



Association of Clerks
of the District Courts of Virginia

**2024 SPRING CONFERENCE
& ANNUAL MEETING**

TUESDAY, APRIL 23, 2024

**WELCOME
TO RICHMOND**



HILTON RICHMOND HOTEL & SPA/SHORT PUMP
12042 West Broad Street VA 23233
Hiltonrichmond.com

2024 Spring
Conference
& Annual
Meeting

Housekeeping

- Restrooms
- Emergency exits
- WIFI – [Hilton2024](#)
- Sign in at registration each day to receive credit for attending





WELCOME

LAURA HATCH

PRESIDENT

CLERKS ASSOCIATION

Association of Clerks
of the District Courts of Virginia



Laura Hatch

Clerks Association President

Clerk of Court, Fredericksburg General District Court



Laura Hatch is the Clerk of Court for the Fredericksburg General District Court and has served the courts for 22 years. In 2001, Laura received her bachelor's degree from Virginia Commonwealth University (VCU). Her career in the Judicial System began in 2002 as a deputy clerk in Stafford General District. She joined Fredericksburg General District Court in 2010 as a Supervising Deputy Clerk and was appointed as Clerk in 2017. In 2018 she graduated from the National Center for State Courts (NCSC) Institute for Court Management (ICM) Fellow's program.

From 2019-2022 Laura served on the Rappahannock Area Alcohol Safety Action Program (RAASAP) board and held the position of vice chairman. She is a member of The Association of Clerks of the District Courts of Virginia, where she currently serves as President. She has held the positions of President-Elect, Vice President, Publications Chair, CATS chair, Mentorship Chair, and Technology Chair. Laura has also been a member of the Mid-Atlantic Association for Court Management (MAACM) since 2011, where she actively serves on the Vendor Committee. She also serves on the Office of the Executive Secretary (OES) Court Performance Advisory Committee (CPAC) and is chair of the Employee Satisfaction Sub-Committee, serves in the OES Clerk Mentorship program, and is undergoing ICM faculty certification 2024/2025.



***Karl Hade**, whose title is Executive Secretary, has been Virginia's top administrative court official since July 2005 and is known for his steady and effective leadership. He has been with the Office of the Executive Secretary (OES) since 1982. Prior to his appointment as Executive Secretary, he served in a number of capacities within the Department of Judicial Information Technology in the Office of the Executive Secretary. His most recent position with that department was that of Director, where he was responsible for the management of the day-to-day operations of the entire department, which supports a wide range of information technology services for all courts and magistrate offices throughout the Commonwealth of Virginia.*

Hade is a member of the Virginia Forensic Science Board, Virginia Indigent Defense Commission and serves as Secretary for the Committee on District Courts, Judicial Council of Virginia and the Judicial Conferences of Virginia. He has received the Supreme Court of Virginia Distinguished Service Award as well as the OES Career Service Award.



Karl Hade

*Executive Secretary
Supreme Court of Virginia*





WELLNESS IN THE COURTS

HETAL CHALLA & PANELISTS

WELLNESS COORDINATOR
DEPARTMENT OF EDUCATIONAL SERVICES,
OES (BALLROOM)

Association of Clerks
of the District Courts of Virginia



Hetal Challa

Wellness Coordinator

Office of the Executive Secretary (OES)

Hetal Challa is the Wellness Coordinator for the Supreme Court of Virginia, Office of the Executive Secretary. Prior to working for the Court, Hetal was a practicing attorney, and a Supreme Court certified mediator. In addition to her background in law and mediation, she has a degree in psychology with five years of clinical experience, counseling adults, adolescents, and children in an outpatient treatment center, suffering from mental health and substance abuse issues. She is recently certified by SAMHSA (Substance Abuse Mental Health System Services Administration) to perform trainings on How Being Trauma-Informed Improves Criminal Justice System Responses. Hetal uses her diverse background to focus on education and outreach for judges, attorneys, magistrates, law students, and judicial employees.



Charlene Reilly

Education and Outreach Manager

VA Judges and Lawyers Assistance Program

Charlene P. Reilly is the Education and Outreach Manager for the Virginia Judges and Lawyers Assistance Program. She joined VJLAP in 2023. Before joining the VJLAP team, Charlene was a regulatory compliance attorney who spent most of her legal career specializing in complex regulatory and compliance matters. Charlene focused on consumer finance matters, for a national mortgage loan sub servicer and a Virginia banking institution. Charlene assessed the need for licenses, advised on agency requirements, state and federal regulatory compliance issues relating to consumer financial services, including the Electronic Funds Transfer Act, Fair Debt Collection Practices Act, Fair Credit Reporting Act, Truth in Lending Act, Real Estate Settlement Procedures Act, Telephone Consumer Protection Act, and state laws. Charlene helped create policies, procedures, and training and assisted with investigations and enforcement actions and corporate compliance matters. In 2022, Charlene received a Certified Mortgage Compliance Professional designation. Charlene is admitted to practice law in the Commonwealth of Virginia and Washington, DC. Charlene obtained a BA in psychology (1998) and a JD from The Catholic University Columbus School of Law (2003). Charlene also received an MA in psychology from Pepperdine University (1999).

Outside of work, Charlene is involved with her community, volunteers for several organizations, is a member of the Parent Teacher Association, and serves as an officer on her neighborhood civic league.





Andy Rosenberg

Assistant Commonwealth's Attorney
City of Virginia Beach

Andy Rosenberg is the assistant commonwealth's attorney in charge of the Civil Law Section and Police Training at the Virginia Beach Office of the Commonwealth's Attorney.

Before beginning his career as a Virginia Beach prosecutor in 1999, he served as an active and reserve Judge Advocate General in the United States Marine Corps where he spent time as a senior military defense counsel, a chief trial counsel (military prosecutor) as a military police trainer, and as the head of training new reserve Marine Corps prosecutors. He retired from active and reserve military service after 22 years in 2013.

In 1999, Andy joined the Virginia Beach Commonwealth Attorney's office and since has served as a lead prosecutor in every kind of case (criminal or civil) in the office.

His **special interests** in the legal field are two-fold:

- (1) Police Training.** Virginia Beach law enforcement officers in the area of constitutional law. For the last 10 years he has organized his office's annual and monthly legal training for 1,000 plus law enforcement officers in the Virginia Beach area.
- (2) Lawyer wellness.** To date he has provided wellness instruction for the Commonwealth Attorneys Services Council (CASC) and the NDAA (2022). He has also moderated a wellness retreat for the Halifax Commonwealth Attorney's Office (2023), has sat on a wellness webinar panels for VJLAP, is currently a member of the NDAA Wellness Task Force, a co-chair of a VACA Assistants sub-committee on prosecutor recruitment and retention, and the vice chair of the VBBA wellness committee.

In 2022 he received the **Warren V. von Schuch "Distinguished Assistant" Award** awarded by Virginia Association of Commonwealth's Attorneys to one Assistant Commonwealth's Attorney for their service and contribution.

Andy grew up in Africa and Europe and attended British boarding schools. He migrated to the United States and graduated from the University of Virginia and the Antonin Scalia Law School at George Mason University. He has been practicing law since 1988. He also teaches yoga, skiing and martial arts, spends time as a watercolor portrait artist, and is married with three children.



R. Kelly Crace, Ph.D.

Associate Vice President/Director
Health & Wellness/CMAX at William & Mary

R. Kelly Crace, Ph.D Kelly is the Associate Vice President for Health & Wellness and the Director for the Center for Mindfulness and Authentic Excellence (CMAX) at William & Mary. He is a licensed psychologist and the co-author of *Authentic Excellence: Flourishing & Resilience in a Relentless World (2020)*; *Authentic Excellence for Organizations (2023)*; and the *Life Values Inventory*. He has published and presented in the areas of values, flourishing, resilience, life role development & transition, and organizational development.

He is president of Applied Psychology Resources and has conducted over three thousand seminars for organizations. He has served as director of two college mental health centers at Duke University and William & Mary. He received his academic and clinical training from Vanderbilt University, the University of North Carolina at Chapel Hill, and Duke University. Kelly was the recipient of the President's Award for Service to the Community and the Chambers-Reid Award for Professional Excellence at William & Mary.





Ashley Daye

Supervisor

VA Beach Juvenile and Domestic Relations Court

Ashley Daye has 8 years of experience working for the State of Virginia. Before transitioning over to Virginia Beach Juvenile & Domestic Relation Court in 2019, she worked for DMV as a Senior Generalist for 3 years, assisting with training and overseeing administrative clerks process their customers transactions. In 2021 Ashley was promoted to Supervisor of the Pre-court unit in Virginia Beach Juvenile & Domestic Relations Court. She was born and raised in the city of Virginia Beach and is passionate about playing a vital role in our states legal system. Although Ashley is still gaining experience within the courts, she has a yearning to build a place within many programs that can help our judicial system and employees become successful.

Ashley graduated from Salem High School in 2004. Studying at Tidewater Community College for a few years before she decided to take a break to build a family. She has two teenage boys that get a lot of her quality time and attention. She enjoys supporting and cheering her boys on at their sports events, as well as attending security & obedience training with 3 of her and her boyfriend's 5 African Boerboel puppies.



Nikki King

Clerk

Floyd County Combined Court

Nikki King has over 15 years of court experience and is currently the Clerk of the Floyd County Combined Court. Prior to becoming clerk, she served over 10 years as a deputy clerk in both the Montgomery County General District Court and Giles County Combined Court. **She is also the Region 9 representative for the Association of Clerks of the District Courts of Virginia.**

Nikki is a graduate of Giles High School and New River Community College. She holds an associate degree in Paralegal Studies. A lifelong resident of the New River Valley she currently lives in Christiansburg with her husband and their two sons.

Throughout her time with the court system, she has developed a passion for being part of the collaborative work conducted in the clerk's office and cannot imagine doing any other type of work.



“The HR Dr. Is In” By appointment Only - 30-minute segments



30 Minute Segments are scheduled during the following breakout times

- 09:30 AM -10:30 AM
- 10:45 AM - 12:00 PM
- 01:30 PM - 2:30 PM

Sign up by scanning the QR code outside of Ballroom A.

(If any sessions become available.)

Association of Clerks
of the District Courts of Virginia

Breakout

The HR Dr. is In Sessions

(By Appointment Only)

HR Team members - Department
of Human Resources, OES
(Ballroom A)

*Return to (Ballroom E-G)
when finished*

Morning Break / Vendor Visits 15 minutes



Thank you to
our vendors!

Administrative
Professional's
Day is Wed
April 24.

Buy a gift from
the Association
Table today!



Association of Clerks
of the District Courts of Virginia

Meet our vendors

Remember to visit their tables
and have your stamp sheet
completed for a prize drawing at
the end of the conference!
(Must be present to win)

Return at 10:45

Onboarding 101

Laura Griffin

*Association Past President &
Chief Deputy Clerk of Court for the
United States District Court for the
Eastern District of Virginia.
(Ballroom Capitol E-G)*



ONBOARDING 101

LAURA GRIFFIN

ASSOCIATION PAST PRESIDENT

CHIEF DEPUTY CLERK

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF VIRGINIA

(Ballroom Capitol E-G)

Association of Clerks
of the District Courts of Virginia



Laura Griffin

Association Past President

Chief Deputy Clerk of Court for the United States District Court for the Eastern District of Virginia.

Laura Griffin is the Chief Deputy Clerk of Court for the United States District Court for the Eastern District of Virginia. Based in Richmond, she supervises the operations, jury, and human resources functions across the Eastern District's four divisions: Alexandria, Newport News, Norfolk, and Richmond. Laura previously served Virginia's Juvenile and Domestic Relations District Courts as Clerk of Court in Richmond and Chesterfield for 16 years, from 2005 to 2021.

Laura is an ICM Fellow, Class of 2019. For her project, "Ensuring Classification and Compensation Parity in Virginia's District Courts," she was awarded the Vice President's Award of Merit for Applied Research. She is a past President, President-Elect, Vice President, Publications Chair, and Technology Chair for the Association of Clerks of the District Courts of Virginia.

Laura graduated from the University of Virginia in 2000 and holds a Master's degree in justice administration from Virginia Commonwealth University (2003). When not wrangling her adorable Boxer, Phoebe, teenager, Cali, or husband, Chad, she collects vintage glassware.



Onboarding 101



Laura G. Griffin, Chief Deputy Clerk of Court

United States District Court, Eastern District of Virginia

Phone: 804-916-2210 | Mobile: 804-290-9511

701 E. Broad Street, Richmond, Virginia 23219

laura_griffin@vaed.uscourts.gov

What is Onboarding and why is it important?

Definitions from the HR bigs

- **Bamboo HR:** Onboarding is a human resources industry term for introducing a newly hired employee into an organization. Also known as organizational socialization, onboarding is integral to **helping employees understand their new position and job requirements**, allowing them to integrate seamlessly with the rest of the company.
- **Indeed:** The onboarding process is a set program of activities and supports that help your new hires settle into their roles with the right tools, information and assistance. During the process, employees learn about the social aspects and the performance expectations of the job. It gives you a chance to **build relationships, offer encouragement and give feedback**.
- **SHRM:** The most effective onboarding processes go beyond simple orientation. They are multi-stage formal journeys, typically lasting a year. The journey should have two key aims: giving new hires the essential tools and information they need to do their jobs and providing continuous support so that new hires can reach their full potential. Culture is part of both of these objectives. New hires need to **know the culture** to navigate the company, and cultural engagement drives employee success.

Key Elements of Onboarding



Helps new employees understand their new position and job requirements



Helps new employees and current staff build relationships, offers encouragement, and gives feedback



Helps new employees learn the culture of their new workplace



Time-bound – usually lasts a year

Understanding Onboarding vs. Orientation

Key Takeaway

Orientation is a part of Onboarding.

What is Orientation?

The “basics” – and a part of initial onboarding. Not a step to be ignored!

Examples of Orientation tasks

- **Helping fill out new hire forms**
- **Courthouse tour**
- **Introducing the new employee to current staff**

What is Onboarding and why is it important?

Onboarding is an employer's best opportunity to win the hearts and minds of their new staff



Helps new hires adjust



Improves retention and engagement



Helps new employees contribute more quickly

What does good Onboarding look like?

What does good Onboarding look like?

Step One: Preboarding

Share

Share the important details such as what to wear and where to park.

Learn

Get to know your new employee before the first day.

Engage

Review their interview responses for strengths and weaknesses.

What does good Onboarding look like?

Step Two: The First Day Experience



What does good Onboarding
look like?

Next Steps: Five Questions to answer during Onboarding

What do we believe in around here?



What strengths am I going to contribute?



What is my role?



Who are my partners?



What does my future look like here?

What does good Onboarding
look like?

The Do's and Don'ts of Onboarding



The Do's

- Assign a mentor early
- Minimize the use of insider terminology
- Dose information slowly
- Give realistic expectations about the job and the court's culture
- Frequently reassess your onboarding strategy



The Don'ts

- Dump and run
- Acronym them to death
- Go through the entire history of American courts on the first day
- Misalign your new hire from the rest of the office
- Forget to seek feedback

Other considerations

01

Select the right
mentors/buddies
to pair with new
hires

02

Implement “Stay
Interviews” for all
staff

03

Reboard
employees who are
out for extended
periods

How to get a successful Onboarding Program off the ground

How to get a successful
Onboarding program off the
ground

Develop your Onboarding timeline

Onboarding activities can vary, but here's a brief example of what might happen at each stage:

Preboarding: The new hire receives a welcome video from the Clerk of Court and an e-mail with instructions and helpful tips for their first day.

First day: An orientation session covers practical matters such as employee policies and benefits. The new hire meets with their manager to discuss their role.

First three months: The new hire is paired with a mentor who helps them adjust to their role and the culture and gets them involved in team activities. The new hire has regular check-ins with their manager.

First six months: Mentorship transitions to a weekly or monthly check-in. Management check-ins also become less frequent but don't disappear.

First year: The new hire and manager meet to review progress and create a career plan for the employee moving forward.

The check-in meeting

More than just “how’s it going?”

Recall their strengths. Ask them how their (specific strength) is helping them in this role.

What have you observed? Give them feedback – share praise as well as constructive feedback.

Find out what challenges they are facing. How can you assist?

Ask them how the job is measuring up to the expectations you created for them.

Seek feedback – what can the Court do better?

Execute

“Don’t let perfect be the enemy of good.”



Don’t wait until you have everything figured out – you know enough today as a Court Administrator to implement a good first day experience for your next new hire.



This is a team effort – good onboarding requires buy-in and execution from everyone, not just management or the Clerk of Court.

Excuses and Solutions



- “I don’t have enough time.”
- “I don’t have enough people.”
- “I need for someone to start contributing right away.”
- “I have too many people in training right now to start something like this.”
- “I don’t know where to start.”



- Yes you do. It’s an initial investment that will become part of your court’s culture.
- It only takes on person – YOU!
- Research shows onboarding helps with this!
- Then you have a problem that onboarding might solve!
- That’s easy – ask the last person you hired, “what could’ve been better?”

Questions?

Thank you!

Lunch, Business Meeting and Awards Ceremony Noon-1:30



Association of Clerks
of the District Courts of Virginia

Return at 12:45

Business Meeting & Swearing in of Officers

President, Laura Hatch
(Ballroom E-G)

Awards Ceremony

President-Elect, Kelly Wiggins
(Ballroom Capitol E-G)

Next up at 1:30

Power BI & CPAC-Court Performance Advisory Committee

Norma Gates,
OES Court Performance and Statistical
Services Division *(Ballroom Capitol E-G)*



**Association of Clerks of the District Courts of Virginia
FY2025 Budget (07/01/24-06/30/25)**

Budget Year	FY2022	FY2023	FY 2024 Budgeted	FY2024 Estimated*	FY 2025 Proposed
Starting Balance	\$51,664	\$65,704.21	\$25,925.30	\$26,635.50	\$26,300.52
Receipts:					
<i>Memberships</i>	\$24,235	\$26,525.00	\$25,000	\$29,325.00	\$29,000
<i>Promotional Sales</i>	\$1,400	\$6,140.93	\$2,500	\$4,000.00	\$3,000
<i>Conference Fees</i>	\$0	\$10,554.22	\$12,000	\$31,233.38	\$35,000
<i>Raffles</i>	\$0	667.25	\$500	\$500.00	\$500
<i>Other</i>		\$395		\$0	
Total Receipts	\$25,635	\$44,087.40	\$40,000	\$65,058.38	\$67,500
Disbursements:					
<i>Spring Meeting</i>	\$0	\$27,493.71	\$27,000	\$50,000.00	\$50,000
<i>Executive Meeting</i>	\$6,488	\$4,812.44	\$5,000	\$8,286.62	\$9,000
<i>Postage</i>	\$175	\$176.00	\$200	\$182.00	\$200
<i>Special Issues Meeting</i>	\$2,763	\$1,609.98	\$0	\$0	\$0
<i>Supplies</i>	\$159	\$1,293.25	\$500	\$21.05	\$500
<i>Speaker Fees</i>	\$0	\$2,000.00	\$1,000	\$1,500.00	\$1,000
<i>Promotional Items</i>	\$0	\$6,937.54	\$5,000	\$3,868.36	\$5,000
<i>Sales Tax</i>	\$71	\$230.12	\$500	\$180.00	\$300
<i>Other (bank fees)</i>	\$270	\$.07	\$0	\$0	\$0
<i>Survey/Website</i>	\$687	\$483.45	\$500	\$432.00	\$450
<i>Awards/Recognition</i>	\$847	\$727.72	\$1,000	\$598.33	\$750
<i>Conference Refunds</i>	\$0	\$530.00	\$0	\$325.00	\$0
<i>NACM/MAACM Conference</i>	\$480	\$0	\$0	\$0	\$0
<i>Hospitality</i>	\$0	\$38,147.15	\$0	\$0	\$0
Total Disbursements	\$11,940	\$84,311.31	\$40,700	\$65,393.36	\$67,200
Ending Balance	\$65,359	\$25,925.30	\$27,133	\$26,300.52	\$26,600.52

*These are the receipts and disbursements as of 4/8/24 plus estimates for anticipated disbursements for the remaining fiscal year.

The swearing in of Association officers

EXECUTIVE COUNCIL



PRESIDENT:

LAURA HATCH - *FREDERICKSBURG GDC*

PRESIDENT-ELECT:

KELLY WIGGINS - *NEW KENT JDR*

VICE PRESIDENT:

LAUREN JONES - *WARREN COUNTY GDC*

SECRETARY-TREASURER:

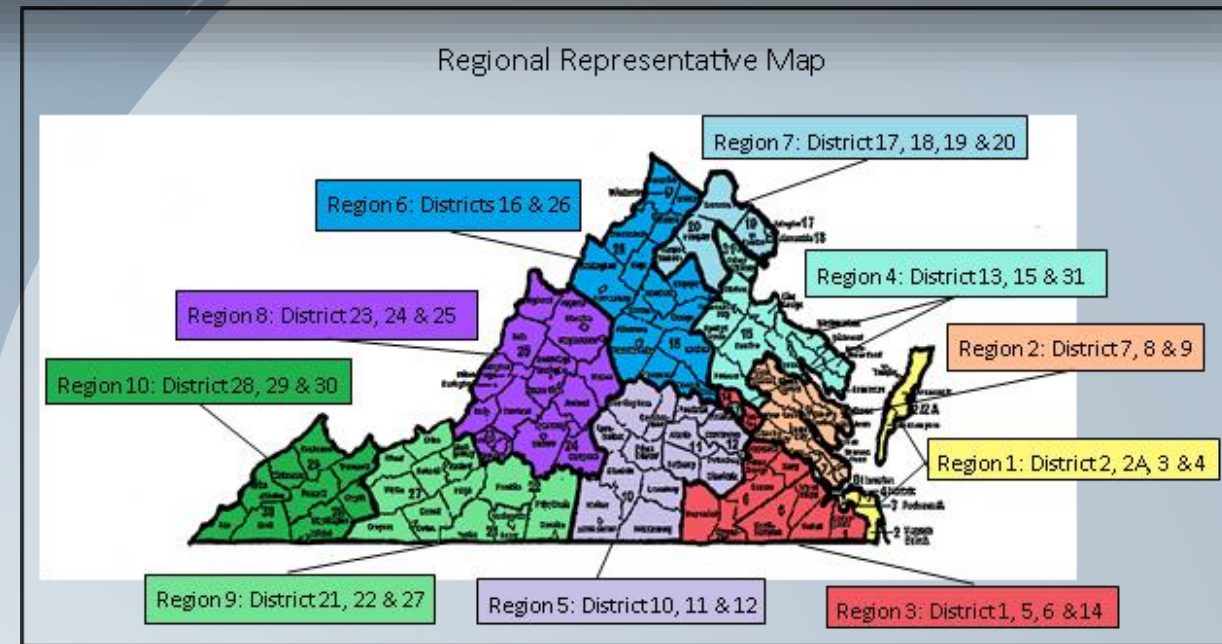
AMY BURNHAM - *VIRGINIA BEACH JDR*

PAST PRESIDENT:

KIMBERLY MCKITTRICK - *MONTGOMERY GDC*



- REGION 1: PAMELA PRINGLE- VIRGINIA BEACH GDC**
- REGION 2: JILL HALL - KING WILLIAM/KING&QUEEN GDC**
- REGION 3: LAURA KOSINSKI- CHESAPEAKE JDR**
- REGION 4: JULIE DOBSON - FREDERICKSBURG JDR**
- REGION 5: LINDA MOORE - CHESTERFIELD GDC**
- REGION 6: SHANNA HENRY - WARREN JDR**
- REGION 7: DARCI DUNN - FAIRFAX GDC**
- REGION 8: GINGER WEBB - BUENA VISTA CMB**
- REGION 9: NIKKI KING - FLOYD CMB**
- REGION 10: J. KAREN ALLISON - TAZEWELL JDR**



Regional Representatives

Congratulations!



Certificates of Excellence

Clerk:

Amanda Blair, Pulaski JDR
Amy Burnham, Virginia Beach JDR
Joan Butt, Norfolk JDR
Christina Cappello Jones, Loudoun County JDR
Robin Edenton, Spotsylvania GDC
Linda Hawker, Danville GDC
Marion Jackson, Alexandria GDC
Lauren Jones, Warren County GDC
Amanda Nester, Patrick County GDC
Susan Pike, Wythe, GDC
Kristi Smith, Fairfax County JDR

Deputy Clerk:

Eric Barr, Fairfax County GDC
Amy Dawn Bullington, Virginia Beach JDR
Jessica Hall, Botetourt JDR
Julia Marinelli, Richmond City GDC
McKenzie Pope, Louisa JDR
Rachel Shifflett, Prince William JDR
Stephanie Wilson, Prince William JDR
Sherita Young, Spotsylvania JDR

Supervising Deputy Clerk:

Abigail Anderson-Volk, Virginia Beach JDR
Justine Bailey, Fairfax JDR
Ryanne M. Bosley, Norfolk GDC
Jillian Brown, Portsmouth GDC
Sherry Craig, Richmond City JDR
Patricia S. Crockett, Wythe GDC
LaToya Crute, Newport News GDC
Cynthia Hall, Norfolk GDC
Laurie B. Heflin, Fredericksburg GDC
Kathryn George, Stafford GDC
Amanda Gordon, Richmond JDR
Stephanie Swift Goins, Virginia Beach GDC
Tiffany Terrell, Richmond City GDC

Leadership/Team:

Francina Chisum & Karen Merritt, Accomack GDC
& Northampton GDC
Danville GDC Clerk's Office
Kristi Smith, Annette Elseth, & Michelle Joss,
Fairfax County JDR
Elida Segura & Angelica Delgado, Fairfax County
GDC





Plaques and Thank You

- Deputy Clerk of the Year
- Supervising Deputy Clerk of the Year
- Clerk of the Year
- Team of the Year
- Special Thank You

***Congratulations to all
Award Recipients!***



Lunch, Business Meeting and Awards Ceremony Noon-1:30



Association of Clerks
of the District Courts of Virginia

Next up at 1:30

**Power BI & CPAC-Court
Performance Advisory Committee**

**Norma Gates,
OES Court Performance and Statistical
Services Division Team
(Ballroom Capitol E-G)**

Breakout

The HR Dr. is In

(By Appointment Only)

HR Team members - Department of
Human Resources, OES
(Ballroom Capitol A)

*Return to Ballroom Capitol E-G
when finished*

“The HR Dr. Is In” By appointment Only - 30-minute segments



30 Minute Segments are scheduled during the following breakout times

- **01:30 PM - 2:30 PM**

Sign up by scanning the QR code outside of Ballroom A.

(If any sessions become available.)

Association of Clerks
of the District Courts of Virginia

Breakout

01:30 PM - 2:30 PM

**The HR Dr is In
Sessions**

(By Appointment Only)

HR Team members - Department
of Human Resources, OES
(Ballroom A)

*Return to Ballroom E-G
when finished*



POWER BI & CPAC-COURT PERFORMANCE ADVISORY COMMITTEE

NORMA GATES

**OES COURT PERFORMANCE AND STATISTICAL
SERVICES DIVISION**

(Ballroom E-G)

Association of Clerks
of the District Courts of Virginia



Norma Gates

**Court Performance and Statistical
Services Manager**

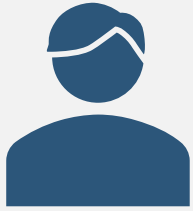
Office of the Executive Secretary (OES)

Norma Gates serves as the Court Performance and Statistical Services Manager for the Department of Judicial Services at the Office of the Executive Secretary (OES), Supreme Court of Virginia. In this position she leads a team to provide services to judges and clerks of all levels of court in the Commonwealth in the areas of case-flow management and statistics, strategic planning, continuity of operations planning, and courthouse security. Her team is also responsible for creating data governance policies. Norma previously served as the Circuit Court Services Manager for the OES, leading a team to provide services to circuit court judges and clerks in the areas of office management, case processing, financial management, calendar management, implementation of new legislation, and training. She began her career in Virginia's judicial system in 1982 and has served as a Deputy Clerk in the Waynesboro Circuit Court, Assistant Chief Deputy Clerk for Augusta Circuit Court, Court Analyst for the Department of Judicial Information Technology (OES), Chief Deputy Clerk for Hanover Circuit Court, and Court Management Analyst for the Department of Judicial Services

(OES). During her tenure she has been the recipient of the following awards: Circuit Court System Distinguished Service, OES Constituency Services and Relations, OES Distinguished Service, and OES Personal Achievement.

She graduated summa cum laude from James Madison University in 1986 with a Bachelor of Arts Degree in Communication Arts. She holds a certificate in Judicial Administration from Michigan State University, School of Criminal Justice, and is a Certified Court Executive and instructor for the Institute of Court Management for the National Center for State Courts. She is a member of the National Association for Court Management (NACM), the Mid-Atlantic Association for Court Management (MAACM), and the National Guardianship Association (NGA). She also leads Virginia's Working Interdisciplinary Network for Guardianship Stakeholders (WINGS), a collaborative group dedicated to the improvement of guardianship and conservatorship practices to enhance the quality of care and lives of vulnerable adults.





Kent Pankey

**Senior Planner Court Performance
and Statistical Services Manager**

Office of the Executive Secretary (OES)

Kent Pankey is the senior planner in the Court Performance and Statistical Services Division of the Department of Judicial Services at the Office of the Executive Secretary (OES), Supreme Court of Virginia, where he has worked since 2005.

He oversees comprehensive projects involving strategic planning and performance measurement and management. He also staffs commissions and study groups, writes and edits reports and newsletters, and supports educational and technical assistance programs. In organizing the court system's strategic planning process, Kent also serves as the project manager for the Court Performance Advisory Committee (CPAC).

Beginning with his early career at the National Center for State Courts and continuing in leadership roles for the National Association for Court Management—for which he has served as a curriculum writer, editor, and board member (2020-2023)—Kent has been active in national research, education, and policy development within the field of court administration. He is a member of the Virginia State Bar and is a Fellow of the Institute for Court Management (Class of 1999). He is a certified instructor for the Institute's courses on Visioning and Strategic Planning, Accountability and Court Performance, Executive Decision-Making, Leadership, and Modern Court Governance.





Lori Battin

Senior Court Data Analyst Court Performance
and Statistical Services Manager
Office of the Executive Secretary (OES)

Lori A. Battin is a Senior Court Data Analyst with the Division of Court Performance & Statistical Services in the Department of Judicial Services in the Office of the Executive Secretary (OES). From 2008-2023, Lori worked as a Senior Research Analyst with Court Improvement Program (CIP) in OES, administering and coordinating research projects for CIP. She originally joined CIP in 2007 as Program Specialist, assisting with the administration of the guardian ad litem programs.

Lori holds a Bachelor's Degree in Political Science and Master's Degree in Public Administration from Virginia Commonwealth University. In 2010, she participated in the Virginia Agents of Change Program, a leadership program developed by the State and national experts from the Annie E. Casey Foundation. The program was designed to help develop leaders within the public child-serving agencies across Virginia with the broad goal of moving the multi-agency Transformation outcomes through leadership.



Jonathan Goff

Senior Court Data Analyst Court Performance
and Statistical Services Manager
Office of the Executive Secretary (OES)

Jonathan Goff is a Senior Court Data Analyst with the Court Performance and Statistical Services team in DJS. He graduated from UVA in 2011 with a degree in History, with a focus on legal history. He worked as a paralegal then became a Deputy Clerk in the Nelson County Circuit Court before transferring to OES as a Records Management Services analyst in 2018. He joined CPSS in 2023 and has since become certified as a Microsoft Power BI Data Analyst associate and developer.





Performance Measurement & Management in the Virginia Court System

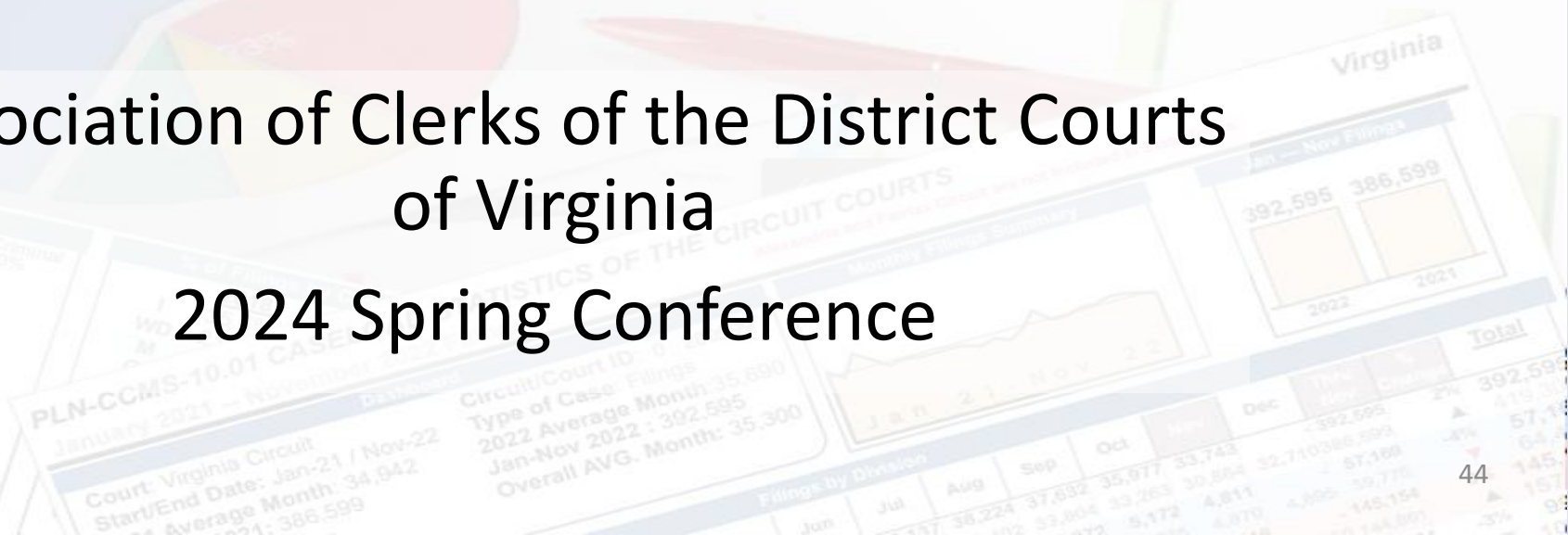
Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



Association of Clerks of the District Courts of Virginia

2024 Spring Conference



Presentation Topics

- I. Self-Assessment Poll
- II. The Court Performance Advisory Committee (CPAC)
- III. Performance Reporting:
What's Available Now and What's Coming (Power BI)

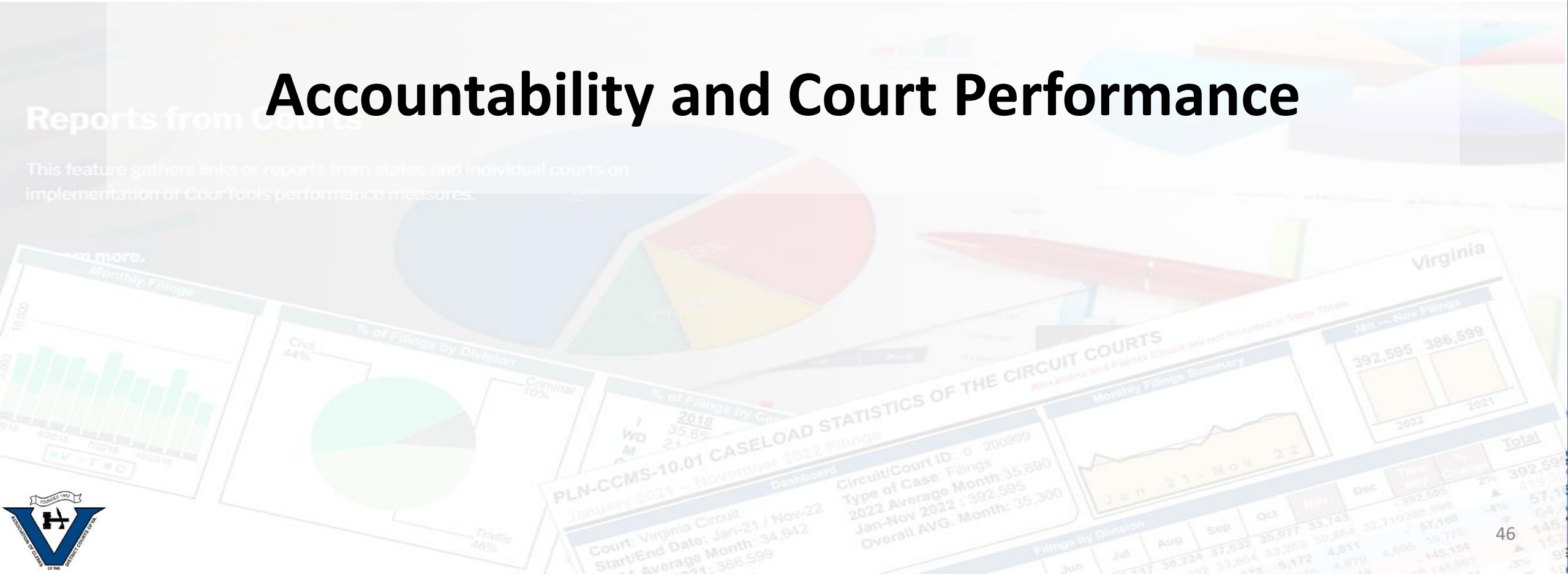


I. Self-Assessment Poll

Accountability and Court Performance

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



Please Answer Based Upon You and Your Court

On the following slides, please use your remote device to answer **True** or **False** to 10 questions (one question per slide).

Button “1/A” = True

Button “2/B” = False

Question 1: Measuring court performance is important to my court.

A. True

B. False

50%

50%

True

False



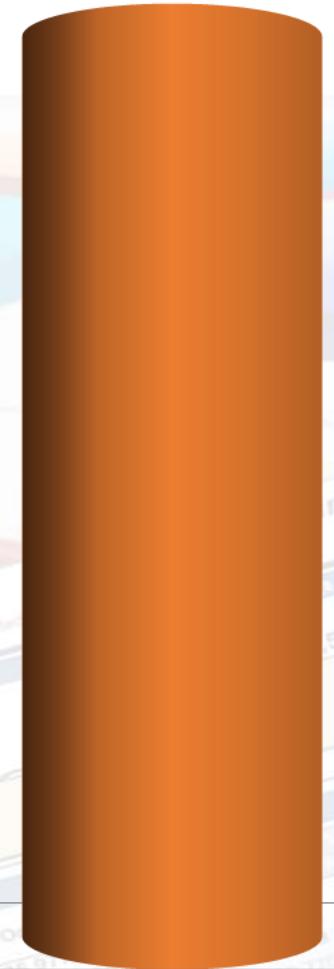
Question 2: Performance measurements are recorded and published for my court.

A. True

B. False

50%

50%



True

False

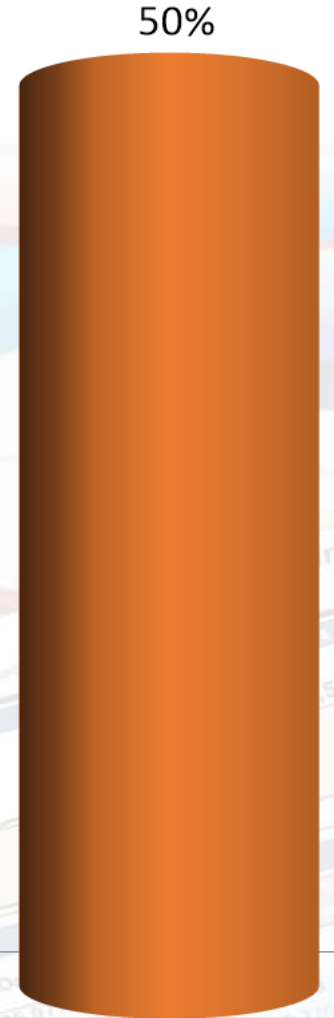
Question 3: I know who captures and creates the data necessary for performance measures.

A. True

B. False



True

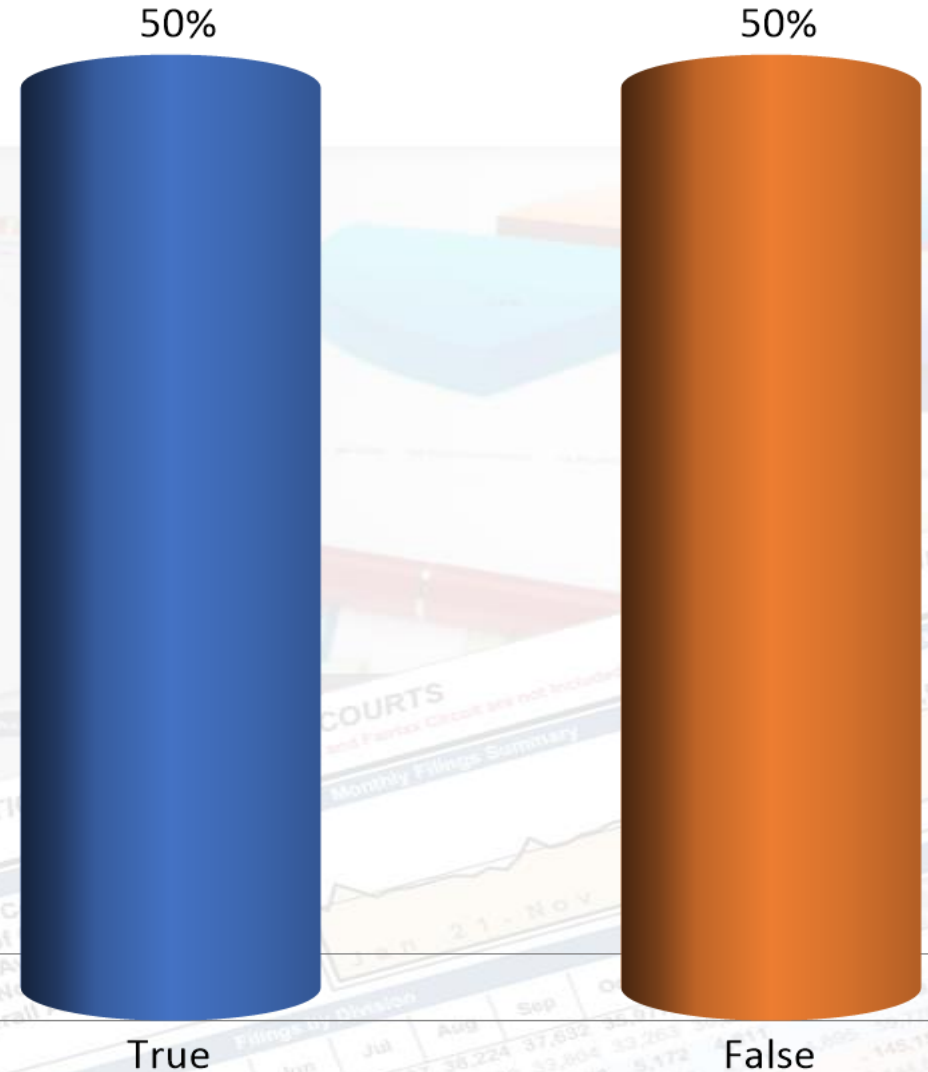


False



Question 4: The data we capture and record are reliable and accurate.

- A. True
- B. False



Question 5: The data are meaningful and understandable.

A. True

B. False

50%

50%

True

False



Question 6: We use data and measures to manage the court workload and caseload.

A. True

B. False

50%

50%

True

False



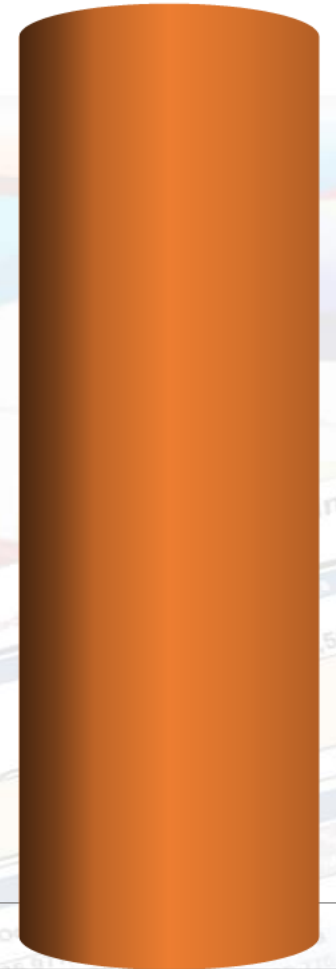
Question 7: Data and performance measurements are published and shared with court staff.

A. True

B. False

50%

50%



True

False

Question 8: Data and performance measurements are discussed at meetings (for example, at bench meetings, court leadership meetings, or with other planning groups).

A. True

B. False

50%

50%

True

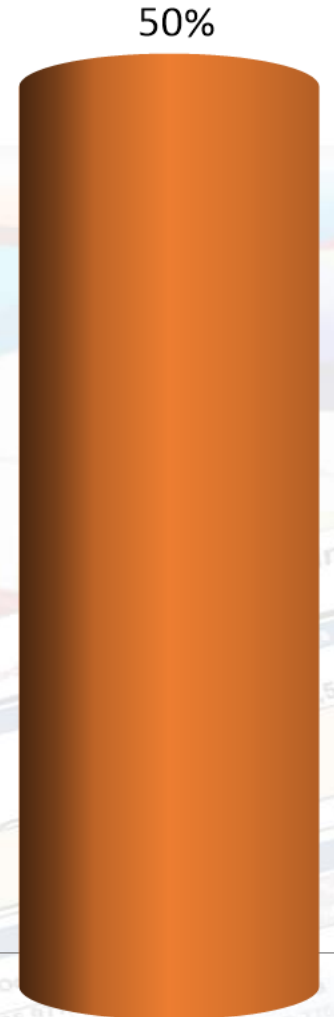
False



Question 9: Judges and court staff use data to manage their workloads.

A. True

B. False



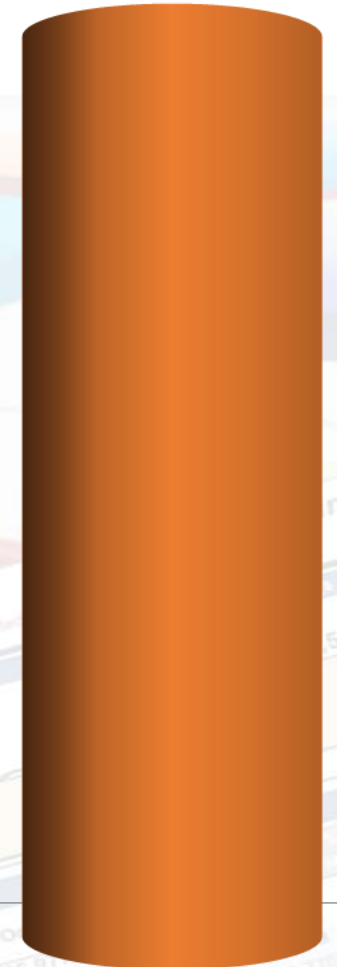
Question 10: Performance measurements are communicated outside the court (for example, with justice partners, with our funding authority, or with the public).

A. True

B. False

50%

50%



True

False

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.

Assessment Summary

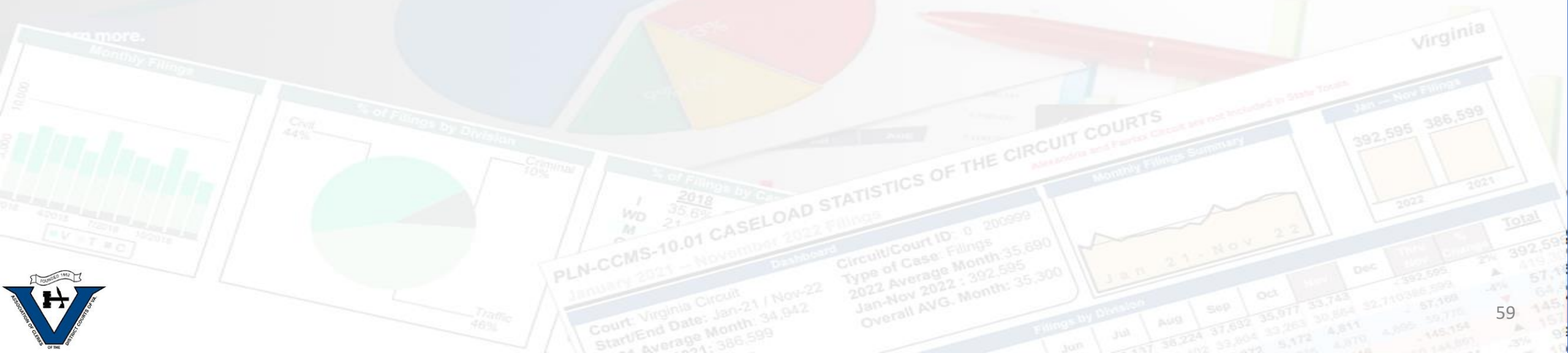


II. The Virginia Court Performance Advisory Committee

("CPAC")

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.

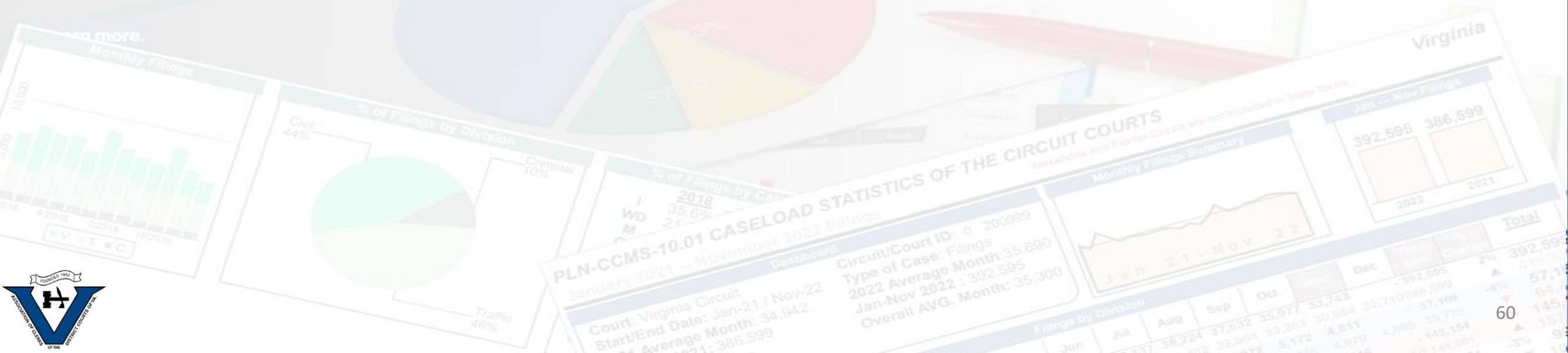


II.A. The Context and Vision for CPAC

Background and Its Immediate and Future Functions

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



History

- Purposes for which OES was created
- Futures Commissions, Strategic Planning & Public Surveys

*Deciding what's best for others
Is a dangerous course to pursue;
So often the others respond
By wishing the worst for you.*

Report of the Executive Secretary, *Proceedings of the Judicial Conference of Virginia*, 1953, p. 30. SCV Archives.

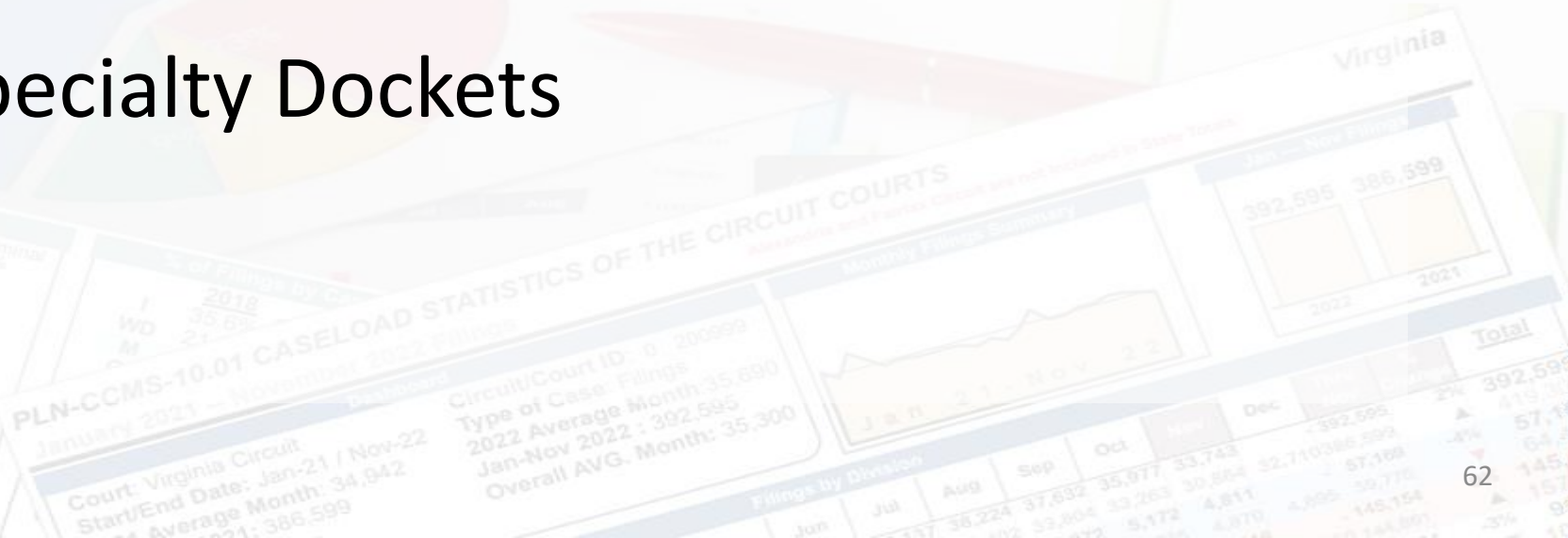
Performance Measurement in Virginia's Courts

- Case Processing “Guidelines” and Measurements

Reports

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.

- Judicial Performance Evaluation (JPE)
- Evaluations of Specialty Dockets



Experiences with Informal Committees/Task Groups

- Valuable assistance to OES in developing performance reports and providing guidance for statistical reporting by trial courts
- Similar, informal or short-term assistance with workload measurements and formulae for determining judgeship and staffing needs

National Research & ICM Instruction

- ABA Standards (1960s to present)
- Trial Court Performance Standards (TCPS) & Measures (1989 and 1995)
- CourTools (2005)
- High Performance Courts Inventory (HPCI) (2010)
- International Framework for Court Excellence (3rd Ed., 2020)
- Other Specialty Measurements (more later)
- ICM's *Accountability & Court Performance* and *Executive Decision-Making* courses



CPAC—The Vision

A permanent advisory body to:

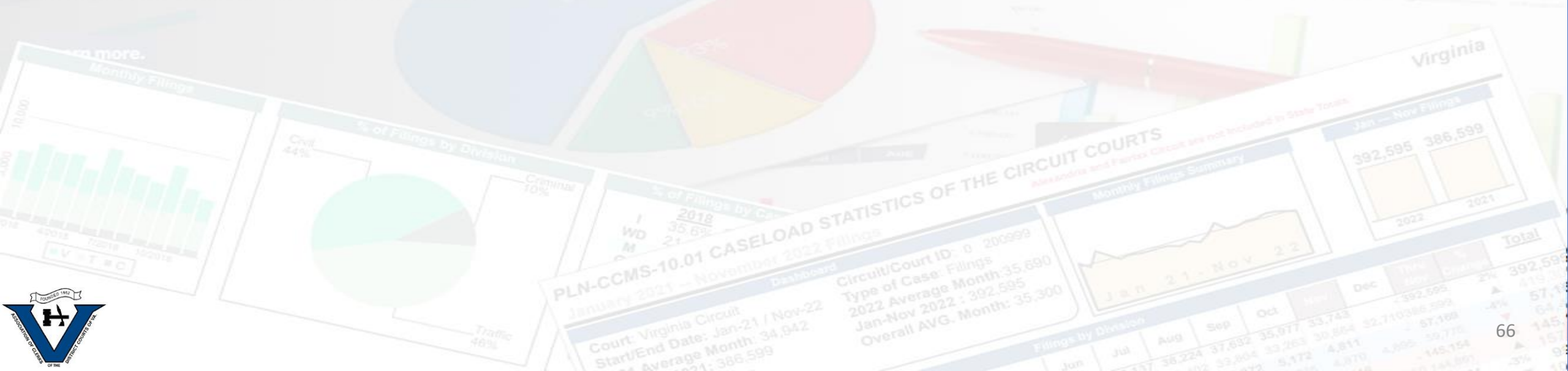
- Recommend and promote the implementation of performance measurements and the use of performance data to improve decision-making in both everyday operations and in long-term strategic planning;
- Review and recommend relevant standards related to performance measurements; and
- Collaborate—when welcomed—with other court programs and groups in evaluating aspects of performance.

II.B. Court Performance Measurement

What This Is and Why It's important.

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



Data Informs Decision-making

- For Strategy Development and Daily Operations

- Targeting **Key Result Areas:**

- ✓ Judicial Independence
 - ✓ Fairness
 - ✓ Access to Justice
 - ✓ Timely Case Disposition
 - ✓ Public Trust and Confidence
 - ✓ Etc.

- Ultimately to Improve Performance to Fulfill the Mission



Data-Driven Decisions

Data-drivenness is about building tools, abilities, and, most crucially, a culture that acts on data.

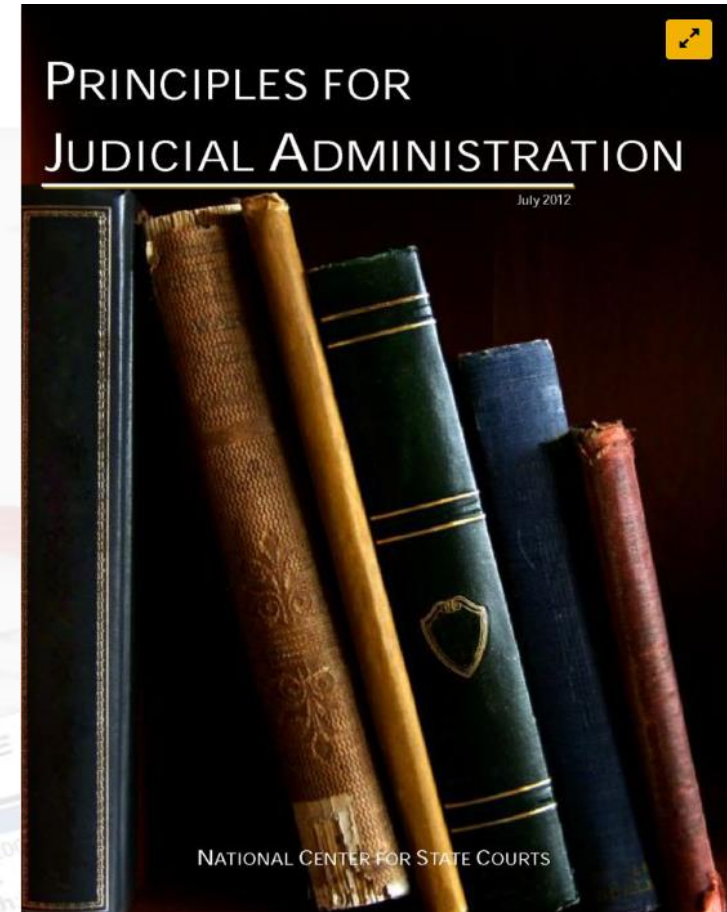
--Techopedia



Principle 17

Judicial Branch leadership should adopt performance standards with corresponding, relevant performance measures and manage their operations to achieve the desired outcomes.

https://www.ncsc.org/data/assets/pdf_file/0024/18861/judicial-administration-report-9-20-12.pdf



II.C. CPAC's Composition & Activities

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



CPAC's Members

The Hon. Stacey Moreau (Chair)	Circuit Judge	22 nd / Pittsylvania
Hon. Jacqueline McClenney	Circuit Judge	13 th / Richmond
Hon. William E. Jarvis	GD Judge	31 st / Prince William
Hon. David J. Whitted	JDRD Judge	1 st / Chesapeake
Hon. Heidi S. Barshinger	Circuit Clerk	14 th / Henrico
Laura L. Hatch	GD Clerk	15 th / Fredericksburg
Bethany Ann McClanahan	JDRD Clerk	16 th / Culpeper
Ginger Webb	Comb D Clerk	25 th / Buena Vista
Robert Noote	Magistrate Regional Supervisor	Region 6 (Based in Richmond)
Kara Akins	Chief Magistrate	Hampton & Newport News



Four Substantive Subcommittees

- **Case-related Data, Reporting, and Standards Subcommittee**
The Honorable Stacey Moreau, Chair
- **Court User Perspectives Subcommittee**
The Honorable Jacqueline McClenney, Chair
- **Employee Satisfaction Subcommittee**
Laura Hatch, Chair
- **Magistrate System Subcommittee**
Robert Noote, Chair

CPAC Subcommittees: District Court Representation

- **Case-related Data, Reporting, and Standards Subcommittee**

Judge Alfred Bates (5th GD/Suffolk)

Judge Lisa Mayne (19th GD/Fairfax)

Judge Lee Chitwood (27th JDRD/Pulaski)

Pam Pringle (2nd GD/Va. Beach)

Bonnie Coffey (1st JDRD, Chesapeake)

Shea Bruno (9th JDRD/Williamsburg-James City County)

- **Court User Perspectives Subcommittee**

Judge David Whitted, Co-chair (1st JDRD/Chesapeake)

Judge William Jarvis (31st GD/Prince William)

Crystal Crouse (29th GD/Tazewell)

Bethany McClanahan (16th JDRD/Culpeper)

Karen Merritt (2A GD/Northampton)



CPAC Subcommittees: District Representation (cont.)

- **Employee Satisfaction Subcommittee**

Laura Hatch, Chair (15th GD/Fredericksburg)

Judge Stephanie Revere (9th GD/Gloucester)

Judge Rachel Figura (26th GD/Harrisonburg-Rockingham)

Linda Moore (12th GD/Chesterfield)

Susan Madsen (19th GD/Fairfax)

Ginger Webb (25th Comb./Buena Vista)

Amy Burnham (2nd JDRD/Va. Beach)

Bethany McClanahan (16th JDRD/Culpeper)

Michelle Esparagoza (23rd JDRD/Roanoke City)

- **Magistrate System Subcommittee**

Judge William Jarvis (31st GD/Prince William)

Kim McKittrick (27th GD/ Montgomery)



Reports from Courts

This feature gathers links or reports from states and individual courts on implemented programs, tools or program measures.

CPAC Summary

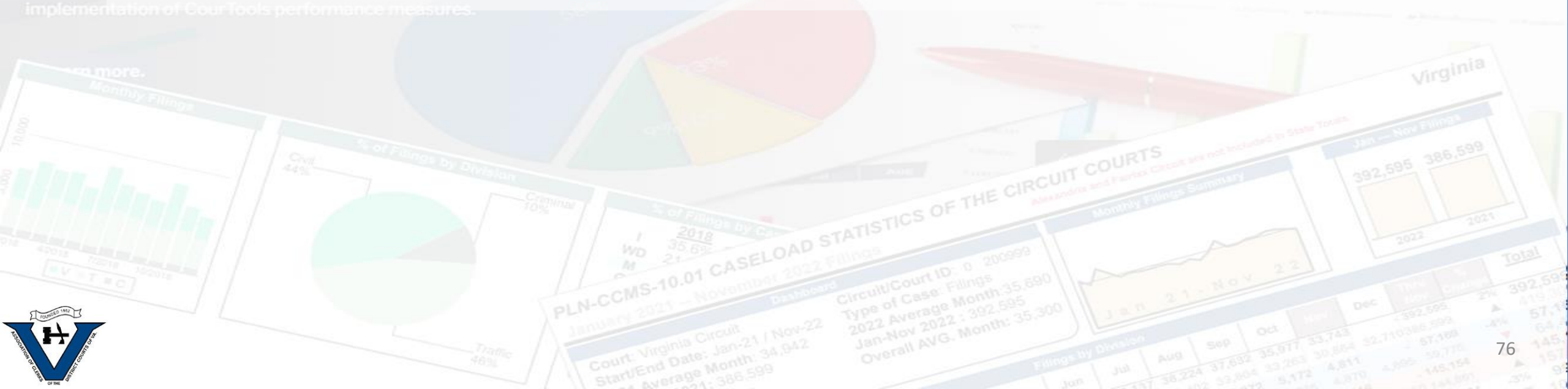


III. Performance Reporting:

What's Available Now & What's Coming (Power BI)


Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



Current Court Performance Measure Reports

CASELOAD STATISTICAL INFORMATION QUICK REFERENCE GUIDE



In support of daily operations, Court Performance & Statistical Services (CPSS) handles the presentation of standard case processing reports for the internet and the OES intranet that are generated directly from court case management systems. Reports are posted monthly, aggregated with data for Virginia at the beginning, followed by individual court reports. In addition, CPSS will prepare reports upon request.

Accessing Internal Statistical Reports

Step 1 – Route to the Court Performance & Statistical Services home page on the Virginia Supreme Court Intranet site.

1. **Open** your internet browser (e.g., MS Edge).
2. **Go to the Virginia Supreme Court Intranet site** (<https://oesinet.vacourts.gov>).
3. **Select Judicial Services** located under *Court Administration and Recent Communications*. This will route you to the Department of Judicial Services intranet home page.
4. From the Department of Judicial Services intranet home page, **select Court Performance and Statistical Services** located under About. This will route you to the CPSS division home page.

Step 2 – Identify and download statistical reports.

1. From the CPSS division home page, **select Caseload Statistical Information** from the list of options.
2. Under Caseload Statistical Information, **locate the set of reports** applicable to your court level (i.e., circuit, general district, or juvenile and domestic relations).
3. **Identify** a report to view.
4. Using the dropdown menu provided to the right of the report name, **select** the date for which you want to view data.

Except for the Case Aging reports, data are provided for the month prior to the current month (e.g., if the current month is February, the most recent available data will be from January).

List of Available Internal Statistical Reports

Circuit Court Reports

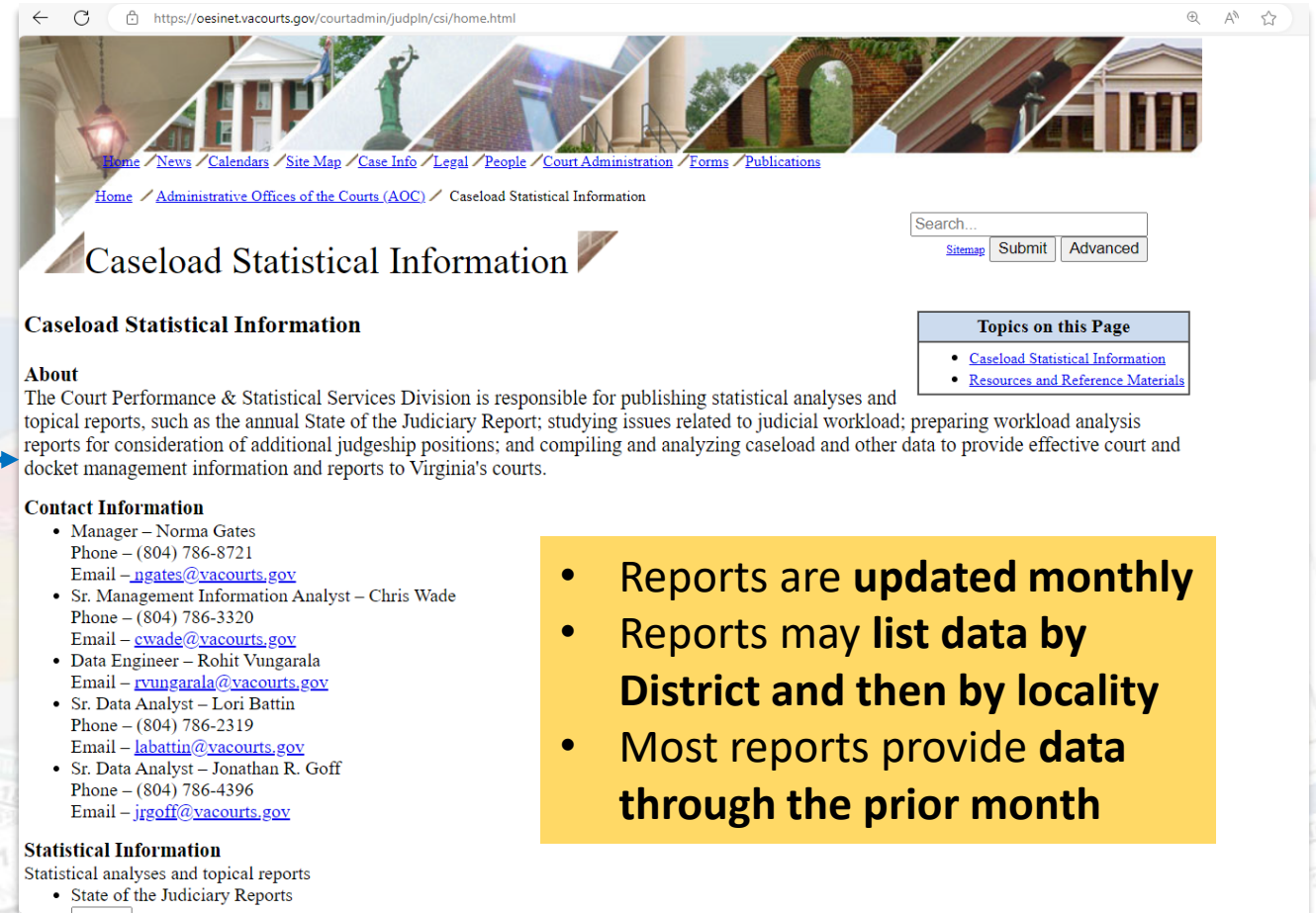
1. Filings for Compensation Board Report
2. Clearance Rates YTD by Case Category
3. Current Month Only Clearance Rate Summary
4. Monthly Clearance Rates YTD by Filing Type
5. CCMS Age of Pending
6. Case Aging: Pending Caseload Overview
7. Case Aging: Pending Caseload by Division & Filing Type
8. Case Aging: Pending Caseload by Years Pending

Clearance Rates	
Clearance Rates YTD by Case Category	
Current Month Only Clearance Rate Summary	
Monthly Clearance Rates YTD by Filing Type	
CCMS Age of Pending	
Case Aging: Pending Caseload Overview	
Case Aging: Pending Caseload by Division & Filing Type	
Case Aging: Pending Caseload by Years Pending	

District Court Reports

1. Filings/Dispositions/Clearance Rates
2. Clearance Rates YTD by Case Category
3. Time to Disposition YTD by Division
4. Age of Pending YTD by Case Category
5. Case Aging: Pending Caseload Overview
6. Case Aging: Pending Caseload by Division & Filing Type
7. Case Aging: Pending Caseload by Years Pending
8. Hearings per Case YTD by Case Category

Court Performance Reports	
Filings/Dispositions/Clearance Rates	
Clearance Rates YTD by Case Category	
Time to Disposition YTD by Division	
Age of Pending YTD by Case Category	
Case Aging: Pending Caseload Overview	
Case Aging: Pending Caseload by Division & Filing Type	
Case Aging: Pending Caseload by Years Pending	
Hearings per Case YTD by Case Category	



https://oesinet.vacourts.gov/courtadmin/judpln/csi/home.html

Home / News / Calendars / Site Map / Case Info / Legal / People / Court Administration / Forms / Publications

Home / Administrative Offices of the Courts (AOC) / Caseload Statistical Information

Caseload Statistical Information

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Topics on this Page

- [Caseload Statistical Information](#)
- [Resources and Reference Materials](#)

About

The Court Performance & Statistical Services Division is responsible for publishing statistical analyses and topical reports, such as the annual State of the Judiciary Report; studying issues related to judicial workload; preparing workload analysis reports for consideration of additional judgeship positions; and compiling and analyzing caseload and other data to provide effective court and docket management information and reports to Virginia's courts.

Contact Information

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Statistical Information

Statistical analyses and topical reports

- State of the Judiciary Reports

- Reports are updated monthly
- Reports may list data by District and then by locality
- Most reports provide data through the prior month

Current Court Performance Measure Reports

Profile Report

Filings is the total number of cases filed during the period reported

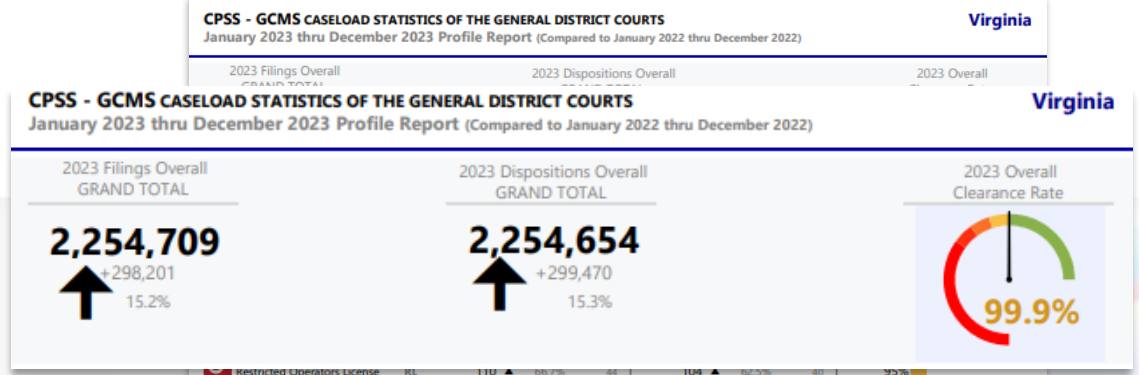
Dispositions is the total number cases disposed during the period reported

Clearance rate is the number of cases disposed as a percentage of the number of cases filed. It measures the court's ability to keep up with incoming caseload.

$$\text{Clearance Rate} = \frac{\text{Cases Disposed}}{\text{Cases Filed}}$$

Objective - 100%

Clearance rates by case type can help the court identify emerging problems and areas in need of improvement.



Case Type	2023 Filings	2023 Dispositions	Clearance Rate
Total	302,082	305,303	101%
Infraction	1,011,657	1,006,936	100%
Misdemeanor	243,336	243,666	100%
Capias	9,539	11,339	119%
Show Cause	6,567	6,986	106%
Other	4,389	4,429	101%
Civil Violation	3,926	3,995	102%
Felony	3,878	3,876	100%
Restricted Operators License	600	571	95%

Case Type	2023 Filings	2023 Dispositions	Clearance Rate
Total	1,284,433	1,282,331	100%
Warrant in Debt	209,215	208,339	100%
Garnishment	172,766	173,336	100%
Unlawful Detainer	136,075	137,024	101%
Other	20,929	20,001	96%
Admin License	12,740	12,237	96%
Preliminary Protective Order	12,056	12,083	100%
Protective Order	9,256	9,044	98%
Detinue	7,831	7,864	100%
Show Cause	7,599	7,622	100%
Motion for Judgment	7,102	7,035	99%
Abstract	5,695	5,685	100%
Interrogatory	5,727	5,632	98%
Bond Forfeiture	3,683	3,746	102%

Case Type	2023 Filings	2023 Dispositions	Clearance Rate
Motor Carrier	206	202	98%
Interrogatory-Not	121	107	88%
Restricted Operators License	61	55	90%
Third Party Claim	62	51	82%
Cross Claim	15	10	67%
Mechanic's Lien	9	9	100%
Petition to Require Blood Test	6	6	100%
Detinue Seizure	4	4	100%
Emergency Substantial Risk Ordr	2	2	100%
Distress Seizure	1	1	100%
Attachment	0	0	0
Total	619,946	618,819	100%
Mental Commitment	20,896	20,900	100%



Current Court Performance Measure Reports

Clearance Rate Report

Clearance rate is the number of cases disposed as a percentage of the number of cases filed. It measures the court's ability to keep up with incoming caseload.

$$\text{Clearance Rate} = \frac{\text{Cases Disposed}}{\text{Cases Filed}}$$

Objective - 100%

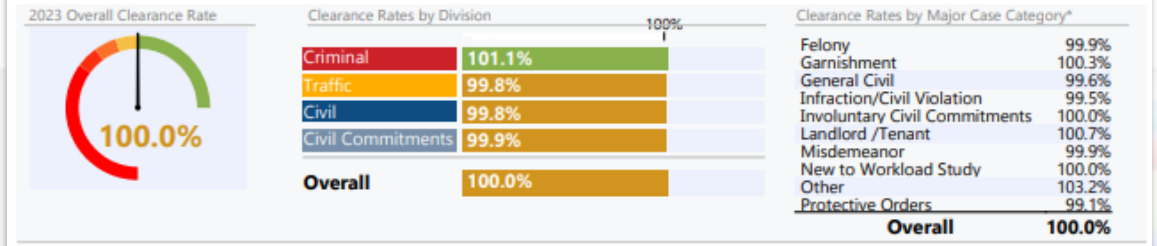
Clearance rates by case type can help the court identify emerging problems and areas in need of improvement.

CPSS - GCMS CASELOAD STATISTICS OF THE GENERAL DISTRICT COURTS
January 2023 thru December 2023 Clearance Rate (Compared to January 2022 thru December 2022)

Virginia

CPSS - GCMS CASELOAD STATISTICS OF THE GENERAL DISTRICT COURTS
January 2023 thru December 2023 Clearance Rate (Compared to January 2022 thru December 2022)

Virginia



Restricted Operators License	RL	2022	2023
Criminal Overall		99.7%	101.1%
Traffic		99.6%	99.5%
Infraction	I	99.6%	99.5%
Misdemeanor	M	101.7%	100.1%
Capias	CA	115.8%	118.9%
Show Cause	SC	107.4%	106.4%
Other	O	97.6%	100.9%
Civil Violation	CV	99.1%	101.8%
Felony	F	100.8%	99.9%
Restricted Operators License	RL	91.2%	95.2%
Motion	MO	94.5%	98.5%

Motion	MO	2022	2023
Traffic Overall		100.2%	99.8%
Civil		99.8%	99.8%
Warrant in Debt	WD	100.8%	99.6%
Garnishment	GA	99.1%	100.3%
Unlawful Detainer	UD	98.0%	100.7%
Emergency Protective Order	OP	97.0%	95.0%
Admin License	AL	96.0%	96.1%
Preliminary Protective Order	PP	99.4%	100.2%
Protective Order	PO	97.4%	97.7%
Detinue	DT	98.6%	100.4%
Show Cause	SC	101.0%	100.3%
Motion for Judgment	MJ	99.6%	99.1%

Counter Claim	CC	2022	2023
Capias	CA	101.7%	107.5%
Petition-Restore Arms	PR	95.7%	100.4%
Motor Carrier	MC	105.0%	98.1%
Interrogatory-Not	IC	112.2%	88.4%
Restricted Operators License	RL	95.8%	90.2%
Third Party Claim	TH	101.5%	82.3%
Cross Claim	CR	116.7%	66.2%
Mechanic's Lien	ML	105.6%	100.0%
Petition to Require Blood Test	BT	100.0%	100.0%
Detinue Seizure	DZ	100.0%	100.0%
Emergency Substantial Risk Order	SR	100.0%	100.0%
Distress Seizure	DS	100.0%	100.0%
Attachment	AT	100.0%	0.0%



Current Court Performance Measure Reports

Time to Disposition Report

Measures the percentage of cases disposed within established time frames.

$$= \frac{\text{Total Number of Cases Disposed}}{\text{Number of Cases Disposed within an Identified Time Frame (e.g., 180 Days, 365 Days, etc.)}}$$

Objective - Varies by case type

Time standards based on the ABA Case Processing Guidelines for J&DR District Courts.

Reviewing time to disposition on a regular basis can reveal trends and help the court identify case processing delays. The measure takes periods of case inactivity into account.

CPSS - JCMS CASELOAD STATISTICS OF THE JUVENILE & DOMESTIC RELATIONS DISTRICT COURTS
January 2022 thru December 2023 Time to Disposition (File Date to Disposition Date)

	2022	2023		2022	2023
Total Dispositions	297	288	Total Dispositions	713	913
Within 90 Days*	75.1%	78.5%	Within 90 Days*	30.3%	28.7%
Within 120 Days	79.1%	85.4%	Within 120 Days	43.6%	39.3%
Within 180 Days	88.9%	93.4%	Within 180 Days	52.6%	50.6%
Within 270 Days	96.0%	98.3%	Within 270 Days	70.5%	67.7%

CPSS - JCMS CASELOAD STATISTICS OF THE JUVENILE & DOMESTIC RELATIONS DISTRICT COURTS
January 2022 thru December 2023 Time to Disposition (File Date to Disposition Date)

	2022	2023		2022	2023
Abuse and Neglect (AN)			Delinquency Misdemeanor (DM)		
Total Dispositions	297	288	Total Dispositions	713	913
Within 90 Days	75.1%	78.5%	Within 90 Days	30.3%	28.7%
Within 120 Days	79.1%	85.4%	Within 120 Days	43.6%	39.3%
Within 180 Days	88.9%	93.4%	Within 180 Days	52.6%	50.6%
Within 270 Days	96.0%	98.3%	Within 270 Days	70.5%	67.7%
Within 365 Days	97.0%	100.0%	Within 365 Days	79.1%	77.5%
Median Age	62	61	Median Age	166	178
Mean Age	93	72	Mean Age	241	341
Hearings Per Case	3.63	3.31	Hearings Per Case	4.45	3.98
Adult Felony (CF)			Family Abuse - Protective Order (FP)		
Total Dispositions	505	594	Total Dispositions	842	928
Within 90 Days	21.4%	25.1%	Within 90 Days	84.3%	84.6%
Within 120 Days	45.3%	30.8%	Within 120 Days	90.9%	87.8%
Within 180 Days	63.2%	59.9%	Within 180 Days	95.8%	95.0%
Within 270 Days	81.6%	76.8%	Within 270 Days	98.5%	97.4%
Within 365 Days	91.9%	89.6%	Within 365 Days	99.4%	99.0%
Median Age	128	154	Median Age	13	11
Mean Age	182	195	Mean Age	41	42
Hearings Per Case	5.20	5.17	Hearings Per Case	2.42	2.26

Custody Visitation (CV)			Parental Rights (TP)		
Within 180 Days	55.9%	46.5%	Within 180 Days	78.0%	90.0%
Within 270 Days	75.9%	73.4%	Within 270 Days	98.3%	96.3%
Within 365 Days	86.1%	84.5%	Within 365 Days	100.0%	96.3%
Median Age	162	189	Median Age	121	89
Mean Age	185	212	Mean Age	131	115
Hearings Per Case	2.08	2.09	Hearings Per Case	2.03	1.86
Delinquency Felony (DF)			Traffic (T)		
Total Dispositions	264	424	Total Dispositions	441	529
Within 90 Days	8.7%	16.0%	Within 90 Days	46.5%	45.7%
Within 120 Days	17.8%	28.3%	Within 120 Days	51.2%	49.5%
Within 180 Days	28.0%	50.5%	Within 180 Days	56.5%	54.6%
Within 270 Days	45.1%	61.6%	Within 270 Days	89.3%	90.7%
Within 365 Days	53.8%	70.3%	Within 365 Days	97.5%	98.7%
Median Age	315	178	Median Age	108	123
Mean Age	442	296	Mean Age	144	150
Hearings Per Case	8.41	6.46	Hearings Per Case	1.82	1.78



Current Court Performance Measure Reports

Age of Active Pending Caseload Reports

Age of active pending caseload is the number of days a case has been open on the court's docket (i.e., is waiting disposition).

Report = *Identified Measure Date (e.g., Current Date)*
 – *Filed Date*

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.

Objective – To be reviewed in relation to case processing time standards

An inventory (number and age) of active pending cases helps the court identify cases nearing case processing time standards so that appropriate action can be taken to ensure timely completion

2 additional Age of Active Pending Caseload Reports available: by Division & Filing Type, and by Years

JUVENILE & DOMESTIC RELATIONS DISTRICT COURTS OF VIRGINIA Case Aging - Overview of Pending Caseload (Data as of March 01, 2024)

Total Pending Cases			Cases	%	Oldest File Date	Median Age	Mean Age
Year Filed	Pending	%	4,733		May 01, 1972	213	2,468
Total			4,733				

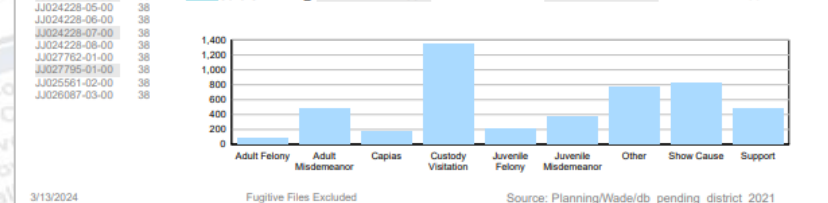
Total Pending Cases		
Year Filed	Pending	%
2021	114	2%
2020	57	1%
2019	25	1%
<2019	4,537	96%

	Cases	%	Oldest File Date	Median Age	Mean Age
Total	4,733		May 01, 1972	213	2,468
Adult	1,179	25%	July 29, 1982	234	2,801
Civil	1,657	35%	May 01, 1972	128	1,893
Delinquency	808	17%	November 25, 1979	245	3,735
Support	1,089	23%	November 20, 1972	396	2,041

Top 50 Oldest Pending Cases		Years
JJ033580-01-00	52	
JA009450-02-00	51	
JA008624-00-00	49	
JA008950-00-00	47	
JA000459-00-00	45	
JJ012649-01-00	44	
JA007893-01-00	44	
JJ013906-02-00	43	
JJ014557-01-00	43	
JJ014776-01-00	43	
JA007074-00-00	42	

		Grouped by Days								
		Total	0-60	61-180	181-365	>365				
Total		4,733	1,227	26%	992	21%	586	12%	1,928	41%
Civil	Total	1,657	530	32%	432	26%	170	10%	525	32%
	CV	1,356	441	33%	381	28%	142	10%	392	29%
	PT	74	18	24%	23	31%	7	9%	26	35%
	AN	45	14	31%	5	11%	5	11%	21	47%
	PH	29	9	31%	-	-%	3	10%	17	59%
	FC	26	9	35%	-	-%	1	4%	16	62%
	Others	127	39	31%	23	18%	12	9%	53	42%

VS	472	96	20%	100	21%	49	10%	227	48%
CA	60	6	10%	14	23%	13	22%	27	45%
NC	34	1	3%	1	3%	8	24%	24	71%
CS	5	-	-%	-	-%	-	-%	5	100%
Others	2	1	50%	-	-%	-	-%	1	50%



Current Court Performance Measure Reports

Trial Date Certainty Report

Trial Date Certainty is the number of times a disposed case is scheduled for trial (i.e., the number of hearings per case).

The court may use this measure to assess calendaring and continuance practices (i.e., whether continuance policies are applied firmly and consistently).

CPSS - GCMS CASELOAD STATISTICS OF THE GENERAL DISTRICT COURTS
January 2022 thru December 2023 Trial Date Certainty

Virginia

Criminal	Hearings per Case	Hearings	Dispositions	Number of Hearings with % Within Hearing				
				One	Two	Three	Four	Five +

CPSS - GCMS CASELOAD STATISTICS OF THE GENERAL DISTRICT COURTS
January 2022 thru December 2023 Trial Date Certainty

Virginia

Criminal		Hearings per Case	Hearings	Dispositions	Number of Hearings with % Within Hearing				
					One	Two	Three	Four	Five +
Capias	CA	3.20	93,479	29,189	24.7%	19.2%	23.7%	12.7%	19.7%
Civil Violation	CV	2.26	16,614	7,348	42.5%	24.7%	16.0%	8.1%	8.7%
Felony	F	3.88	325,440	83,788	2.9%	30.8%	21.1%	17.0%	28.2%
Misdemeanor	M	3.01	518,409	172,074	21.4%	29.7%	20.1%	12.2%	16.5%
Motion	MO	1.12	184	164	92.1%	5.5%	1.8%	0.0%	0.6%
Restricted Operators License	RL	1.13	118	104	89.4%	7.7%	2.9%	0.0%	0.0%
Show Cause	SC	2.71	37,715	13,922	39.0%	23.5%	14.2%	8.7%	14.6%
					5,429	3,269	1,983	1,212	2,029

Traffic		Hearings per Case	Hearings	Dispositions	Number of Hearings with % Within Hearing				
					One	Two	Three	Four	Five +

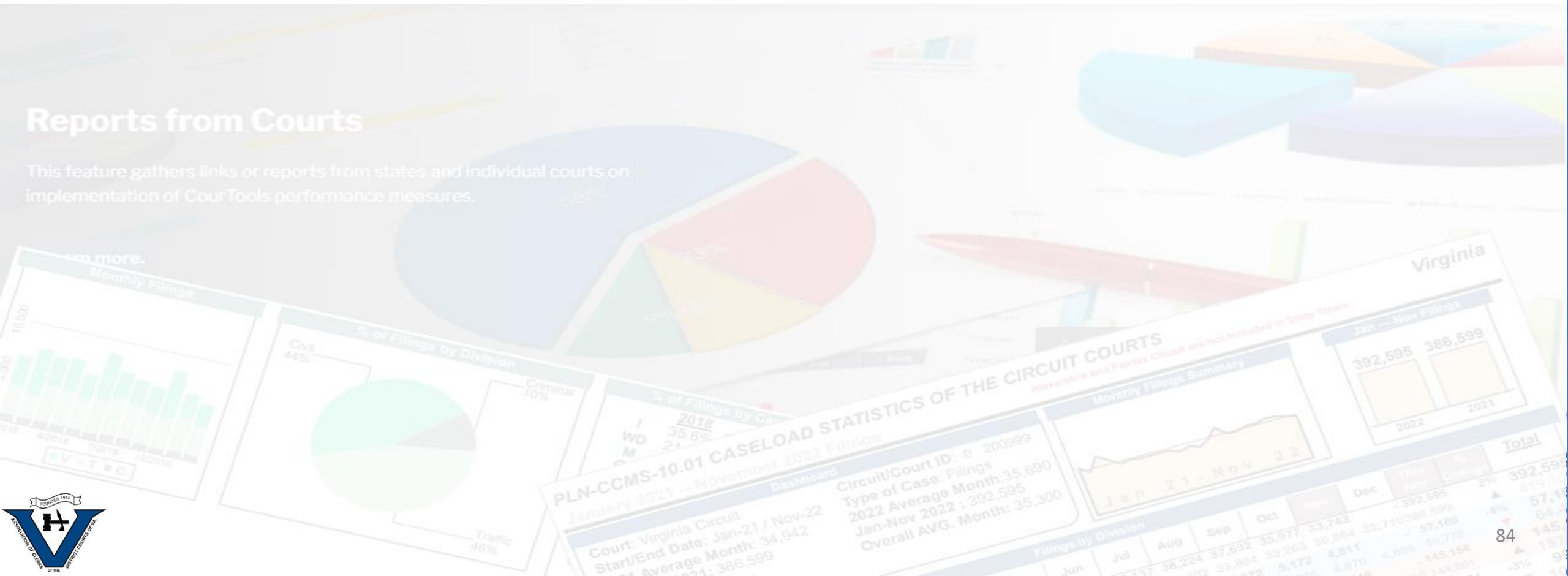
Show Cause	SC	2.37	16,595	7,010	47.0%	21.4%	12.6%	7.6%	11.5%
					3,294	1,497	880	532	807

Civil		Hearings per Case	Hearings	Dispositions	Number of Hearings with % Within Hearing				
					One	Two	Three	Four	Five +
Abstract	AJ	1.00	5,604	5,596	99.9%	0.1%	0.0%	0.0%	0.0%
Admin License	AL	1.04	12,655	12,144	96.9%	2.7%	0.2%	0.0%	0.1%
Attachment	AT		0	0	0.0%	0.0%	0.0%	0.0%	0.0%
Bond Forfeiture	BF	1.17	4,358	3,738	88.1%	9.0%	1.8%	0.7%	0.4%
Petition to Require Blood Test	BT	1.33	8	6	83.3%	0.0%	16.7%	0.0%	0.0%
Capias	CA	2.10	660	314	50.6%	24.2%	13.1%	4.1%	8.0%
Counter Claim	CC	1.90	1,412	744	50.8%	28.0%	11.0%	4.7%	5.5%
Cross Claim	CR	2.10	21	10	20.0%	50.0%	30.0%	0.0%	0.0%
Distress Seizure	DS	1.00	1	1	100.0%	0.0%	0.0%	0.0%	0.0%
Detinue	DT	1.41	11,074	7,860	71.2%	21.0%	5.1%	1.7%	0.9%
Detinue Seizure	DZ	1.25	5	4	75.0%	25.0%	0.0%	0.0%	0.0%
					3	1	0	0	0

III.B. Future Reporting Capabilities: Power BI

Reports from Courts

This feature gathers links or reports from states and individual courts on implementation of CourTools performance measures.



- Pages
- Home
- Help
- Create
- Locale (Years)
- Browse
- Locale (Months)
- Data hub
- District (Years)
- District (Months)
- Apps
- State (Years)
- Metrics
- State (Months)
- Deployment pipelines
- Learn
- Workspaces
- CPSS Dev

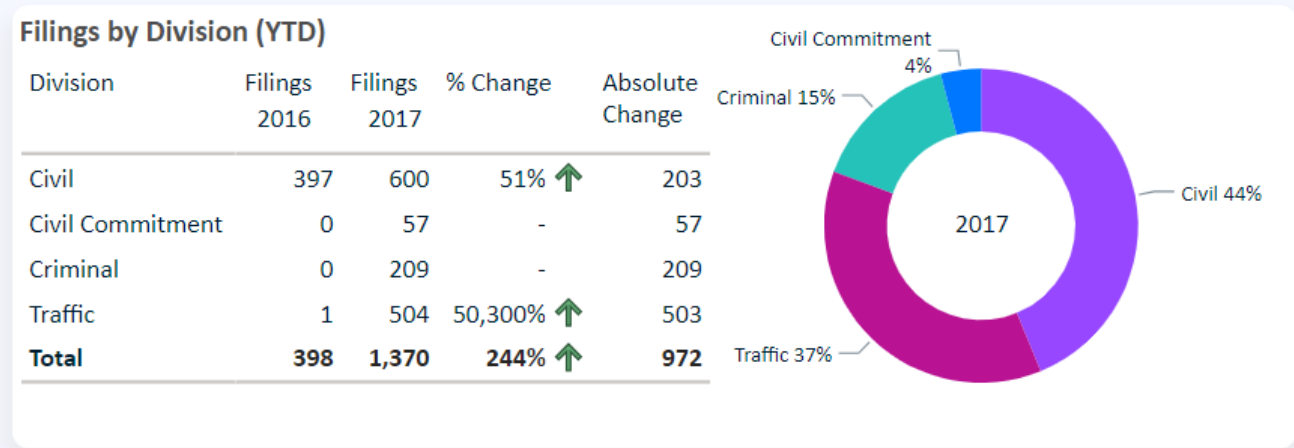
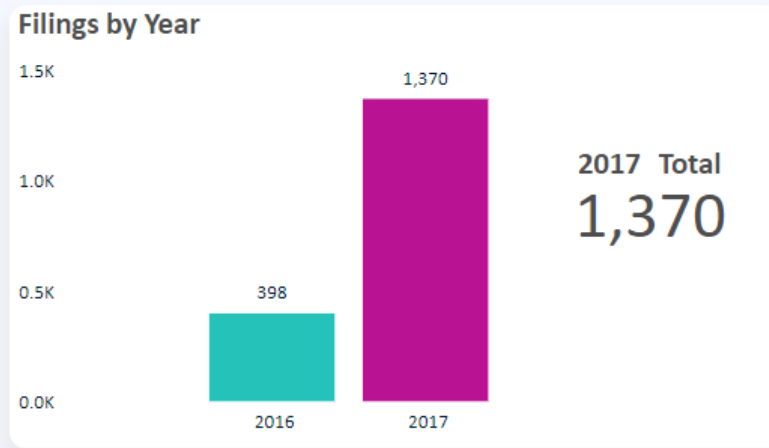
File Export Share Get insights Subscribe to report Edit



General District Court Filings

2017 Fairfax

Locale: Fairfax FIPS: 059 District: 19



Filings by Case Type (YTD)

Division & Case Type	Filings 2016	Filings 2017	% Change	Absolute Change
Traffic	1	504	50,300% ↑	503
Criminal	0	209	-	209
Civil	397	600	51% ↑	203
Civil Commitment				
No Description	0	52	-	52
Emergency Custody Order - EC	0	2	-	2
Other - OT	0	2	-	2
Medical Emergency Temporary Detention Order - MT	0	1	-	1
Mental Commitment - MC	0	0	-	0
Petition - PT	0	0	-	0

Filings by Major Case Category (YTD)

Case Category	Filings 2016	Filings 2017	% Change	Absolute Change
Felony	0	64	-	64
Garnishment	63	105	67% ↑	42
General Civil	69	80	16% ↑	11
Infraction/Civil Violation	0	92	-	92
Involuntary Civil Commitments	0	2	-	2
Landlord /Tenant	4	0	-100% ↓	-4
Misdemeanor	0	460	-	460
New to Workload Study	0	54	-	54
Other	246	430	75% ↑	184
Protective Orders	16	83	419% ↑	67

Reports from Courts

This feature gathers links or reports from states and individual courts on implementations and performance measures.

END

Thank you for your time!

Court Performance and Statistical Services Division, DJS, OES

ctperformance@vacourts.gov



Afternoon Break / Vendor Visits 15 minutes



*Thank you to
our vendors!*

Administrative
Professional's
Day is Wed
April 24.

Buy a gift from
the Association
Table today!



Association of Clerks
of the District Courts of Virginia

LAST CALL!

Meet our vendors
and submit stamp sheet at
the registration desk!

Prize drawing at the
end of the conference!
(Must be present to win)

Return at 2:45

THRIVING TOGETHER

Cultivating Workplace Wellness

Deuntay Diggs

*Lt. Stafford County Sheriff's
Department*

(Ballroom Capitol E-G)



THRIVING TOGETHER CULTIVATING WORKPLACE WELLNESS

DEUNTAY DIGGS

**LIEUTENANT WITH THE STAFFORD SHERIFF'S
DEPARTMENT (BALLROOM)**

Association of Clerks
of the District Courts of Virginia



Deuntay Diggs

Lieutenant

Stafford Sheriff's Department

Deuntay Diggs is a dynamic motivational speaker who offers fresh perspectives on various workplace and community issues. Drawing from his own personal experiences, he provides insight and guidance on achieving lasting change.

Born in 1985 in Wicomico, Maryland, Deuntay is the oldest of three siblings and the first in his family to attend college, overcoming significant challenges along the way.

He pursued higher education at the Virginia Military Institute (VMI), earning a Bachelor of Arts degree in History with a concentration in Middle Eastern studies. Following graduation, Deuntay dedicated himself to mentoring at-risk youth while maintaining a successful career at the Stafford County Sheriff's Office. Currently holding the rank of Lieutenant in the Special Operations Division, he continues to serve his community with distinction.

Despite his demanding career in law enforcement, Deuntay remained committed to his educational pursuits, earning a Master's degree in Public Administration from Liberty University.

Expanding his commitment to community service, Deuntay was elected to the Board of Supervisors this past January, further solidifying his dedication to serving the public.

In addition to his professional endeavors, Deuntay is an accomplished author, recording artist, and former cooking show host. He gained global recognition as the 'Dancing Deputy' after two of his dance videos to Beyoncé's Formation went viral, reaching an estimated 200 million people. He has made numerous television appearances and has been featured in publications such as Time Magazine and Business Insider.





Safe travels!
THANK YOU!!!

Association of Clerks
of the District Courts of Virginia

RAFFLE

CONGRATULATIONS TO THE WINNERS
AND THANK YOU FOR SUPPORTING THE
CLERKS ASSOCIATION!