

FY2022

Case Processing Performance Analysis



Montgomery County Circuit Court
September 2022

On March 28, 2022, Chief Judge Getty lifted [the COVID-19 Health Emergency as to the Maryland Judiciary](#) and rescinded the *First Amended Administrative Order on Case Time Standards and Related Reports for Fiscal Years 2020 and 2021 in Light of the COVID-19 Emergency which had suspended the reporting of case processing performance*. The Circuit Court for Montgomery County, MD herein submits its Case Time Processing Report for FY 2022. As evidence by their signatures below, the Court's leadership team acknowledges they have reviewed the Report.

Montgomery County Circuit Court Fiscal Year 2022 Case Time Processing Report Abstract

The annual case processing report (“the Report”) for Montgomery County Circuit Court (“the Court”) examines case processing performance for Fiscal Year 2022 (FY22) against the Maryland Judiciary’s processing time standards. The Report also identifies possible factors impacting changes in performance. Per the direction from the Maryland Judiciary’s Court Operations Committee, the assessment for FY22 is more condensed than prior years’ assessments.

In addition, due to the Court’s transition to the statewide case management system (Odyssey) in October 2021, the FY22 data includes cases converted from the Court’s legacy system as well as cases originally filed and fully processed in Odyssey, resulting in inconsistency in coding. Accordingly, the Court has produced an abbreviated report with analyses and recommendations to improve upon the quality and use of case processing performance data for future reports.

This Report focuses on the 12,178 cases originally terminated during the fiscal year as defined by the Maryland Judiciary’s circuit court time standards. The impact of COVID-19, the Court having four (4) fewer judges than allotted for much of the year, and the transition to MDEC is evident. The Court’s performance failed to meet statewide performance goals in all case types except CINA-Non-Shelter. In addition, the case processing performance further declined in five of nine case types between in FY21 and FY22 as the Court focused on its backlog.

Fiscal Year 2022 Case Processing Time Report

Data Quality Review Procedures

Quality review of data is a core function of the Court's operations. To maintain confidence in the data, the Court modified its data quality review process for this year's report.

Data Quality Procedures on the FY2022 Case Assessment Data

During the MDEC implementation period, the Court's Business Data Quality (BDQ) and Research & Performance (R&P) Offices worked with JIS to develop caseload assessment data feeds aligned with Odyssey's Time Standards tabs. These data feeds populate the Court's database to allow the Court to continue reviewing all caseload assessment-eligible cases. This review process is similar to the Court's case audit process performed prior to the MDEC transition.

Because of tasks associated with preparing and supporting the transition to MDEC/Odyssey, BDQ was unable to perform audits of all cases originally closed in FY22 as they regularly performed in the past. However, BDQ reviewed all cases identified as possibly over the time standard per the Maryland Caseload Assessment. Data quality reviews included verifying case information pertinent to the caseload assessment in Odyssey, followed by a review of documents and/or digital recordings of court proceedings if such a review was necessary. BDQ worked with the Clerk's Office to reconcile identified issues.

On a quarterly basis throughout FY22, R&P performed analyses of the Court's case processing performance based on the aforementioned data extracts from Odyssey. As part of this work, R&P also reviewed and updated the data to compile the complete universe of eligible cases based on Odyssey's Case Time Standards. For the FY22 annual case processing performance analysis, R&P used this data to calculate the Court's case processing performance. This data reflects the 'Full', complete universe of eligible cases as described below.

When R&P identified issues regarding Odyssey's Case Time and/or data extraction logic, R&P submitted ServiceNow tickets for the JIS Reports team to review and reconcile. R&P also communicated these issues to the AOC's Research & Analysis Office for review.¹ Where local business process or data issues were identified, R&P contacted BDQ and the Clerk of Court's department management teams for discussion and resolution.

In previous assessment years, the Court uploaded its data to the Assessment Application after completing data review and clean-up. For the FY22 assessment, the Court's data was uploaded from Odyssey for the first time, requiring the Court to review the data and make necessary corrections. Thus, the Court cleaned up the data in the Assessment Application, as well as the data in the Court's database. The performance calculated based on this data ('Assessment Application Data') is the Court's official performance according to the Maryland Judiciary.

To better understand how case processing performance was impacted by the pandemic, the Court compiled 'COVID-Adjusted' data for select case types by modifying the 'Full' dataset. Accordingly, the report presents three versions of the Court's case processing performance as follows:

¹ Appendix of this report lists the issues.

1. **Full:** Performance calculated based on the ‘universe’ of eligible cases.² The data consists of all case terminations eligible for the FY22 caseflow assessment based on Odyssey’s Case Time Standards.
2. **Assessment Application:** Performance calculated based on the data used by the Caseflow Assessment Application, which incorporates sanctioned data quality checks/corrections. For the case types where the number of terminations is greater than 500 for the fiscal year, a random sample of up to 500 cases is used to calculate performance.
3. **COVID-Adjusted (Supplemental Analysis):** Performance calculated with additional adjustments to account for the various Court of Appeals Administrative Orders related to the pandemic (for select case types). It is important to note that the ‘COVID-adjusted’ performance is officially recognized within the Maryland Judiciary’s Case Time Standards and primarily serves as a supplemental analysis for the Court’s case management discussions.

In theory, the performance results based on the ‘Assessment Application’ data should be reasonably comparable, if not identical, to those based on the ‘Full’ data. However, due to difference in programming logic to select eligible cases and to determine the case stop date, for a given case type, these two data sets have a different composition of cases (when the number of the overall terminations is fewer than 500) and yielded different case processing performance results.

Transitioning to and now working with MDEC offers the Court several opportunities to review and revise its policies and practices related to data quality and case processing management. Clearly, data quality monitoring is vitally important now due to converting data to Odyssey and court staff learning new case management functionality. The Court is committed to data accuracy through continued data quality reviews, research, and analysis. Maintaining the integrity and accuracy of court records ensures confidence in the data used to inform and report on case and court management.

² In theory, the data feeds should include all cases found in the State’s Assessment Application data. However, due to differences in logic for case selection and case start/end triggering events, not all the cases eligible for the caseflow assessment were found in the data feeds. In addition, the Assessment Application data did include some eligible cases that were not included in the data feeds.

Fiscal Year 2022 Case Processing Time Report

Caseload Metrics

Caseload – Filings and Terminations (Original, Reopened, and Total)

Table 1 provides the numbers of filings, terminations, and clearance rates by case category for original and reopened matters for FY21 and FY22.

Case Filings, Original and Reopened

In FY22, filings totaled 21,482, broken down between 14,132 original filings and 7,350 reopened filings. This represents 685 fewer total filings than received in FY21 (22,167), a 3% decline. The reduced number of filings occurred because of fewer matters being reopened, a drop from 9,766 in FY21 to 7,350 in FY22 (a 25% decrease). Original filings, in contrast, increased by 1,731 (14%) from 12,401 to 14,132 between FY21 and FY22.

Family original filings increased by 13% from 6,975 to 7,881. Civil original filings increased by 15% from 3,858 to 4,435. Criminal filings increased by 15% from 1,186 to 1,366, and juvenile filings increased 39% from 219 to 305. CINA and TPR filings decreased by 12% from 118 to 104 and 16% from 45 to 38, respectively.

Case Terminations, Original and Reopened

The Court terminated 21,656 total cases in FY22, including 14,236 original terminations and 7,350 reopened matters.³ This represents 1,720 fewer total terminations than in FY21 (23,376), a 7% decline. Table 1 shows the declines in terminations occurred across all case categories but primarily among family (1,464 cases, or a 12% decline) and juvenile cases (660 cases, or a 41% decline).

Table 1 shows a large difference between original terminations and reopen terminations when comparing FY21 to FY22. Original terminations increased from 13,245 to 14,236 between FY21 and FY22, a 7% increase (991 cases); however, terminations of reopened matters decreased from 10,131 to 7,420 between FY21 and FY22, a 27% decrease (2,711 cases).

Of the four case categories in which original filings increased between FY21 and FY22 (civil, criminal, family, and delinquency), original terminations increased in three case categories, including criminal and family, a primary focus of the Court's attempts to reduce the caseload. Criminal original terminations increased from 1,129 to 1,326 between FY21 and FY22, an increase of 197 cases (17%). Termination of original Family cases also increased by 424 cases (6%) from FY21 (7,081) to FY22 (7,505). Among the case categories where original terminations declined (delinquency, CINA and

³ Termination counts in the caseload section do not match counts of cases terminated that eligible for the annual case processing analysis for several reasons. First, termination caseload counts are based on case status where case status is 'closed'. For the annual case processing performance, criminal, family (including limited divorce) and child's welfare cases have 'closed' case status as one of the case selection criteria. In these cases, an entry of certain case event (such as verdict in criminal cases) is counted as a 'terminations'. Also, the termination count includes case types not eligible for the annual case processing analysis such as domestic violence cases, transferred in cases, etc. Third, caseload terminations include cases terminated that are eligible for the annual assessment but do not have the case time standard in Odyssey and therefore not captured in the case processing data extracts.

TPR), delinquency and CINA represent 54% (87 cases) and 43% (70 cases) of the decline (160 cases) between FY21 and FY22.

Overall, the Court’s reopened filings and terminations declined by 25% (2,416 cases) and 27% (2,711 cases), respectively. However, it is unclear what portion of this decline is due to the actual reduction in reopened filings and terminations versus possible data entry issues as users become familiar with the new case management system.⁴ Further, the elimination of open-inactive and reopen-inactive case statuses in MDEC may also have contributed to the reduced number of ‘reopen’ filings and terminations since they may have been captured in reopened figures for previous years’ caseload counts.

Clearance Rates

The total, original, and reopened clearance rates slightly decreased between FY21 and FY22, indicating that the Court processed fewer cases than it received. In FY21, one of the reasons for relatively higher clearance rates was because filings were still below pre-COVID levels. In FY22, terminations have been unable to keep up with cases filings as seen in family cases where original and reopen clearance rates declined from over 100% to 95% and 92%, respectively.

Table 1. Montgomery County Circuit Court Filings, Terminations and Clearance Rate by Case Type, FY21 and FY22

Case Type/FY	Original			Reopened			Total		
	Filings	Terms.	Clearance Rate	Filings	Terms.	Clearance Rate	Filings	Terms.	Clearance Rate
Criminal									
FY21	1,186	1,129	95.2%	2,568	2,664	103.7%	3,754	3,793	101.0%
FY22	1,366	1,326	97.1%	2,451	2,546	103.9%	3,817	3,872	101.4%
Family									
FY21	6,975	7,081	101.5%	4,175	4,550	109.0%	11,150	11,631	104.3%
FY22	7,881	7,505	95.2%	2,901	2,662	91.8%	10,782	10,167	94.3%
Civil									
FY21	3,858	4,418	114.5%	1,805	1,663	92.1%	5,663	6,081	107.4%
FY22	4,435	4,948	111.6%	1,422	1,568	110.3%	5,857	6,516	111.3%
Juvenile Delinquency									
FY21	219	395	180.4%	1,178	1,209	102.6%	1,397	1,604	114.8%
FY22	308	308	100.0%	561	636	113.4%	869	944	108.6%
Child In Need of Assistance (CINA)									
FY21	118	194	164.4%	37	41	110.8%	155	235	151.6%
FY22	104	124	119.2%	13	6	46.2%	117	130	111.1%
Termination of Parental Rights (TPR)									
FY21	45	28	62.2%	3	4	133.3%	48	32	66.7%
FY22	38	25	65.8%	2	2	100.0%	40	27	67.5%
Overall									
FY21	12,401	13,245	106.8%	9,766	10,131	103.7%	22,167	23,376	105.5%
FY22	14,132	14,236	100.7%	7,350	7,420	101.0%	21,482	21,656	100.8%

* Civil case filings and terminations exclude Register of Wills and liens.

**Data is from Odyssey, Case Statistics ECR for FY21 and FY22.

**Juvenile case filings and terminations include delinquency, peace orders, voluntary placements, and juvenile miscellaneous petitions.

Source: Odyssey, Case Statistics ECR (data run on September 1, 2022)

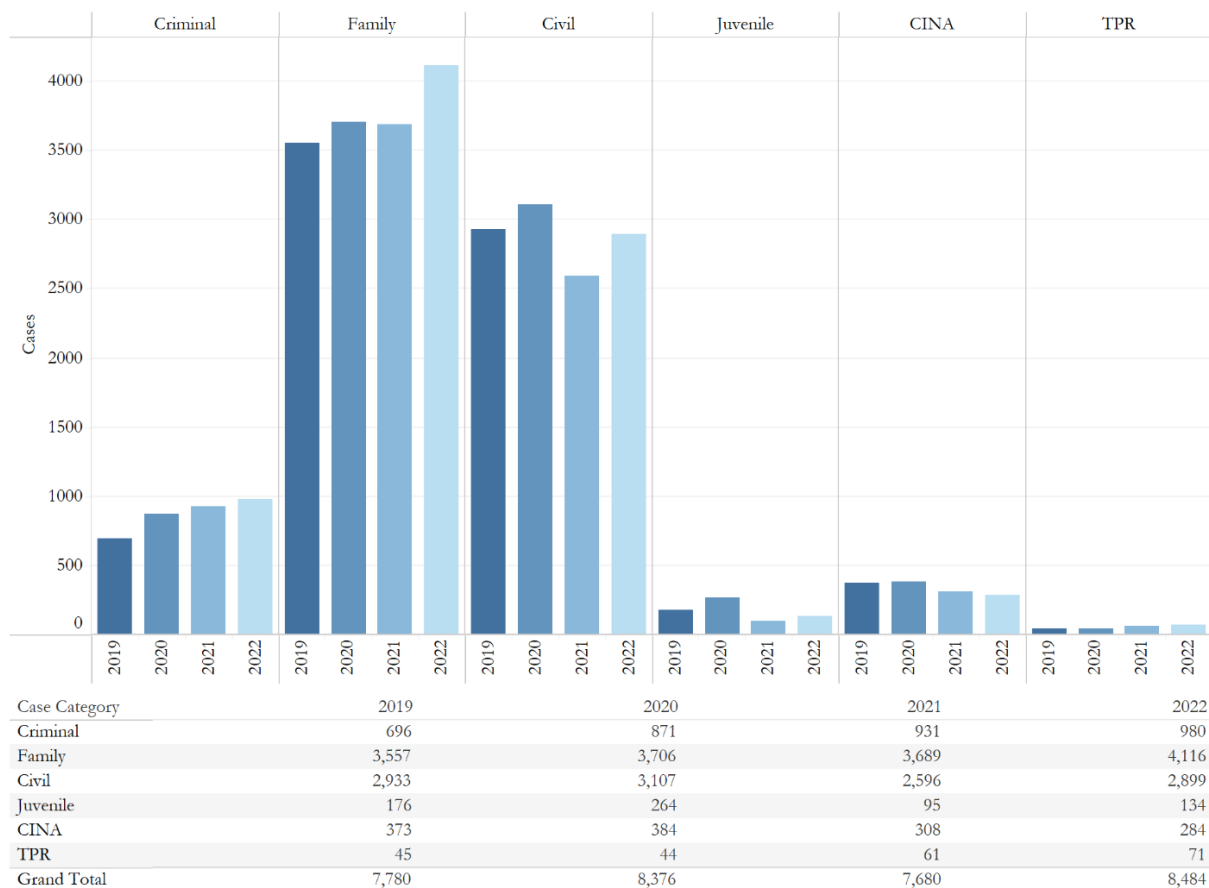
⁴ In the Court’s legacy case management system when manually updating a case status, users were prompted to validate that the case status change aligned with business rules and data definitions for case status. In MDEC, such prompts do not exist, resulting in possible inaccuracies in the capture of case status.

Pending Caseload

The Court monitors its open, active pending caseloads monthly and examines changes in relation to filings and terminations given the interrelated nature of these three metrics. The Court’s case management and scheduling improvement efforts have primarily focused on criminal, family and juvenile (including CINA) caseloads.

The Court has seen the pending caseloads increase for criminal, family and TPR cases between FY19 and FY22. Juvenile caseloads require particular and specialized attention given the age of the respondent and the Court’s interest in ensuring that appropriate supports are in place to reduce future criminal justice engagement. Active (open) criminal pending cases increased by 41% between June 2019 and June 2022 (from 696 to 980). Family pending cases also increased by 17% from 3,557 to 4,166. While a much smaller caseload, TPR pending cases increased by 58% from 45 (June 2019) to 71 (June 2022). Open, active pending civil, juvenile and CINA cases are lower in June 2022 compared to June 2019. Specifically, the civil pending caseload experienced a -1% difference while juvenile and CINA open, active pending caseloads experienced a -24% difference (with noticeably lower caseloads compared to civil).

Figure 1. Open and Active Pending Caseload by Case Type (as of the End of Fiscal Year), FY19-FY22



It is noteworthy that the size of the criminal and family pending caseloads in FY22 exceeded that of FY19 (Pre-COVID) despite efforts to reduce these pending caseloads. While the Court was forced

to halt or curtail its operations during the COVID period, filings during the period also declined substantially. Hypothetically speaking, had the Court's case processing capacity during the COVID period been at the pre-COVID level, the FY22 criminal and family pending caseloads may have looked more like that of civil where FY21 pending case declined as filings declined and then rebounded when filings increased but not to a level higher than FY19. Additional investigation is needed to examine the composition of the criminal and family pending caseloads in terms of case age and other case characteristics. It is also important to note that the processing of criminal, family and civil cases likely differ. For example, there may be more opportunities to administratively process civil cases compared to criminal and family cases.

Case Processing Performance

Montgomery County Circuit Court has traditionally performed its annual case processing analysis on the universe of all assessment-eligible cases ('Full' data) for a given fiscal year. The Court continues that practice for FY22; however, additional performance results from the Assessment Application and from a COVID-Adjusted data set are provided for comparison. Table 2 displays the universe of eligible cases by case type for FY21 and FY22. For FY22, originally terminated cases eligible for the assessment as defined by the Maryland Judiciary's Circuit Court Time Standards totaled 12,178.

Table 2. Full Data - Case Processing Performance-Eligible Cases,⁵ FY21 -FY22

Case Type	Original Case Terminations			
	FY21	FY22	Difference	% Difference
Civil-Foreclosure	305	307	2	1%
Civil-Other	3,536	3,177	-359	-10%
Criminal	1,061	1,267	206	19%
Family-Limited Divorce	188	178	-10	-5%
Family-Other	4,627	6,883	2,256	49%
Delinquency	291	223	-68	-23%
CINA-Shelter	105	95	-10	-10%
CINA-Non Shelter	20	10	-10	-50%
TPR	39	38	-1	-3%
Total	10,217	12,178	1,961	19%

In FY22, the number of eligible cases increased by 19% (1,961 cases) from 10,217 in FY21 to 12,178 in FY22. As the breakdown of terminations by case type shows, the FY22 increase was largely due to terminations of family-other cases, which increased by nearly 50% from 4,627 in FY21 to 6,883 in FY22, and to a lesser extent by criminal case terminations (206 cases, a 19% increase). In contrast, civil-other and delinquency cases declined by 10% (359 cases) and 23% (68 cases), respectively between FY21 and FY22.

One of the key measures of the case processing performance is the percentage of cases terminated within the Maryland Judiciary's Circuit Court Time Standards (i.e., Percentage Within-Standard (%WST)). Table 3 provides the court's FY20-FY22 processing performance by case type, the time standard and percentage goal.

Table 3. Full Data - Case Processing Performance, FY22

Case Type	Time Standard	Performance Goal	Percentage Within-Standard (%WST)				
			FY20	FY21	FY22	% Point Difference FY20-21	FY21-22
Civil-Foreclosure	730 days	98%	93%	89%	62%	-4%	-27%
Civil-Other	548 days	98%	98%	96%	92%	-2%	-4%
Criminal	180 days	98%	91%	65%	63%	-26%	-1%
Family-Limited Divorce	730 days	98%	97%	94%	90%	-3%	-4%
Family-Other	365 days	98%	95%	87%	90%	-8%	6%
Delinquency	90 days	98%	92%	74%	87%	-18%	13%
CINA-Shelter	30 days	100%	94%	99%	92%	-5%	-7%
CINA-Non Shelter	60 days	100%	100%	75%	100%	-25%	25%
TPR	180 days	100%	100%	67%	95%	-33%	28%

⁵ The following groups of cases are excluded from the statewide case assessment analysis: adoption, asbestos, domestic violence, friendly suit, general liens, homeowners' association, Lis Pendens, peace order, recorded judgment, reopened cases, restricted (sealed and expunged) cases, cases transfers from other jurisdictions for probation, cases filed prior to January 1, 2001, and voluntary placement.

The COVID-19 pandemic, which forced the Court to implement emergency operations from the last quarter of FY20 throughout FY21, impacted its case processing capacity and performance (the percent of cases closed within the time standards). The impact was evident in its case processing performance in both FY21 and FY22. The Court’s case processing performance declined across all case types ranging from 3 to 33 percentage points between FY20 and FY21. Between FY21 and FY22, the performance further declined in five of the nine case types by 1 to 27 percentage points whereas in family-other, delinquency, CINA-non shelter, and TPR cases, the performance improved. It appears that for civil and criminal cases where the number of filings is still below the pre-COVID level, the Court’s efforts to process backlogged cases (thus mostly over-standard cases) resulted in the case processing performance further declining in FY22. In contrast, in family cases where filings returned to pre-COVID level, its performance improved probably because the Court processed a mix of newly-filed cases and those over the time standard. In juvenile and child-welfare cases, it appears that their relatively small caseloads and still-below-average (pre-COVID) filings may have helped the Court reduce backlogged cases once normal operations resumed.

Case Processing Performance – Comparisons with the Maryland Judiciary’s Case Assessment Application

Prior to MDEC implementation, the Court extracted the data for the annual caseload assessment from its case management system and uploaded its random samples to the Maryland Judiciary Assessment Application after completing data quality checks of eligible cases. In FY22, for the first time, JIS performed sampling of cases for the Court and uploaded the data to the application. While the case processing performance based on the ‘Full’ data above uses data extracted from Odyssey’s Time Standards tab, the performance calculated in the Assessment Application uses the logic developed by the JIS Reports Team for case selection and calculation of case age. The Court was informed that the logic for calculating case processing time between these two applications align; however, that does not appear to always be the case. Table 4 compares the Court’s case processing performance based on the ‘Full’ data with the performance obtained from the Maryland Judiciary’s Assessment Application. The table also provides the difference in the number of cases used for the calculation for the case types where the number of eligible cases is fewer than 500 (all case types except for civil-other, criminal, and family-other), as well as the percentage difference in the calculated performance.

Table 4. ‘Full’ and ‘Assessment Application’ Case Processing Performance, FY21 & FY22

Case Type	Full			Assessment Application			Terms. Difference	%WST Difference
	Terms. *	WST*	%WST	Terms.	WST	%WST		
Civil-Foreclosure	307	191	62%	305	189	62%	2	0%
Civil-Other	3,177	2,920	92%	<i>496</i>	<i>460</i>	93%	N/A	-1%
Criminal	1,267	804	63%	<i>470</i>	272	58%	N/A	6%
Family-Limited Divorce	178	161	90%	121	114	94%	57	-4%
Family-Other	6,883	6,181	90%	<i>500</i>	<i>447</i>	89%	N/A	0%
Delinquency	223	193	87%	176	168	95%	47	-9%
CINA-Shelter	95	87	92%	90	82	91%	5	0%
CINA-Non Shelter	10	10	100%	6	6	100%	4	0%
TPR	38	36	95%	38	36	95%	0	0%

* Terms: terminations WST: within-standard terminations

Numbers in italics indicate that they are samples. Due to rounding, some of the percentage differences may appear larger or smaller than the actual difference.

The difference in the number of case terminations is particularly large in the family-limited divorce and delinquency cases. The case processing performance also differs in these case types, six and nine percentage points, respectively. In family-limited divorce cases, it appears that the difference in the

operational definition of limited divorce between the assessment and Odyssey's Time Standards explains the variation in the number and selection of eligible terminations and thus in the performance. For delinquency cases, the Assessment Application's case-stop date logic (which also determines the case eligibility) resulted in fewer eligible cases and a shorter case age for cases with multiple charges having different disposition dates. Criminal cases have a similar issue related to case stop date logic; as a result, the Assessment Application's criminal data includes 37 cases (8% of the sample of 470 cases) that are not eligible for FY22⁶, and the case processing performance based on the data is lower than performance calculated from Odyssey's Time Standards tab. Since FY22 statewide reporting will be utilizing performance calculations from the Judiciary's Assessment Application, it is important to understand these differences in calculations to inform results and future fiscal year reporting.

⁶ The Court kept these cases in the Assessment Application since removing cases based on the difference in the interpretation of case selection logic is beyond the required normal data review. However, the Court provided the AOC/Research & Analysis with an analysis of the Assessment's case selection logic with examples for review.

COVID-19 Adjusted Case Processing Performance (Supplemental Analysis)

During the COVID-19 period, courts in the state were forced to halt or curtail their operations. In this supplemental analysis, the Court considered these suspended or limited operations as additional adjustments in the calculation of case processing time. Below are explanations for the additional adjustments made for select case categories:

- **Civil-Foreclosure:** When the request for the exemption from the statewide moratorium on foreclosure cases was granted, we subtracted the number of days from the beginning of the statewide moratorium (March 18, 2020) to the date of the request being granted. In addition, following the time standard convention, when the case was dismissed, the dismissal date (a case stop date) was used as the suspension end date.
- **Criminal cases:** For the cases where the Hicks date was adjusted due to emergency operations, we used the adjusted Hicks date to determine case termination status, that is, if the case stop date was before or on the adjusted Hicks date, then the case was considered within-standard, otherwise over-standard. The adjusted Hicks date was applied to all criminal cases except for District Court appeal cases.
- **Juvenile cases** (includes delinquency, CINA and TPR cases): Case processing time was adjusted for any case with an adjudication (or trial) pending between 3/16/20 and 7/19/20 by adding 186 days to the case start date. For cases filed between 3/16/20 and 7/19/20, 126 days were added to the case start date. If the calculated case age was shorter than that adjusted time, then the case was considered within-standard; otherwise, it was considered over-standard. Due to their relatively tight statutory timelines, however, this adjustment did not impact any FY22 assessment-eligible case. As a result, no difference in the performance was observed between the COVID-19 adjusted performance and the ‘Full’ data performance, as well as between the Assessment Application and the ‘Full’ data performance for child welfare case processing performance only.

Table 5. ‘Full’ and COVID-19 Adjusted Case Processing Performance, FY21 & FY22

Case Type	Time Standard	Performance Goal	Case Processing Performance					
			FY21			FY22		
			Full	COVID-19 Adjusted	% Point Difference	Full	COVID-19 Adjusted	% Point Difference
Civil-Foreclosure	730 days	98%	89%	95%	6%	62%	86%	24%
Criminal	180 days	98%	65%	95%	31%	63%	76%	13%
Delinquency	90 days	98%	74%	90%	16%	87%	87%	0%
CINA-Shelter	30 days	100%	99%	99%	0%	92%	92%	0%
CINA-Non Shelter	60 days	100%	75%	100%	25%	100%	100%	0%
TPR	180 days	100%	67%	95%	28%	95%	95%	0%

The impact of emergency operations due to the pandemic was evident in the FY21 case processing performance where the COVID-adjusted performance was better than the ‘Full’ performance (ranging from 6 to 31 percentage points) in all but the CINA-shelter case type. In FY22, the impact of emergency operations was only apparent in civil-foreclosure and criminal case processing performance. In both case types, the Court’s efforts to reduce existing backlogged cases along with lower case filings resulted in a relatively higher percentage of terminations benefitting from the COVID-related calculation adjustments. In delinquency and child-welfare cases, the adjustments had no impact of case terminations in FY22. The Court has found that by recognizing the implementation of emergency operations and exploring its potential impact on case processing performance more fruitful conversations occur with judicial officers regarding performance results.

Statewide & Local Court Case Processing Performance Recommendations

Recommendations for the Statewide Case Management Subcommittee

- *Review of Assessment Application and Odyssey's Time Standards tab functionality/configurations.* Leverage current statewide workgroups or create a temporary team to review programming logic used for the Assessment Application and functionality and configurations of Odyssey's Time Standards tab. The Court found differences in how time standards eligible cases are identified among the Maryland Judiciary's Assessment Application, the Time Standards tab (in Odyssey), the caseflow assessment manual, and Time Standards Quick Reference Guides in some case types. These differences should be eliminated or explained if not removed. Reviewing and updating the logic behind Odyssey's Case Time Standard functionality in advance of the FY23 assessment will best position the circuit courts, the District Court, and the Maryland Judiciary for more accurate calculation of case processing performance.
 - *FY23 Comparison of Assessment Application/Odyssey's Time Standards data.* We recommend that statewide research personnel review FY23 (monthly or quarterly) output from data with the Assessment Application logic and the Time Standards tab logic to determine what cases exist/do not exist, identify which suspension events exists/do not exist, and assess how case processing performance differs when using the different applications. This analysis will allow for a more comprehensive understanding of the issues that courts in the state confront when performing annual case processing performance.
 - Appendix A provides examples of the case time standards' programming logic, configuration and/or calculation issues associated with the Assessment Application and/or Odyssey's Time Standards tab. Discussing these issues, obtaining feedback on their impact, and implementing solutions aim to support the courts and the Judiciary for subsequent years' caseflow assessments.
- *Continued Use of an external Database Application for Caseflow Assessment.* We recommend courts continue to utilize the Assessment Application (or some other web-based application) for annual case assessment data review and clean-up, and calculation of case processing performance. While Caseflow enterprise custom reports (ECRs) will provide courts with a tool to review and address data issues throughout the year, they do not provide courts a data repository where: 1) they can make corrections that they cannot make in Odyssey without the potential (or minimal potential) for subsequent modification; 2) they can add reasons cases closed over-standard or other notes; and 3) they have an official ("locked down") data based for calculation of case processing performance without concern about data elements being continuously updated from Odyssey Production. Having an agreed-upon, statewide repository of locked-down, cleaned data from which the Maryland Judiciary, the District Court and circuit courts can utilize to analyze case processing performance, we believe, helps to ensure standardized and consistent reporting on case processing performance.
- *Create a Data Quality – Caseflow ECRs:* Explore the usefulness of supplementing current (in draft) caseflow ECRs with various data quality checks (beyond missing start/stop triggers). For instance, expand the data quality focus to identify cases potentially eligible for the annual case processing assessment but lack the triggering event for application of the time standard in the Odyssey tab. For instance, this may be a criminal case that is "X" days old (via the adjusted case age calculation) but there is no Circuit Criminal Time Standard applied because the case start trigger does not exist

in the case. Allowing courts to review these potentially eligible cases throughout the year may result in the ultimate inclusion of eligible cases. It may also be informative to assess the magnitude of such 'missing' eligible cases. If those missing cases share certain characteristics, not including such cases may result in an inaccurate performance result.

- *Statewide Research/Case Performance Discussions:* In advance of the launch of the FY23 Caseflow Assessment, we recommend that AOC/R&A discuss with researchers statewide about their approach to measuring performance, as well as to set expectations in assisting courts' data review, data analysis, and report writing.

Considerations for Montgomery County Circuit Court

- *Information Sharing.* FY22 case processing performance results will be shared with judicial officers and court personnel to identify and address any case processing issues and inefficiencies without impacting the quality of justice administered.
- *Local Case Management Needs Assessment:* Through coordination with the Administrative Judge, the Clerk of the Court and Court Administrator, determine if it is worthwhile to examine current case management practices. It has been nearly two decades since the Court instituted Differentiated Case Management (DCM) Plans. With a new case management system and some new business practices in place, it may be an opportune time to perform a needs assessment to ensure that the Court maintains, if not excels, in its case management efforts especially given unanticipated impacts due to the pandemic and implementation of MDEC.
 - The assessment may include interviews or focus groups with and/or a survey of select court personnel (DCM Coordinator, Administrative Aides, Case Management personnel, Assignment Office, Technical Services, etc.) including select Magistrates and Judges to identify what is working and what could be improved with case management.
 - This project may include a needs assessment of the types of case management metrics that would be informative to the various user groups/customers of case management information. We may also want to explore what tools exist and/or are needed in Odyssey and through supplemental applications to support the goals and needs of the Court's case management efforts. It will also be useful to coordinate and obtain insight from other researchers statewide and the AOC's Research & Analysis team to inform the local project.
- *Administrative Case & Data Management in MDEC.* With implementation of MDEC, some offices under Court Administration, including Differentiated Case Management, Business Data Quality, and Research & Performance need to devise new approaches on how best to perform their functions. New business processes, new system development and data conversion have created challenges and opportunities for these offices to devise new ways of performing their work including the possibly identification/use of new tools. Through coordination with the Administrative Judge, the bench and colleagues in both Court Administration and Clerk of the Court's departments/offices, updated case management manuals and analyses may be compiled to inform caseload mitigation efforts.
- *Systematic Data Quality Reviews.* With implementation of MDEC, the Court has identified several data quality issues that it did not experience prior to its transition to Odyssey. These issues are largely caused by differences in how Odyssey (compared to the Court's legacy case management system) handles entries of particular data elements and alerts (or not) when users enter crucial information (for example, updating case status). The Court is working with the JIS Report Team identify potential errors for correction.

Appendix A. Recommendations: Case Time Standards, Maryland Judiciary

#	Identified Issue	Application	Additional Notes	Implication/Example Cases
1	CINA – Not capturing the date ADJ is held (e.g., when the hearing result is continued); only held-concluded hearing result.	Assessment Application	CINA Time Standard QRG acknowledges ‘Continued’ results as a viable time stop.	FY22 data failed to include eligible cases (e.g., C-15-JV-22-000200 and C-15-JV-22-000096) or incorrect case processing time was calculated.
2	CINA Case Plan switching not appropriately captured.	Assessment Application & TIME STDS tab		Cases are assigned the incorrect case time standard and measured against the incorrect performance goal. Example: C-15-JV-22-000099
3	30-Day CINA Extension Time Standard	TIME STDS tab	Cases in Odyssey may have multiple CINA time standards: Non-Shelter, Shelter, 30-day extension. It is unclear which one is to drive performance analysis and the logic justification behind the 30-day extension.	Cases may be analyzed against the inappropriate case time standard given that several time standards are applied in the TIME STDS tab. Example: C-15-JV-22-000052 ServiceNow Ticket # INC0524318
4	Delinquency – Stet not always captured as valid case stop	Assessment Application		Cases not included in FY22 that are eligible. Case processing time not accurately calculated.
5	Delinquency – Charge disposition is taken as case stop (inaccurately) when it should be “sentence” (found delinquent/not delinquent).	Assessment Application		FY22 Cases missing from the Assessment Application that are eligible, cases included have the inaccurate case processing time and cases may not be included that are eligible. Example: C-15-JV-22-000030 (respondent was found involved on 2/8/22 and found delinquent on 3/7/22; The assessment selected 2/8/22 as the case stop date, which is incorrect.
6	Delinquency – Case Start date capture	Assessment Application	Case Start data is primarily keyed to the attorney appearance date, not the first appearance of respondent.	When the line of appearance is filed later than the initial hearing where respondent was present, the application failed to capture the respondent’s initial appearance date (prevalent in non-detention cases: 06-J-21-050168, 06-J-21-050205, 06-J-21-000006).
7	Delinquency - MPWJC (Motion/Petition to Waive from Juvenile to Criminal Court) is not recognized as a valid suspension start in QRG.	Assessment Application & TIME STNDS tab		Waiver to Adult court is not captured (06-J-21-000001, 06-J-21-050101)
8	Delinquency - In cases with multiple charges with different charge disposition dates, earliest date (normally charge dismissed date) is selected as the case stop while other charge disposition is pending	Assessment Application & TIME STNDS tab		Example: C-15-JV-22-000021 (Earliest charge disposition date: 4/5/22 (dismissed), last charge disposition date (case stop date): 7/6/22)
9	Delinquency – DILPR identified as valid case stop but not available in ‘CR’ case category – remove it?	TIME STNDS tab	Juvenile Delinquency QRG indicates that DILPR is a valid case stop – is it available in ‘CR’ case category cases? Should it be removed or replaced?	Possibly include case event: Outcome-Case Dismissed – (HOCAD).

#	Identified Issue	Application	Additional Notes	Implication
10	Delinquency – Why are CFPDO/PREDO (suspension start triggers) and PREDI (suspension end trigger) used as pre-disposition treatment program suspension triggers?	TIME STNDS tab/QRGs	PSITO is an active case event that the court is using to capture pre-sentencing treatment ordered (recognizing that juveniles aren't sentenced). However, a valid/active suspension end is needed.	The case event codes associated with the pre-disposition treatment program are also the code used for pre-disposition report. Is that the intention?
11	Delinquency/Criminal - Competency Suspension: CMDHE (MDH - Examination Competency Stand Trial CP3-105) is not captured as the valid suspension start.	Assessment Application		Example Cases: 06-J-19-050338, 06-J-21-050137, 06-J-19-050686, 06-J-20-050047, 06-J-21-050042
12	Delinquency/Criminal - Competency Suspension: FINST (Defendant Found Incompetent to Stand Trial) is captured as a suspension stop. This should be regarded as the continuation of the suspension, not a suspension stop.	Assessment Application		Example Cases: Same as above
13	Criminal – Case Stop Logic Multiple Charges – Capturing Nolle Pros at sentencing.	Assessment Application & TIME STDS tab	In some multiple-charge cases where defendant pled on some charges, the assessment failed to take the plea date as the case stop but instead took the sentence date where the remaining charges were also nolle as the case stop date, resulting in overestimating the case age.	Example: 136864C; Assessment (Sentence): 3/9/2022; Odyssey event: 9/23/2021. The annual case assessment is going to be working with converted data as well as cases newly created in Odyssey. It is recommended that the programming logic be able to account for converted and non-converted cases that appear in the annual case processing assessment. This may be another reason why an external application is useful for routine data quality review/performance analysis.
14	Criminal - Assessment Application failed to capture the correct case stop date for converted cases. However, the assessment captures cases without an Adult Criminal Time Standard in TIME STDS tab.	Assessment Application & TIME STDS tab		It appears that Assessment Application evaluates the date of sentence, not disposition or plea date, under DISPOSITON tab, to determine the case stop date even when a case does not have the appropriate case time standard under TIME STDS tab. Accordingly, the Assessment Application logic may be used to capture eligible cases that ODY TIME STDS logic fails to identify.

#	Identified Issue	Application	Additional Notes	Implication
15	Criminal – Filing Date or other date is used as Case Start Date instead of earliest start per Adult Criminal Time Standard QRG	Assessment Application	<p>Example: C-15-CR-21-000138; Case start should be 1/6/2022 not 12/2/2021.</p> <p>Example: 138910C, DEAAF used as case start (2/28/2022) instead of INIAP (10/15/2021)</p> <p>Example: C-15-CR-22-000299; has concluded hearing as case start (4/22/2022) when first eligible time standard's start date is 4/11/2022 (per Adult Criminal Time Standard QRG).</p>	Depending on the start date pulled by the Assessment Application, the case processing time may be over- or underestimated. With the case start date being pulled, it is difficult to figure out what inaccuracies exist in the data unless a comparison is performed between case data from the TIME STDS tab and case data from the Assessment Application.
16	Family/Civil - Request for Prepayment Waiver Suspension – When the Prepayment Waiver is denied and the case is closed because the fee is not paid w/in 10 business days, this administrative case closure should be excluded from the assessment. If, however, the Caseflow Committee disagrees and intends to include such terminations, add Order – Waiver of Prepaid Costs Denied (OWPCD) as case start when the case was subsequently closed.	Assessment Application & TIME STNDS tab	When the fee waiver is denied, the case is closed if party fails to make the timely payment. If the case is reopened when plaintiff pays the fee or refiles the waiver (which is granted), the case time should be calculated from reopening the case (by suspending the original portion of the case).	While it is relatively rare that courts deny the fee waiver request, it may become more frequent as e-filing makes such a filing easy, which results in more originally-closed cases that only cover the fee waiver process. Discussion should occur regarding the inclusion of these cases because of 'limited judicial involvement'. Examples: C-15-FM-21-001105, C-15-FM-21-001063.
17	Family-Initial Judgment Date Not Captured as eligible Case Stop	TIME STNDS tab	<p>Example: 155724FL, Case Stop = 7/7/2021 (aligns with case closed date in Detail tab); Judgment of Absolute Divorce = 6/10/2021.</p> <p>*It appears that the Assessment Application correctly excluded 155724FL from the FY22 data given the initial judgment date.</p>	<p>Initial Judgment – Eligible Case Stop (per FY22 Caseflow Manual). Absolute divorce cases normally have JUADI ('Judgment of Absolute Divorce'). However, this is not recognized in the Domestic Case Time Track QRG or (because of this) is not configured in ODY's Time Standards tab.</p> <p>Also - In limited divorce cases, JULDI (Case Event - Judgment of Limited Divorce) is listed as a valid case stop event but not captured as such.</p>
18	Family-Title 4D Writ of Body Attachment, Not Captured as valid Suspension	TIME STNDS tab		Example cases: 177684FL (12/09/2021, served on 1/10/2022) and C-15-FM-21-000570 (03/16/2022, served on 03/24/2022)

#	Identified Issue	Application	Additional Notes	Implication
19	Civil –Foreclosure mediation suspension start and end – several issues	Assessment Application & TIME STNDS tab	FOMAC (Foreclosure mediation – agreement contingent future events) needs to be added as a suspension stop (Assessment & ODY) FOMMR (Foreclosure Mediation - Motion / Request) not consistently recognized as suspension start (Assessment) FOMCB (‘Foreclosure Mediation -Borrower Failed to Attend/Provide Doc’) and FOMCL (Foreclosure Mediation - Cancel Lender Fail Attend/Provide Doc) captured a suspension stop (not included in QRG) while FOMOR (Foreclosure Mediation - Order Striking Request) is not captured as a suspension stop (listed in QRG) (Assessment & ODY)	Example Cases: 473318V, 472073V
20	Civil - Cases with incorrect case stop date in multiple party cases	TIME STNDS tab	It appears that the case status specification is missing in the current logic. Example: 483337V: case stop on 8/31/2021- motion/request to dismiss cases for PLT and one of DEFs (case still open)	QRG identifies DISVO (Dismissed – Voluntary) and ORBAR (Order of Binding Arbitration) as a case stop event. These events correctly identify a case stop date when the case has one plaintiff and one defendant. However, when a case has multiple plaintiffs and/or multiple defendants, unless DISVO or ORBAR refers to all parties in the case (and thus resulting in case status = ‘Closed’), the entry of the code per se should not be considered as a valid case stop.
21	Family/Civil – Interlocutory Appeal	Caseflow Assessment & TIME STNDS tab	MACSA (‘Mandate Received from Court of Special Appeals’) is not recognized as a suspension stop. (Assessment & ODY) INAMA (Interlocutory Appeal Mandate) not recognized as the suspension stop (ODY)	It is often difficult for clerks to determine if the mandate is an interlocutory appeal or not. Accordingly, we suggest capturing any mandate as a potential suspension stop, followed with verification by appeal ID (if feasible). Logic would also need to account for the mandate codes occurring prior to original case ‘closed’ (status). Examples: 414814V (MACAS on 12/6/16), 432395V (INAMA on 8/28/20)
22	Caseflow Manual Update: Add Consolidated Date to Exclusion List	Caseflow ECRs/Eligible case list(s)	According to recent correspondence with AOC-R&A, cases closed due to consolidation are excluded from the caseflow assessment.	This likely needs to be identified by case status (Detail tab) as opposed to an event code.

#	Identified Issue	Application	Additional Notes	Implication
23	Maryland Time Standards – Request for Prepayment Waiver Not Listed on Maryland Time Standards Chart (Circuit)		AOC's Caseflow Manual	The Request for Prepayment Waiver is not listed as a suspension on the Maryland Time Standards Chart for circuit court Civil and Domestic cases. The Civil and Domestic QRGs do acknowledge the suspension. It is also unclear whether the Assessment Application (for FY22) captured the suspension/shift in case start.
24	Please ensure Domestic Violence, Lis Pendens, Homeowner's Association, transferred-in cases, and Friendly Suite cases are excluded from the Caseflow ECRs and Caseflow Data Feeds	Caseflow ECRs/and Caseflow Data Feeds		According to the caseflow manual, Homeowner's Association, Friendly suite, and Lis Pendens cases are to be excluded from the assessment. However, we found the following cases in the Caseflow/Aequitas data feed. Since they are all converted cases, it is possible that newly-created cases would be excluded. **This may be more of an impact for Caseflow Assessment ECRs.