

# **SUPERIOR COURT OF CALIFORNIA**

## **COUNTY OF SANTA CLARA**



# **STRATEGIC PLAN**

**2024 - 2027**



# MISSION STATEMENT

The Superior Court of California, Santa Clara County, serves the public by providing equal justice for all in a fair, accessible, effective, efficient, and courteous manner:

- By resolving disputes under the law;
- By applying the law consistently, impartially, and independently;
- And by instilling public trust and confidence in the court



# INTRODUCTION

The Superior Court of California, Santa Clara County, has developed a strategic plan that outlines the organization's mission, goals, and objectives:

- **Mission:** The guiding purpose of the organization.
- **Goals:** Long-term achievements that align with the mission.
- **Objectives:** Breaks down goals into specific, measurable targets.

This structure ensures that strategic priorities are effectively communicated across the organization.



# STRATEGIC GOALS



Maintain and Improve Access to Justice for All Members of our Community



Promote Diversity, Equity and Inclusion



Enhance Technology Infrastructure and Training



Promote Public Trust and Confidence in the Court



Increase Efficiency and Effectiveness



Maintain and Improve Our Court's Innovative Programs



Foster Professional Excellence and Collaboration



Support Judicial Independence and Accountability

# STRATEGIC OBJECTIVES



## GOAL:

Maintain and Improve Access to Justice for All Members of our Community



## OBJECTIVES:

Ensure court tools and communication are accessible to all members of the public, leveraging technology where possible, including but not limited to sight and hearing impaired and limited English proficiency users.

Maximize the number of documents and forms that can be submitted electronically and provide public tools available for such submissions.

Ensure access to court users with mental health and substance use disorder.

## GOAL:

Enhance Technology Infrastructure and Training



## OBJECTIVES:

Ensure statewide presence in technology development programs workgroups.

Ensure the reliability, resiliency, and security of IT infrastructure, including consideration of physical plant challenges such as power outages.

Foster a culture of technology proficiency and innovation.

## GOAL:

Increase Efficiency and Effectiveness



## OBJECTIVES:

Use automation to streamline courtroom activities.

Measure and reduce case disposition times.

Improve the court's data collection and analysis capabilities to educate bench officers and court staff, improve resource allocation, and improve business and administrative processes.

## GOAL:

Foster Professional Excellence and Collaboration



## OBJECTIVES:

Provide infrastructure and training to maintain a court environment where every person has the resources and support to do their job properly.

Build a collaborative work environment.

Provide opportunities for every person to develop the skills and have the opportunities to maximize the use of their capabilities.

## GOAL:

Promote Diversity, Equity and Inclusion



## OBJECTIVES:

Provide opportunity and promote diversity in all classifications.

Develop a diverse bench with diversity in assignments.

Create a culture supporting diversity, equity and inclusion for employees and judicial officers.

## GOAL:

Promote Public Trust and Confidence in the Court



## OBJECTIVES:

Promote public education and understanding of the Court's role as the Third Branch of Government and civic learning and engagement consistent with the goals of the Chief Justice and Judicial Council.

Promote positive interactions with the community, both in the community, as well as inviting members of the community to our court.

Develop and implement avenues for receiving feedback from the community and mechanisms to address feedback or use feedback to improve.

## GOAL:

Maintain and Improve Our Court's Innovative Programs



## OBJECTIVES:

Provide information to the public and the bench regarding our collaborative programs.

Prioritize efforts and resources for our collaborative programs.

The court will promote education, quality, and development of the collaborative court model.

## GOAL:

Support Judicial Independence and Accountability



## OBJECTIVES:

Increase judicial officers' knowledge and understanding California Code of Judicial Ethics, Canon 3B(2) to "*be faithful to the law regardless of partisan interests, public clamor, or fear of criticism...*" and their ability to apply Canon 3B(2) at their discretion. Provide support to judicial officers exercising their independence and discretionary responsibilities.

Increase local and state executive and legislative branch understanding of judicial branch independence and the constitutional importance of three equal branches of government.

Develop meaningful performance standards, measure against standards, analyze data and support changes to increase fairness, efficiency and effectiveness.



# CONCLUSION

The Superior Court of California, Santa Clara County, is committed to delivering fair, accessible, and efficient justice to the community we serve. Our strategic plan, outlines clear goals and objectives that seek to enhance public trust, improve operational efficiency, and ensure equitable access to justice for all. By leveraging technology, promoting collaboration, and prioritizing diversity and inclusion, we strive to build a court system that meets the evolving needs of our community.