

LEVEL III: MASTERING FOUNDATIONAL SKILLS (2-Day Course)

- TOPICS:

As an experienced court clerk, you will begin the journey into the mastery level. Level III explores areas of advanced court clerk responsibility and accountability. You will be able to effectively move documents and case files to ensure caseload and to prevent a backlog of cases. You will demonstrate a comprehensive knowledge of audits, records and caseload management, establishing a retention and destruction schedule, and useful financial management strategies.

1. Case Backlog and Productivity After this session, Master Court Clerks will be able to

- a. Define the term "backlog";
- b. Understand the importance of time to avoid backlog;
- c. Recognize how certain performance measurement tools can assist evaluating caseload and backlog;
- d. Identify how productivity can influence backlog;
- e. Explain how to avoid backlog; and
- f. Identify and calculate backlog and determine other ratios for case management.

2. Records and Caseload Management

After this session, Master Court Clerks will be able to:

- a. Identify the standards for proper handling of all court records;
- b. Design a records management program that covers case initiation to destruction of court records; and
- c. Integrate your court records management program and your caseload management system.

3. Records and Caseload Management [Continued]

4. Case and Record Audits

After this session, Master Court Clerks will be able to:

- a. Explain why case and record audits are necessary;
- b. Determine if your division is ready to be audited;
- c. Identify best practices while preparing for audits; and
- d. Discuss how often audits should be performed.

5. Retention and Destruction Policies

After this session, Master Court Clerks will be able to:

- a. Describe why a court has a file retention policy;
- b. Describe why a court has a file destruction policy; and
- c. Discuss the strategy behind using clear policies to address file retention and file destruction.

6. Court Clerk Manual – Internal Controls

After this session, Master Court Clerks will be able to:

- a. Recognize the types of manuals that can exist in a tribal court;
- b. Discuss how to create a court clerk's manual; and
- c. Identify when your manual may need to be updated.

7. Analyzing and Reporting Data

After this session, Master Court Clerks will be able to:

- a. Discuss how to verify the accuracy and integrity of data collected;
- b. Identify how to analyze data in order to develop a report; and
- c. Create recommendations for improvements in your system.

8. Financial Procedures and Accountability

After this session, Master Court Clerks will be able to:

- a. Identify who is authorized to receive money at your court;
- b. Describe the proper procedure for handling money; and
- c. Explain how funds are audited.

