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PAST PERFORMANCE

Justice System Examples

Board of State and Community Corrections (BSCC)

Challenge: BSCC needed to establish focus areas and three-year priorities for distribution of State and Federal funding for Juvenile Justice programs.

Approach

- Designed and facilitated two half day sessions with the Governor's Juvenile Justice Commission.
- Led Commission decision making and strategy setting session.

Result: Three-year funding priorities and strategic goals were established with full consensus and are in the process of implementation.

Barnstable County Juvenile Justice Coalition

Challenge: Crime, drug use and truancy are chronic problems among teenagers in Barnstable County with little coordinated response.

Approach: Designed and facilitated a planning process with 30+ law enforcement and social service providers over two years.

Result

- Created a shared understanding of the extent of the problem.
- Developed a shared vision and implementation plan for a community response.
- Created shared ownership for reducing juveniles' involvement in the law.
 - Identified and codified leadership in moving forward with significant change.

National Judicial College

Challenge: What to include in the Curriculum for applying therapeutic justice techniques to general assignment courts.

Approach

- Designed and facilitated National Judges Forum on best practices in therapeutic justice.
- Used electronic meeting technology to gather information from discussion groups.

Result: Agreement on best practices and curriculum developed

St. Louis Park Police Department's & Multicultural Advisory Committee

Challenge: Create a strategic planning process to assist the committee members in strategically identifying and implementing projects that enhance communication and understanding between law enforcement and the community and to create an inclusive environment for all.

Approach

Designed and facilitated a 3-5-year strategic plan over a series of seven 2-hour meetings.

Result

- Created a shared understanding and vision for community policing in the city.
- Created shared ownership for protecting citizens and police.
- Commitment to action.
- Trust building between the police department and community members.

Gun Offender Redesign

Challenge: Juvenile Probation Gun Offender program was not aligned with correctional evidence-based practices.

Approach

Designed and facilitated a full day action planning session with representatives across the justice system as well as community member involvement.

Results

- Created collaboration and work teams between Juvenile Probation, County Administration, County Attorneys and Public Defenders.
- Adopted a plan of action.
- Redesigned the program with-in one year.

Science and the Law Statewide Meetings

Challenge: How to incorporate new science and technology into the legal and justice systems.

Approach

- Designed and facilitated three regional meetings for the California Judicial Council to make recommendations.
- Trained a team of facilitators and recorders to work with leading scientific and judicial experts.
- Used the electronic meeting system for brainstorming and information gathering.

Result

Developed set of recommendations and priorities now implemented in California Court system.

Justice Involved Women's Task Force

Challenge: The Justice Involved Women's task force needed a unified vision to bring attention and focus to women and girls in the corrections system.

Approach

- Designed and facilitated a 3-5-year strategic plan to understand the impact incarceration has on women and girls.
- Created strategies and a sustainable implementation plan for the task force.

Result

- Brought statewide awareness to the impact of the justice system for women and girls.
- Created an annual conference to bring people together and learn about promising practices for working with women and girls.



Napa Superior Court

Challenge: Need for web-based resource tools to navigate the court and community resources available.

Approach

- Facilitated the working group to develop the Napa Help resource system and web site.
- Prepared Action Plan.

Result

- Napa is one of only four courts statewide selected as mentor courts to develop these resources.
- California Attorney General and Medical Board of California
- Challenge
- Concerns over inconsistent investigation and prosecution of Medical Board cases.

California Attorney General and Medical Board of California

Challenge: Concerns over inconsistent investigation and prosecution of Medical Board cases.

Approach

Conducted research with subject matter experts on best practices to provide statewide consistency in investigation and prosecution.

Result

Best Practices Operations Manual was developed to guide the processing of Health Quality Assurance cases.

California Department of Justice (DOJ)

Challenge: Internal issues in need of team-building and organization development services, and reorganization

Approach

- Conducted electronic meetings at DOJ locations around the state to gather baseline data and suggested improvements for the legal division.
- Facilitated extensive input from staff on recommended changes.

Result

- Department reorganization and process improvements.
- Resulted in a statewide improvement process including a large electronic meeting (50 computer stations) with the DOJ legal staff and all the Chief Counsels of each state department.

National Forum on Domestic Violence

Challenge: Need for policy development and strategies for responding to difficult domestic violence cases.

Approach

Facilitated a national forum comprised of domestic violence experts and advocates as well as members of the judicial system and attorneys to develop strategies for court response to difficult judicial issues.

Result

- The Forum motivated the California Administrative Office of the Courts – Center for Judicial Education and Research to host a similar meeting to develop California’s court response to domestic violence.
- Domestic violence policies are now in place in California Courts.



California Judicial Council

Challenge: How to develop meaningful Court Community Focused Strategic Plans with community stakeholder participation.

Approach

- Assisted one-third of the California Superior Courts in development of strategic plans with community advisory boards.
- Provided consulting, facilitation of planning and community meetings and preparing written plans.
- Assisted in implementation of plans.

Result

- Many judicial improvements including the construction of two legal services centers.
- All Court Community Focused Strategic Plans completed.

Singapore Police

Challenge: Singapore police assigned to community policing needed ways to work more closely with various communities within Singapore. Skills in communications and neighborhood interaction were identified as important for community policing.

Approach

Designed and conducted training in Effective Communications and Community Engagement for 60 community police

Result

Additional facilitation training requested for another 50 community police

Subordinate Court Justices of Singapore

Challenge: Seeking to adopt best practices in the judicial systems globally, the CEO of the Subordinate Court wished to find ways to make the meetings of the judges more effective and efficient. The Court had already positioned itself as a practitioner of Learning Organization methodologies and had received global recognition for their efficient disposition of cases.

Approach

- Conducted effective meeting facilitation training for nearly 100 judges
- Judges from the criminal course, the civil courts, and the family and juvenile courts participated in the courses

Result

- The Subordinate courts, handling 95% of all criminal cases in the country, received additional recognition for their continued improvements
- A core team applied the methods learned in facilitating annual retreats for the judges

