



**Mission:** To provide justice through a system that assures equal access for the fair and timely resolution of cases and controversies.

**Vision:** To be recognized as providing an accessible, fair, courteous, efficient and innovative system of Justice.

#### **Core Values**

- *Integrity:* Maintain and demonstrate the highest standards of integrity, superior ethics, and excellent service.
- *Optimization of Resources:* Mindfully use our human and fiscal resources.
- *Innovation:* Develop and implement innovative ideas to enhance productivity and drive our business.
- *Diversity:* Foster a culture of inclusivity, where diverse, talented and committed employees are proud to be part of the organization.
- *Relationships:* Build healthy relationships with our customers, stakeholders and employees for commitment, quality and results.

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#### **Goal 1: Public Trust, Accountability, and Impartiality**

*A justice system that is open, affordable, understandable, and provides appropriate levels of service to all users*

Ensuring access to justice for all citizens is an ongoing concern for Minnesota's court system. Challenges include the needs of litigants are more complex, resources are scarcer, and the Judicial Branch is called upon to provide justice in an efficient and effective manner.

The Court will:

- Expand and improve communication tools used to reach our justice partners (prosecutors, public defenders, private bar, probation, etc.)
- Expand and improve communication tools that reach the public and aids in understanding how the justice system works
- Create and improve our court security environment
- Develop and test emergency preparedness and business continuity plans

#### **Goal 2: Administering Justice for Effective Results**

*Adopt approaches and processes for the resolution of cases that enhance the outcomes for individual participants and the public*

Over the last two decades, Minnesota courts have worked diligently to become increasingly efficient. Yet, efficiency is not an adequate measure of a successful justice system. Striving for more effective outcomes for court participants is the focus of this goal.

In recent years, new tools and processes have been implemented resulting in effective outcomes for court users. The court continues to stress the importance of addressing underlying matters participants are experiencing, such as mental health, substance abuse, socio-economic, and cultural issues.

- Plans are underway to maximize technology to deliver timely and helpful information to our court users such as improving online and payment services
- Improve internal workflow to enhance service to court users

### **Goal 3: Access to Justice**

*Gain public trust and confidence through impartial decision-making and accountability for the use of public resources*

An overwhelming majority of Minnesotans have confidence in the state's judicial branch as an institution. Minnesotans believe judges are well-equipped to do their jobs and that court employees are helpful and courteous.

Nearly 40% of Minnesotans say they know little or nothing about the court system. Nearly half of Minnesotans say they think courts are out of touch with what's going on in their communities. Minnesotans also have concerns about the timeliness and cost of bringing a case to court, and the judiciary's treatment of persons of color.

Efforts are underway to:

- Build relationships for effective community outreach, especially in North Minneapolis and the Native American community
- Work collaboratively with community partners to develop and deliver education regarding the mission of the courts and job opportunities
- Enhance internal education and development regarding the diverse populations we serve
- Explore partnering with the non-profit community to connect resources with court users

### **Goal 4: Engagement**

*Attract and develop a motivated, productive, and creative workforce committed to organizational success*

People are the main resource that organizations rely on to deliver services. Our judges and employees are responsible for ensuring public trust and confidence in the courts, maintaining impartial treatment, and ensuring access to justice. A recent summary of research about employee engagement found engaged employees are more innovative and better performers. High levels of engagement contribute to court user satisfaction, employee productivity, and reduced employee turnover.

District Court is committed to:

- Recruit a diverse workforce
- Community outreach
- Succession planning for key roles