

COMMUNITY OUTREACH

LONG-RANGE STRATEGIC PLAN

SUPERIOR COURT OF CALIFORNIA
COUNTY OF EL DORADO

LONG-RANGE ISSUE: 7. THE COURT NEEDS TO REACH OUT TO THE COMMUNITY TO A GREATER EXTENT IN ORDER TO INCREASE UNDERSTANDING OF ITS ROLE AND OPERATIONS. THERE IS A NEED CONSTANTLY TO STRIVE FOR EXCELLENCE IN SERVICE IN ALL THE COURT'S CONTACTS WITH COURT USERS.

Issue Description: This "key result area" has two components: 1) to improve and expand the Court's outreach to the community regarding its role and operations; and 2) to enhance and improve its internal "service excellence".

The Court needs to develop a formal program with local schools to expand student tours of the courts and develop a formal program for judicial officers to address civic groups. These programs will increase the community understanding of what the Court does, how it does it, and its role in the community.

There always is room for improvement in the day-to-day "moments of truth" between Court staff and court users. There also are improvements that can be made in the process of sharing information with court users. Service excellence is one of the values of the Court. Constant vigilance is necessary to achieve continuing improvement.

LONG-RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 7.1 To expand and regularize the Court's outreach to the community and the community's opportunities—especially school children's—to see the Court in operation.

- Strategies:** 7.1(a) Formalize and expand the program through which judicial officers communicate directly with the community.
 7.1(b) Work with the Education Departments in the County to expand visits by school children to the Court’s locations and to formalize the education component of the visits.

- Desirable Outcomes:** By the year 2009, the Court will have:
- A formal program for judicial and senior staff appearances before civic groups and other citizen gatherings to discuss the Court’s work.
 - An expanded program of visits to Court locations by students.

OPERATIONAL PLAN

**SUPERIOR COURT OF CALIFORNIA
 COUNTY OF EL DORADO**

Goal 7.1 To expand and regularize the Court’s outreach to the community and the community’s opportunities—especially school children’s—to see the Court in operation.

Strategy: 7.1(a) Formalize and expand the program through which judicial officers communicate directly with the community.

Objectives: 7.1(a) 1. To enhance citizens’ understanding of the role of the Court and its operations.

Strategy: 7.1(b) Work with the Education Departments in the County to expand visits by school children to the Court’s locations and to formalize the education component of the visits.

Objectives: 7.1(b) 1. To enhance students’ understanding of the role of the Court in our society.
 2. To increase public trust and confidence in the judicial branch.

ACTION PLAN

SUPERIOR COURT OF CALIFORNIA

Objective 7.1(a) 1. To enhance citizens' understanding of the role of the Court and its operations.

Tasks:	Who	When	Fiscal Year
1. Review current community outreach programs.	Judicial Officers	January	2007/08
2. Develop additional outreach programs	Judicial Officers	January	2007/08

Objective 7.1(b) 1-2. To enhance students' understanding of the role of the Court in our society. To increase public trust and confidence in the judicial branch.

Tasks:	Who	When	Fiscal Year
1. Contact education departments to determine interest and needs.	Administration	September	2007/08
2. Develop schedule for court visits by students.	Administration	September	2007/08

LONG RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 7.2 **To promote the concept of service excellence with court staff and to make continuous and noticeable strides toward achieving that goal.**

Strategies: 7.2(a) Provide all staff with training in service excellence and how it can be achieved.

Desirable Outcomes: By the year 2008, the Court will have:

- Provided training to all staff in the concept of service excellence and in practical tips on how it can be achieved.
- Be recognized in the community as a public entity that provides service excellence.

