Refine the report with dates the cases were filed, as well as the node location the cases were filed at.
Dispositions by Offense Codes	Displays cases with a particular disposition(s) and offense(s) in a specified date range.
Offense Codes	Displays cases by offense code.
ECR Report	
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 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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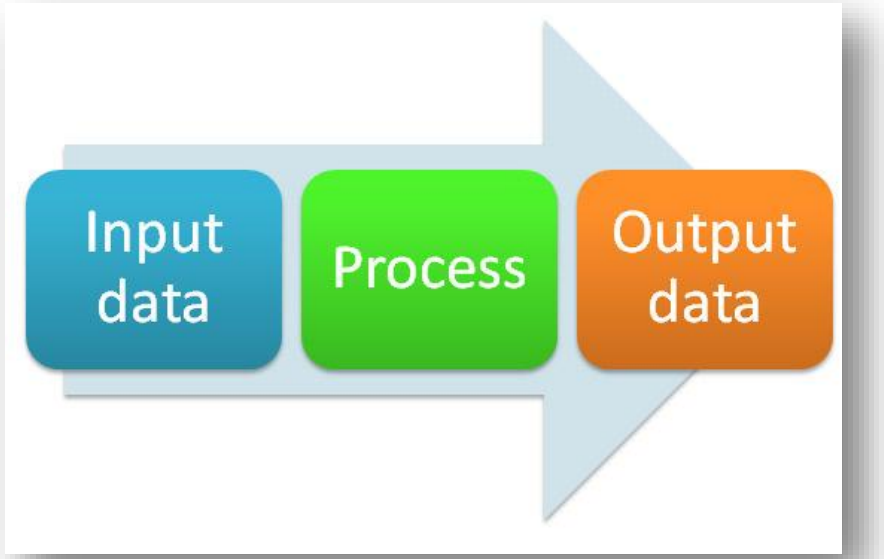
Data Validity and Fidelity



- 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	Similar Event Code	Event Code Description
MRSHD	Motion / Request - To Set Hearing / Trial	REQHG	Request for Hearing/Trial
BRSHE	Bail Review Docket Sheet	HESHE	Hearing Sheet / Open Court Proceedings
MOPEI	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
ANFRE	Annual Fiduciary Report	AFREW	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

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 and Outstanding Bonds

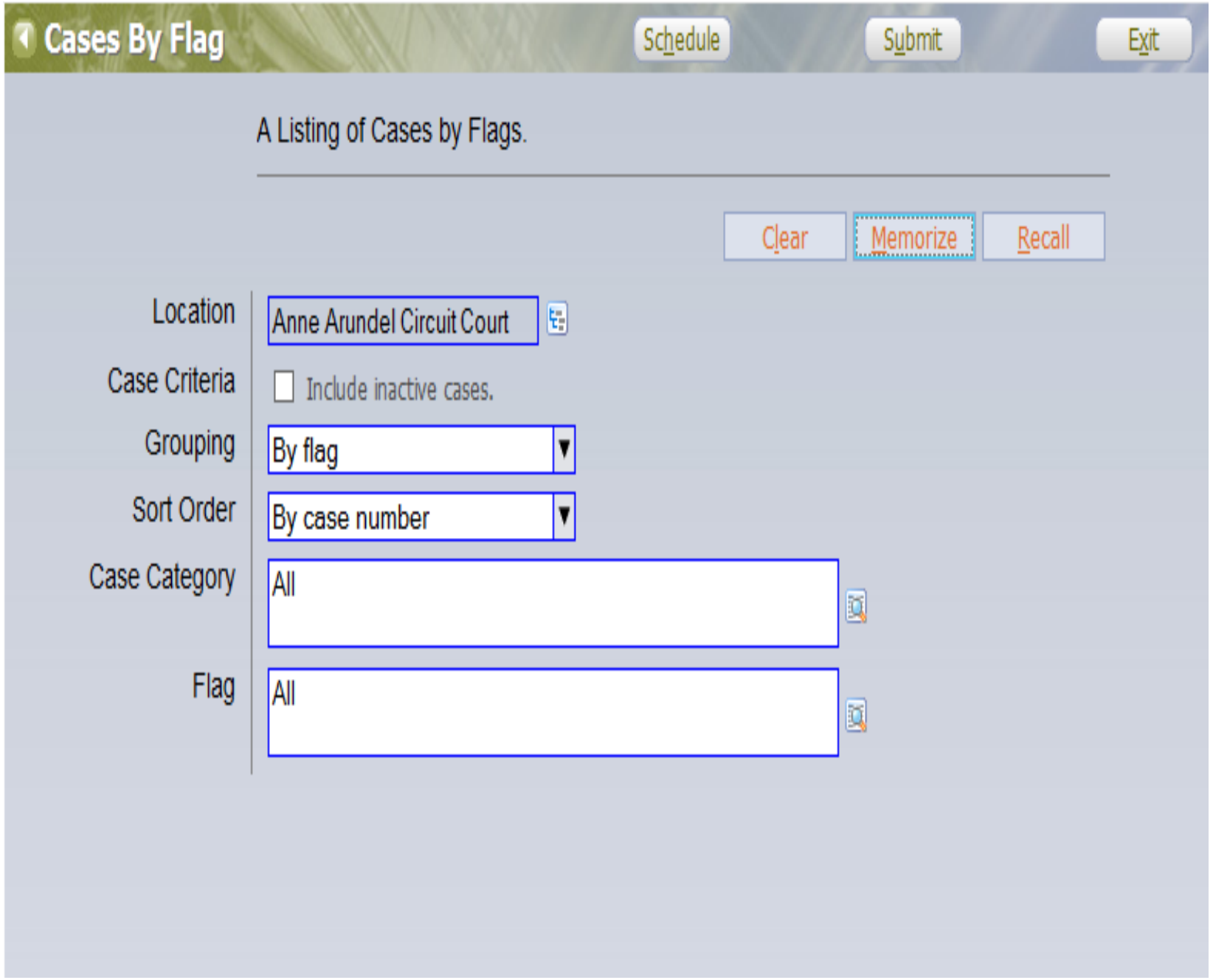
Schedule | Submit | Exit

Shows detailed information about bonds with a particular status(es) within a specified date range or a list of all currently active bonds.

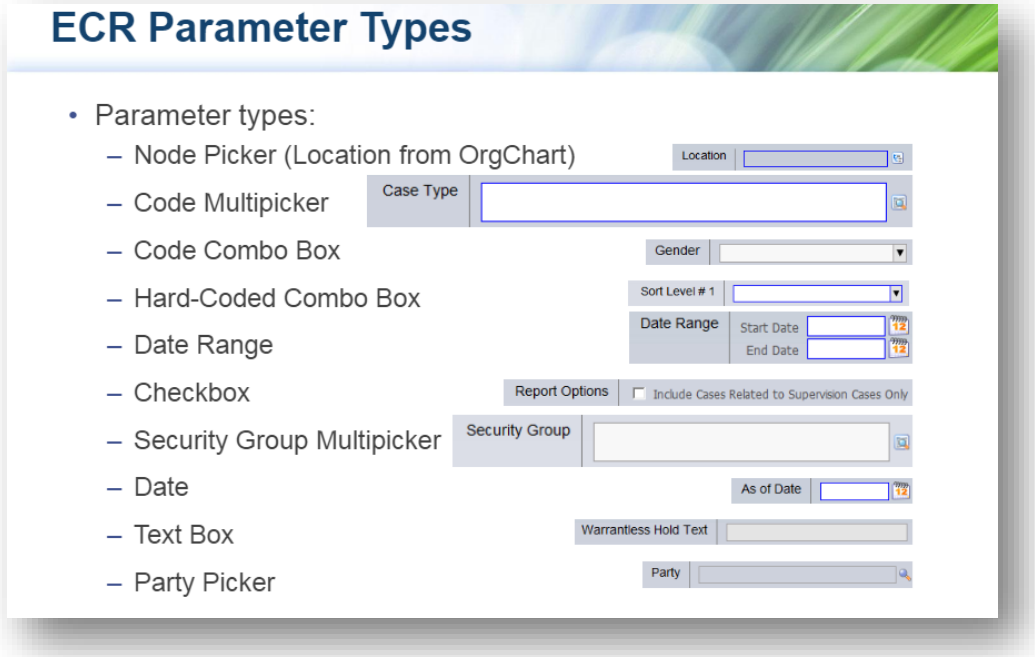
Clear | Memorize | Recall

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	
	☐ Include Cases Without a Subtype.
Bond Status	Forfeiture - 180 days
	☐ Is Current Status
Bond Types	All
Charge Dispositions	
	☐ Only Include Charges Without Dispositions
Case Status	
Bond Company	
Bondsman	
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

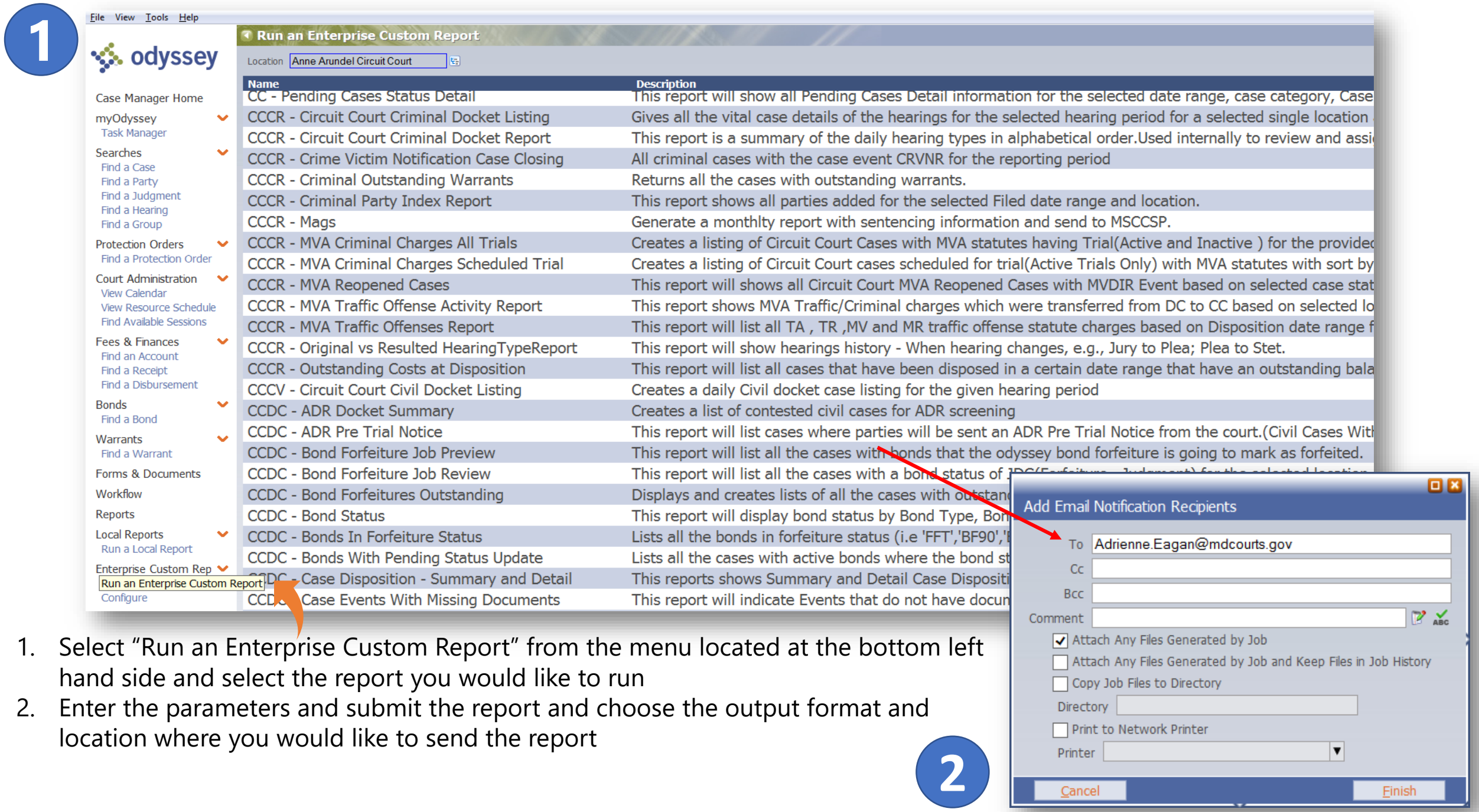
If this list name already exists for your user-id, the results of this report will overwrite the existing list.


Cases By Flag
Schedule
Submit
Exit
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)



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



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

MARYLAND JUDICIARY

Court Administration - Hearing Statistical Report

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

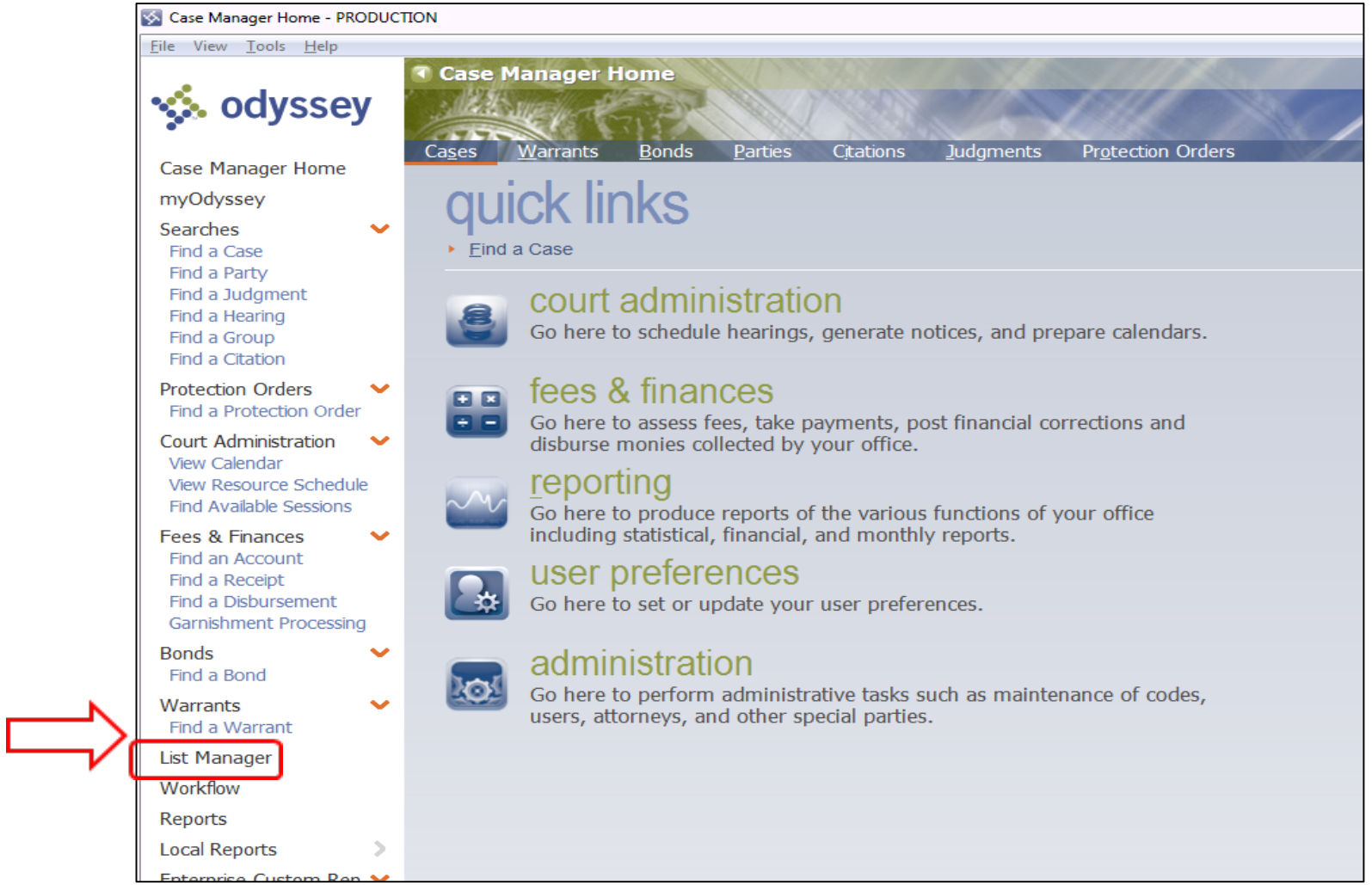
Location: Anne Arundel Circuit Court

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

List Manager



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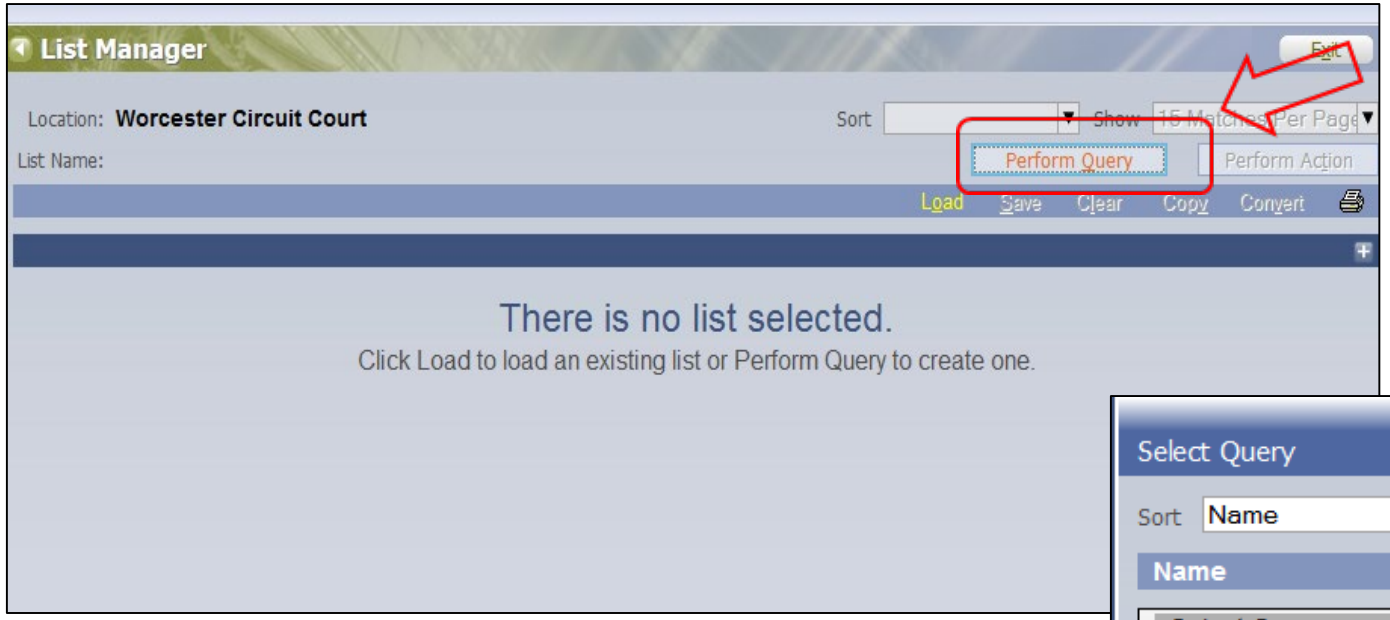
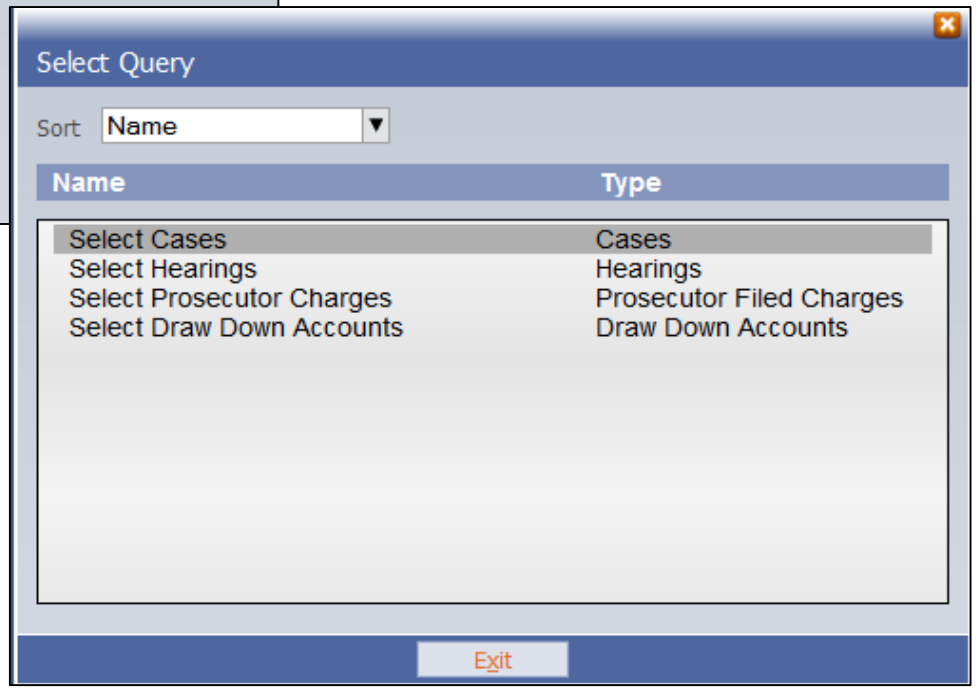
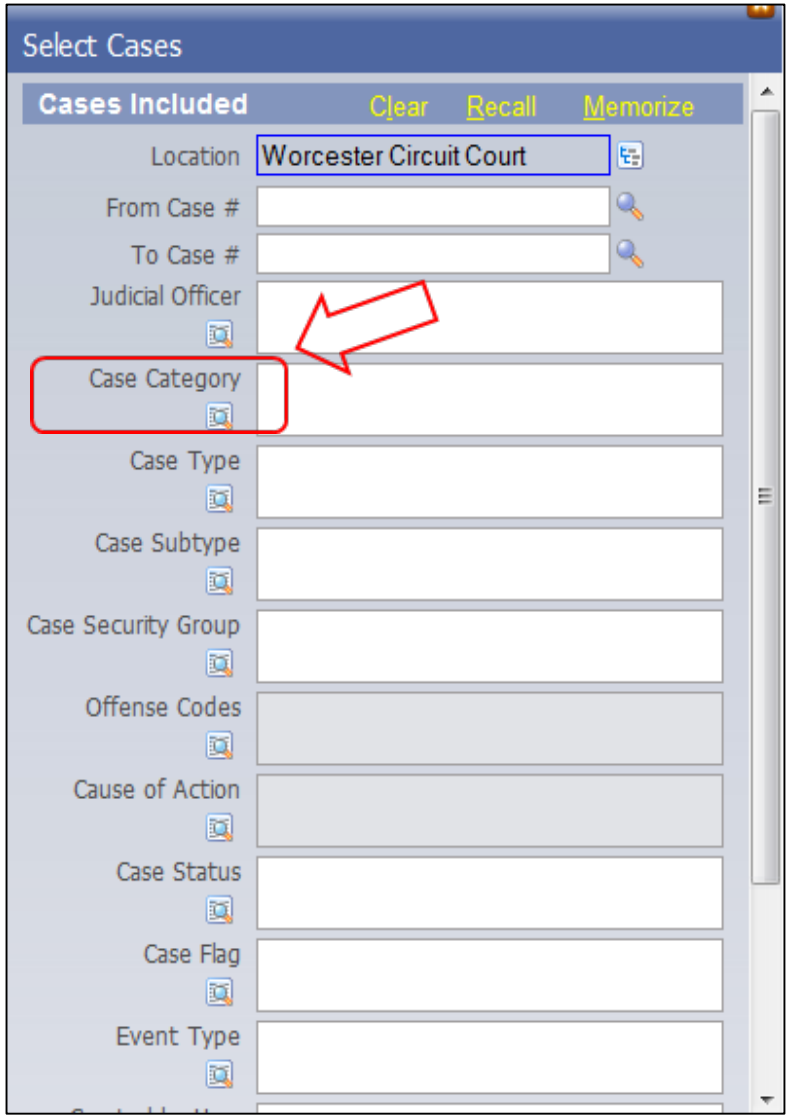
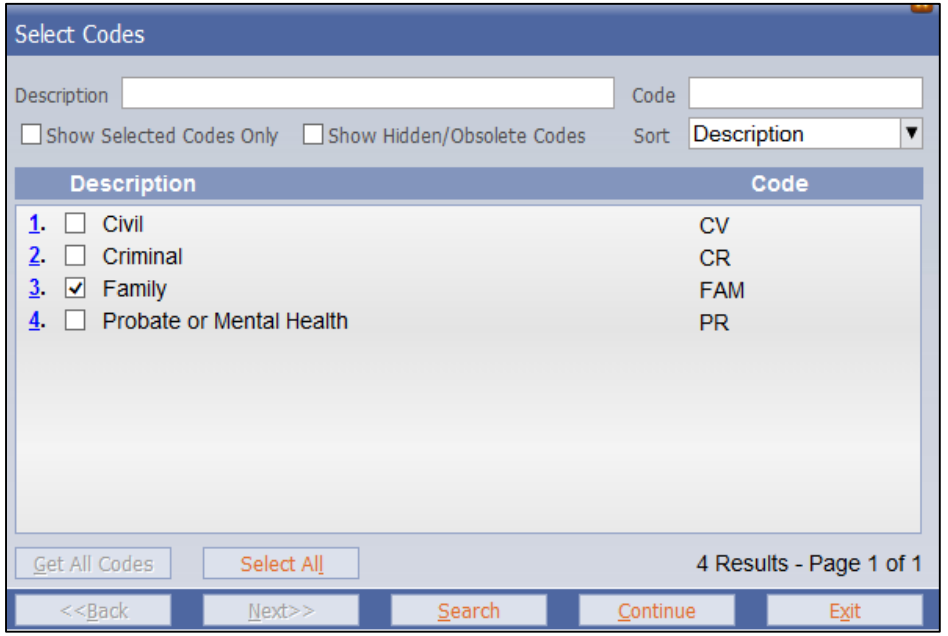


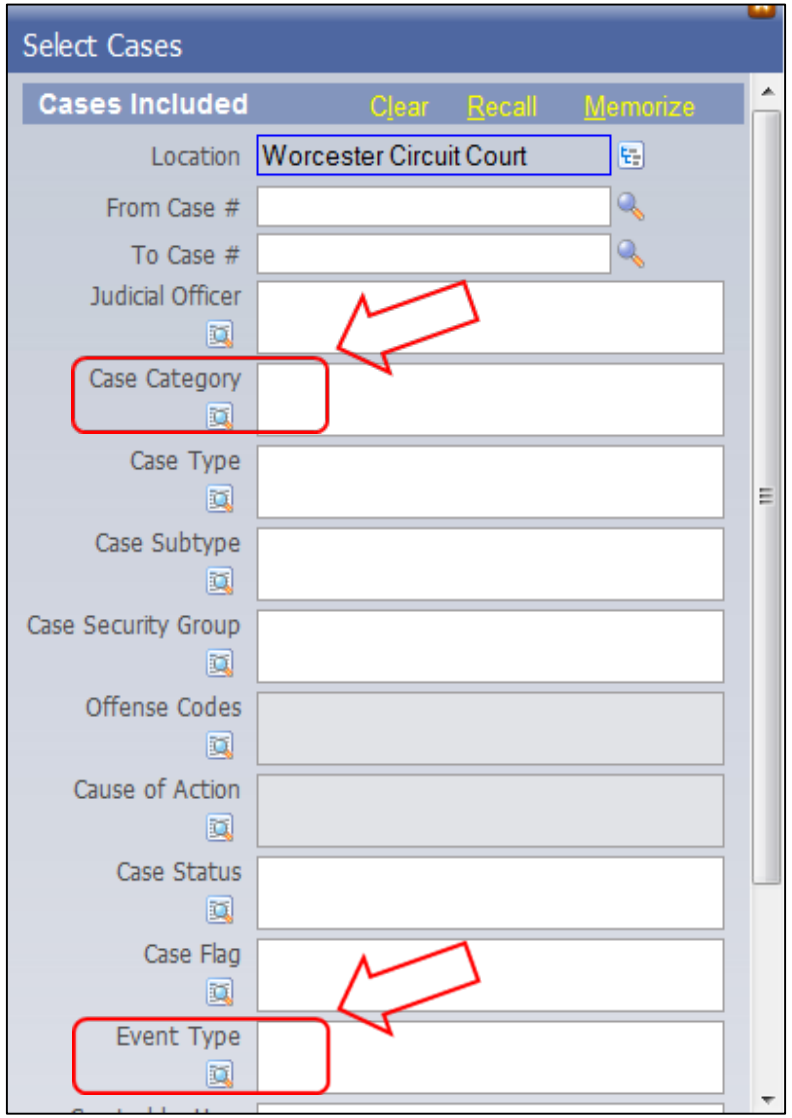


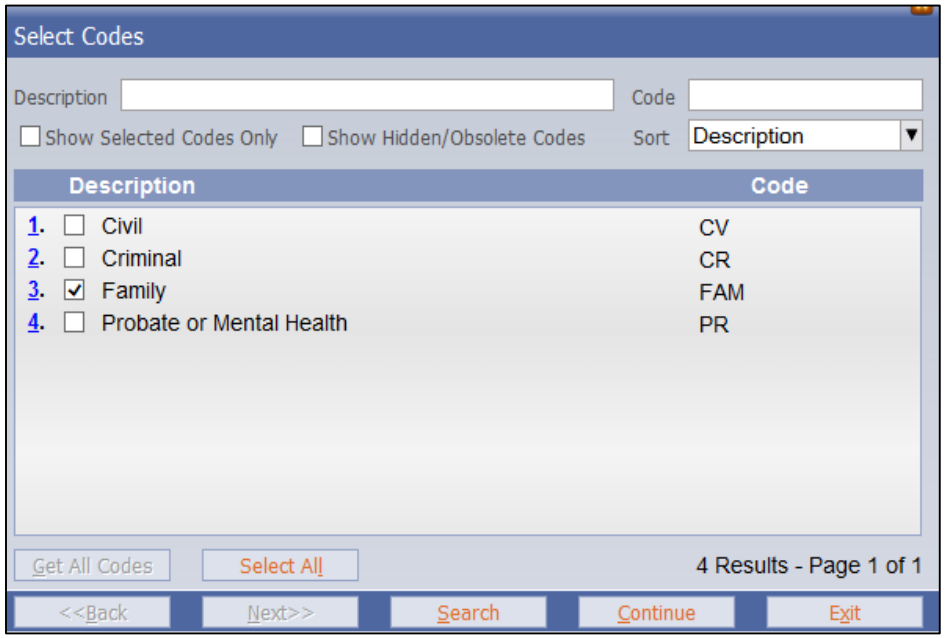
List Manager

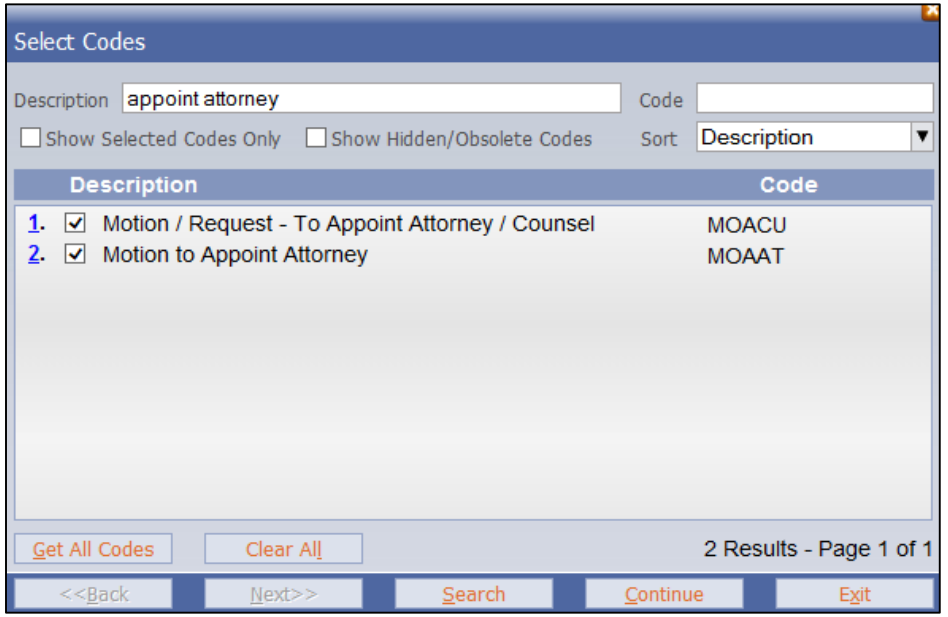




List Manager







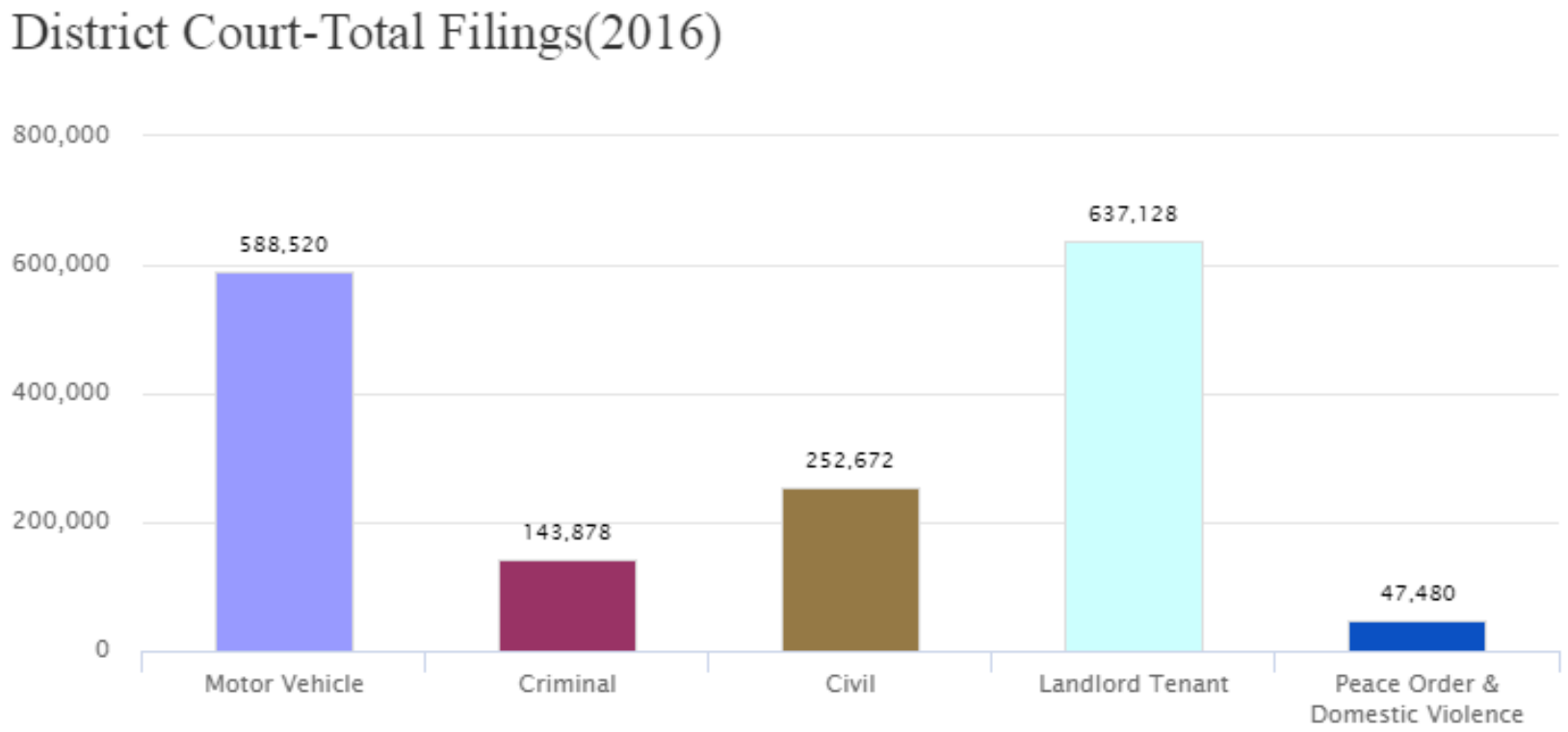
List Manager

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 / Inactive 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 TUONO	Criminal - Appeal - M... 05/14/2018	Worcester Circuit Court	Closed / Inactive 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

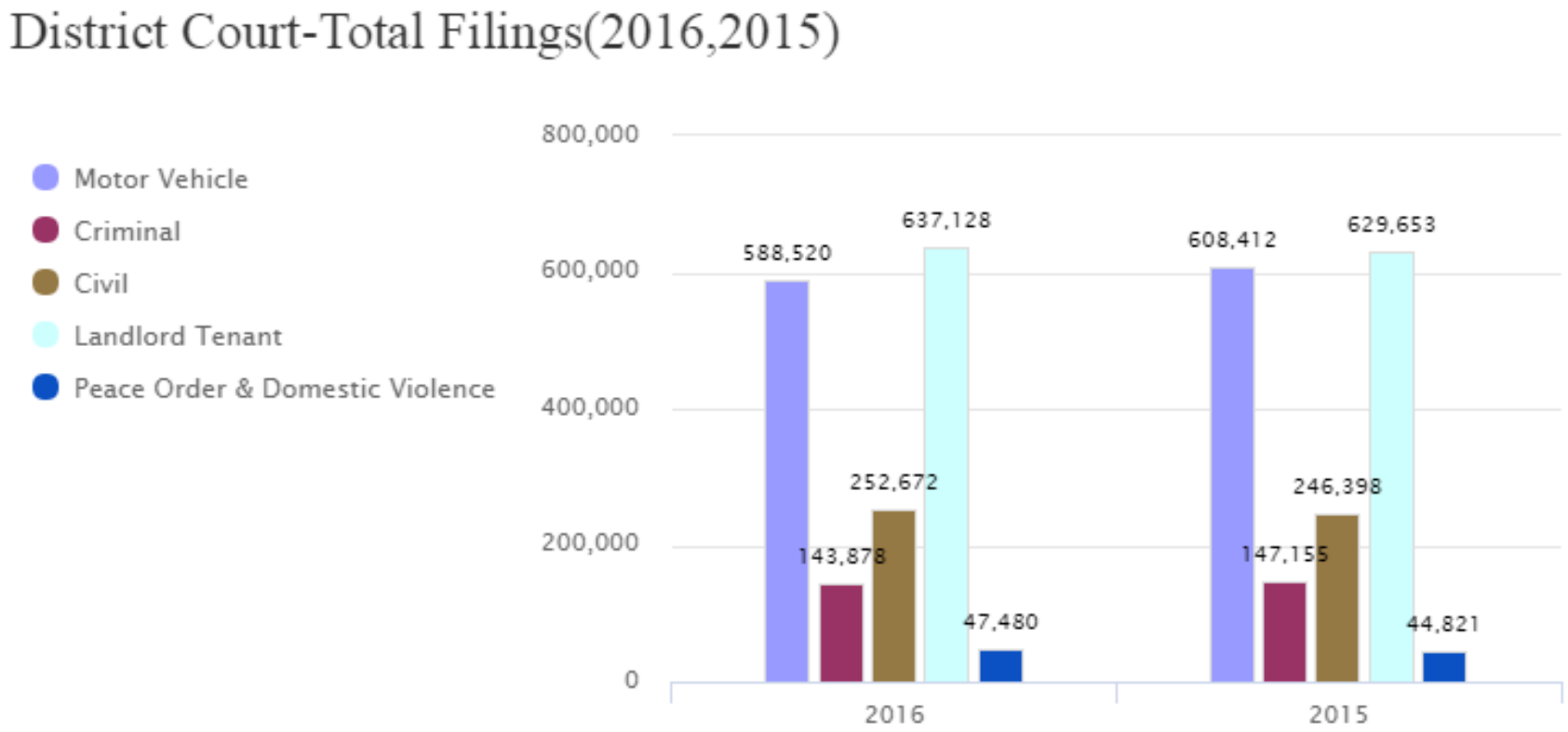
Data Dashboard

Data Dashboard 2016 Statistics

Example: District Court Filings in activity view

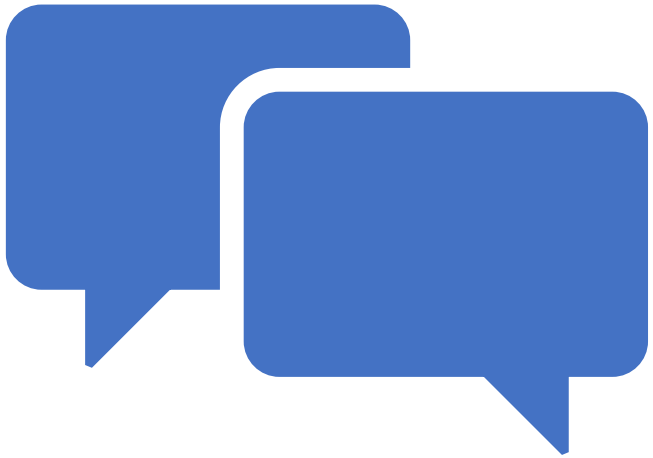


Data Dashboard Year-to-Year Comparison View



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

~Andreas Schleicher



Discussion

- What reports are beneficial?
- Reporting on your grant