



THE ALTERNATIVE DISPUTE RESOLUTION EVALUATION SUPPORT SYSTEM (ADDRESS)

(Formerly the Practical Quality Improvement System for Court-based ADR Programs)

FINAL REPORT

SJI-08-N-073

DECEMBER 1, 2011

TABLE OF CONTENTS

1. FINAL REPORT NARRATIVE
2. APPENDIX A: QUESTIONNAIRES
3. APPENDIX B: SAMPLE PUBLICITY MATERIALS
4. FORM Q QUARTERLY PROGRESS REPORT FOR CLOSEOUT PERIOD
5. FORM F CUMULATIVE FINANCIAL STATUS REPORT

SUMMARY OF ACTIVITIES DURING THE ENTIRE PROJECT

MACRO's activity during the ADDRESS project can be grouped into three categories: developing the software application, developing the questionnaires, and publicizing the project. Together, these activities have resulted in a robust system that will collect and report vital data not only for the management and improvement of the Maryland judiciary's ADR programs, but also for any other court system nationwide that chooses to use it.

Developing the ADDRESS Software Application

The ADDRESS system is designed to make use of current web-based technologies while simultaneously accommodating the technological limitations of the users' environment. This means that, although the system is built to enable ADR participants to complete exit surveys online, scannable paper surveys provide the primary method of data collection because the internet is not accessible in most courthouses or practitioners' offices. These factors drove MACRO's selection of a scanning solution as opposed to an exclusively web-based data collection tool.

The judiciary hired a software developer, Arris, to create a custom-built web-based software application. The Arris team made the effort to thoroughly understand the ADR processes used in the courts, how cases are identified and referred, what practitioners do, how data is currently collected and stored, and what the ideal system should look like. By acquiring a comprehensive picture of how the ADDRESS system will fit into the courts' operations, Arris has been able to make smart design choices, recommend valuable improvements, anticipate and troubleshoot problems, and generally serve as an informed and thoughtful partner on the project.

The ADDRESS system has four main components: the survey data collection tool, the court case data warehouse, the reporting tool, and the administrative tool. The first three components comprise the main functionality of the system. The administrative components assist court ADR program managers with roster management and case assignment on the local level and allow MACRO to provide system management and reporting on the state level. MACRO knows of no other court system in the country that has a comprehensive, integrated, statewide system with this capacity. MACRO, Arris, Scantron, and the Judiciary Information Systems staff have worked together to design, develop, troubleshoot, and implement ADDRESS for the benefit of Maryland's court programs as well as court ADR programs nationwide.

How the System Works

When a case is referred to ADR, the program manager assigns a practitioner and generates survey forms encoded with case information. At the conclusion of the mediation or settlement conference (or any other ADR process), the practitioner distributes the forms for participants (clients and attorneys) to complete. (See “name of section” below for more information about the questionnaires.) The practitioner completes a separate form, collects all of the surveys, and returns them to the program manager. The program manager scans them into the Class Climate (scanning) database. The information is then uploaded automatically to the ADRESS database. There, it is married to the court case information (i.e., case docket data) and made available to the program manager for reporting.

The program manager may request pre-formatted standard reports pertaining to cases (e.g., case details, referral and usage, outcomes, milestones, ADR sessions and hours, etc.), surveys (e.g., specific survey responses for single cases or aggregated for all cases of a certain type, a specified time period, or a particular practitioner), and program management (e.g., program goals, objectives, and indicators; practitioners’ continuing education compliance; roster management; follow-up contacts; and so forth). MACRO worked with the program managers at the four pilot sites to develop a useful set of standard reporting options. In addition, program managers and system administrators can export the data to standard spreadsheet programs and statistical analysis packages (e.g., Excel and SPSS) in the event that other reporting options are required. MACRO anticipates that it will be able to provide data to researchers for analysis in this fashion as well.

A number of technical hurdles had to be overcome to create the ADRESS system. As a result, at the conclusion of the grant period, only three of the four system components have been completed. The reports have been designed in painstaking detail, prototypes have been reviewed, and development of the programming required to implement the reporting functions has begun. The open source code posted on the MACRO website will be updated when the reporting component is finished.

Developing the Questionnaires

Prior to applying for the SJI grant, MACRO initiated a collaborative process involving stakeholders from court programs, community mediation programs, and practitioner groups to develop a set of questions pertaining to ADR programs, processes, and practitioners. In addition, the group crafted program goals, objectives, and indicators designed to measure the success and viability of programs, processes, and practitioner behaviors. Together, these documents framed the ideal data set to be used to create, maintain, evaluate, and improve court ADR programs. Fortunately or unfortunately, they also generated a multi-page typed questionnaire with nearly

four dozen questions, which, when converted to a scannable format (which takes more physical space) and tested in the field, proved far too lengthy and elaborate for practical application.

As a result, the MACRO staff, in conjunction with the pilot site ADR program managers and with input from practitioner groups, significantly narrowed the scope of the questionnaires. Among others, the District Court ADR Office, one of the program's pilot sites, provided significant help with this endeavor. Today, the questionnaires have been reduced to a single, double-sided sheet of legal-sized paper. The scannable forms have not been deployed yet, but the questions themselves have been used successfully in the District Court Day-of-Trial mediation program. The reported rate of return is approximately 65-70 percent, and of those, roughly half of respondents fill out both sides of the form. In comparison with typical survey return rates in other settings, these are very high. Based on these results, MACRO anticipates similar response rates when the new forms are put into service.

There are three basic questionnaires (see Appendix A). The first is a mediator/practitioner report form that captures basic information about the case, the participants, and the outcome of the ADR process. The second is a participant survey for litigants to complete; it captures the litigants' perceptions of the practitioner, the ADR process, and the court's procedures. The third is an attorney survey that captures the lawyers' perceptions of the practitioner, the ADR process, and the court's procedures. The optional demographic data included on the participant and attorney forms has been made consistent with the data collected by Maryland's community mediation centers so that when community mediators perform work for court programs, they need not complete additional forms. There are some variations among the circuit court civil and family forms and between the circuit and district court forms to account for differences in processes and case types, but the bulk of questions are identical to facilitate comparison across settings.

Each question is connected to one or more indicators that feed into program objectives and goals. Reports can be generated related to the goals, objectives, and indicators. These elements can be specified by the system administrator, so courts that download the software can customize the goals, objectives, and indicators for their programs.

MACRO feels confident that the selected questions are likely to provide information useful to ADR program managers. Periodic reviews of the questions and results will be conducted to check for problems, identify needed changes, and eventually swap in some other questions that address additional areas of interest. The system is flexible and enables creation and customization of new questionnaires, goals, objectives, and indicators, so users from other courts can adapt the system to their needs and interests.

Publicizing the Project

MACRO has sought to pave the way for a smooth and successful project implementation by regularly informing Maryland ADR practitioners, court ADR program managers, and the national and international ADR community about the ADRESS system. These communications have also included invitations for feedback and suggestions, which we have used to improve the design and implementation of the system.

Internally, ADRESS Program Manager and MACRO Court ADR Resources Director Julie Linkins provides updates to the ADR program managers for the Family Divisions of the state's 24 circuit courts at their quarterly meetings. Participants have offered suggestions for the questionnaires as well as recommendations for promoting the program to the bench and bar. Overall, the family coordinators are eager to adopt the ADRESS system and implement it in their courts once the pilot is complete. In addition to sharing information with the family coordinators, MACRO regularly updates the court administrator, members of the Conference of Circuit Court Judges ADR Committee, and Chief Judge Bell to ensure their support. Chief Judge Bell has also sent a letter of support to the administrative judges in each circuit court and the chief of the District Court of Maryland. In the District Court ADR Office (one of the pilot sites), Executive Director Jonathan Rosenthal and his staff regularly share information about ADRESS with ADR practitioners who volunteer in their programs, particularly focusing on changes that will affect the volunteers as well as how the ADRESS system will benefit practitioners, litigants, and the courts. Mr. Rosenthal also keeps Chief Judge Clyburn up to date on program developments.

Externally, ADRESS Assistant Program Manager and MACRO Evaluations Director Nick White has joined Ms. Linkins in giving presentations to a variety of professional groups. (See samples in Appendix B.) These have included presentations for the American Bar Association Section of Dispute Resolution's Court Symposium (titled "Using Technology to Optimize Court ADR Program Administration and Evaluation"), the Maryland State Bar Association's Dispute Resolution Section membership meeting, the Maryland Council for Dispute Resolution (a practitioner group), the Baltimore City and Baltimore County Advanced ADR Training Session, the Maryland ADR Program Managers conference, and the Maryland Program for Mediator Excellence Members Only Synergy Session. Updates have also been published in MACRO's practitioner newsletter, the *MACROScope*.

MACRO's communication efforts, aided by the extensive communication plan developed with assistance from Arris, have set the stage for successful implementation of the ADRESS system. Many Maryland circuit court ADR program managers are eager to adopt the system when it becomes available, which we hope will make statewide implementation rapid and effective.

MACRO will continue to publicize updates and results as the program comes online in the pilot sites and then across the rest of the state.

One of the promises of ADDRESS is that we will have solid data to support the anecdotal knowledge that ADR serves litigants and courts in valuable ways. Such support cannot come too soon in this era of fiscal constraints and program cuts. Publicizing the information that ADDRESS collects will help secure the place of ADR processes in courts throughout Maryland and the nation.

WHAT COULD HAVE BEEN DONE DIFFERENTLY?

Development of ADDRESS has been a voyage of problem solving. In hindsight, two significant things could have helped the project progress more smoothly.

First, MACRO underestimated the impact of having a decentralized court case management system. On the surface, case data appears to operate from a centralized location. The public, for example, can search for basic case information from all 24 circuits and the District Court using the online Case Search system. Behind the scenes, however, each jurisdiction has its own methods for processing cases, coding case types, assigning and tracking ADR activity (if at all), and reporting outcomes (again, if at all). Several circuit courts use legacy systems that only nominally connect with the main data warehouse. The extent of the disparity became clear to MACRO and Arris only after the project was well underway. This impacted the development of the interface between the case data warehouse and ADDRESS. For example, in order for ADDRESS to compare like case types across jurisdictions, several thousand case type codes and over 30,000 case event codes had to be consolidated into a few hundred standardized codes that will work systemwide. While everyone knew there were disparities in circuit systems, nobody anticipated that such extensive background work would be required.

Second, for a variety of reasons that made sense at the time, MACRO purchased a commercial off-the-shelf (COTS) software and hardware scanning system to collect the survey data used in ADDRESS. MACRO contracted with the vendor, Scantron, to customize the nomenclature in the software for court use and to assist with the connection to ADDRESS. Separately, MACRO contracted with software developer, Arris, to create the rest of the system and connect with the scanning software. Structurally, this fostered some confusion and conflict among the contractors and the JIS team, which eventually led to a contract dispute and a temporary work stoppage. A better approach would have been to have one vendor responsible for the whole system, requiring them to acquire and modify the scanning tools needed.

COMPLETION OF OBJECTIVES

The ADDRESS project is still a work in progress and will be completed with Judiciary funds. The main objective was to create a web based data collection and reporting system available in the public domain under an open source software license. A working copy of this open source software code has been published on the MACRO website at www.mdcourts.gov/macro/adresssoftware.html. The open source code will be updated when the reporting portion of the software is finished. At that time, additional technical instructions for building the system will also be posted. In the meantime, MACRO staff will be available to answer questions from potential users.

It was initially anticipated that there would be a separate user guide for the software. During the project development, MACRO determined that a more useful approach would be to incorporate detailed help documentation within the software that is keyed to the particular page and topic the user is accessing. Help pages are dynamic such that system administrators can update them and add responses to frequently asked questions.

As the system is completed and deployed, MACRO will continue to document and share both administrative and programmatic lessons learned and results of the data analysis.

CONCLUSION


MACRO and the Maryland Judiciary have been committed to bringing this vision to fruition for many years. The assistance provided by SJI has put us within sight of that goal. The practical benefits include creating new, user-friendly feedback forms from a well-grounded foundation; designing a simple and reliable way to collect and integrate quantitative and qualitative information about the ADR processes happening through the courts; building an accessible and easy-to-use web-based data collection and reporting system that will for the first time allow statewide data comparisons; and enabling ADR coordinators to continuously adjust course and improve their programs. We believe that this groundbreaking system will positively influence court ADR programs nationwide for years to come. MACRO is grateful for SJI's foresight and support throughout the process.

Submitted by: Rachel Wohl
Rachel A. Wohl, Executive Director
Maryland Judiciary's Mediation and Conflict Resolution Office

12/1/2011
Date

APPENDIX B

SAMPLE PUBLICITY MATERIALS

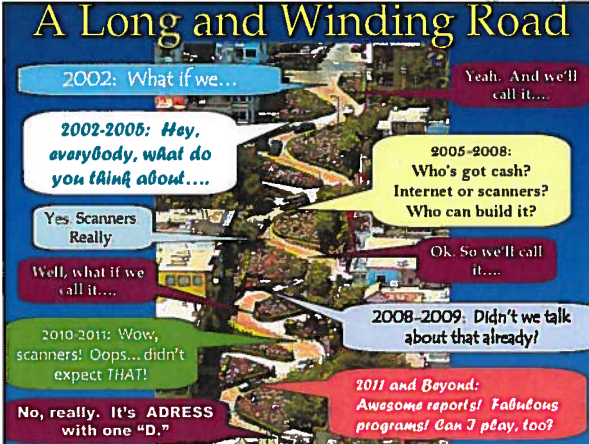


ADDRESS
ADR Evaluation
Support System

Improving ADR Practice and Programs
Statewide

For more information about this or other MACRO programs, contact us at: www.marylandmacro.org
(410) 260-3540

A Long and Winding Road



2002: What if we...
Yeah. And we'll call it...

2002-2005: Hey, everybody, what do you think about....
Yes Scanners Really
Well, what if we call it....

2005-2008: Who's got cash? Internet or scanners? Who can build it?
Ok. So we'll call it....

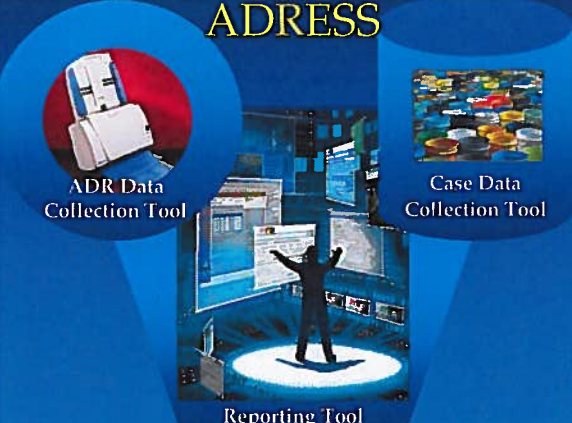
2008-2009: Didn't we talk about that already!

2010-2011: Wow, scanners! Oops... didn't expect THAT!

2011 and Beyond: Awesome reports! Fabulous programs! Can I play, too?

No, really. It's ADDRESS with one "D."

ADDRESS



ADR Data Collection Tool

Case Data Collection Tool

Reporting Tool

WII-FM: Your Favorite Station




♪ Double the Pleasure,
Double the Fun!

♪ Helps Us Show the
Value of ADR
Programs for
Fundors, Clients,
and the Public

WII-FM: Your Favorite Station

♪ It's a Lot Better than
New Coke

♪ Source of Continuous
Improvement for ADR
Programs & Practitioners



WII-FM: Your Favorite Station

♪ If E-Harmony Can Find Matches This
Way, So Can Your Clients



♪ History of ADR Success to Share with
Clients or Potential Employers

WII-FM: Your Favorite Station



♪ Your Mom Will Have
Something Cool to Post
on the Fridge Again

♪ Source of Participant
Testimonials

WII-FM: Your Favorite Station

♪ Satisfies Nostalgia for Bubble Sheets



♪ Gives You Direct Access to Your Data

WII-FM: Your Favorite Station

♪ The Three Ps:



♪ Program, Process, Practice

The Future of ADRESS




For more information about this or other MACRO programs, contact us at: www.militaryandcivilian.org
(410) 245-3540

Maryland's Alternative Dispute Resolution Evaluation Support System (ADRESS)

Improving ADR Practice and Programs Statewide

Presented for the 2010 American Bar Association's Court Symposium Seminar:
Using Technology to Optimize Court ADR Program Administration

 For more information about this or other MACRO programs, contact us at: www.marylandmacro.org
(410) 240-3540

ADRESS



ADR Data
Collection Tool

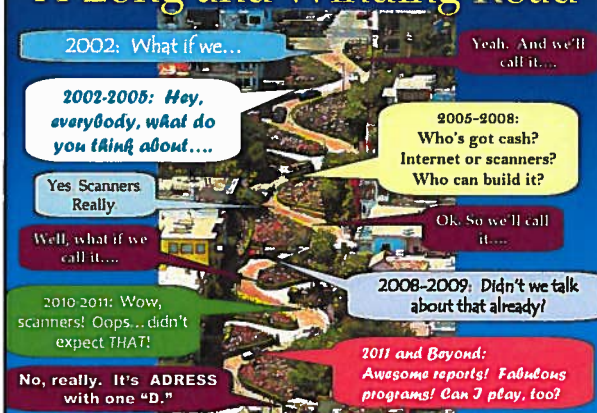


Case Data
Collection Tool



Reporting Tool

A Long and Winding Road



2002: What if we...
Yeah. And we'll call it...

2002-2005: *Hey, everybody, what do you think about....*
Yes Scanners Really
Well, what if we call it....


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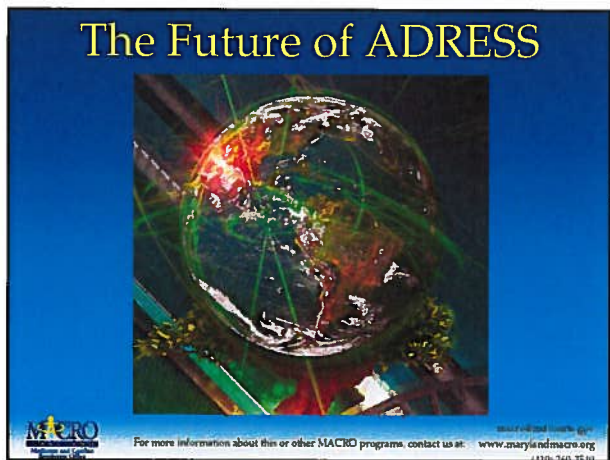
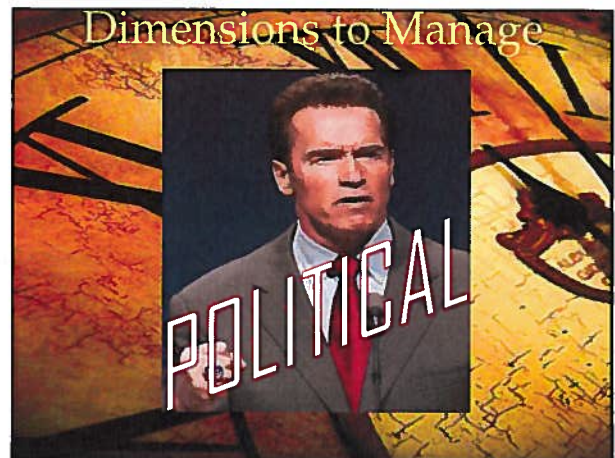
2010-2011: Wow, scanners! Oops... didn't expect THAT!
No, really. It's ADRESS with one "D."

2011 and Beyond: *Awsome reports! Fabulous programs! Can I play, too?*

Dimensions to Manage



HUMAN



Creating a New ADDRESS for ADR Program Improvement

By Julie R. Linkins, Esq., MACRO
Court ADR Resources Director

This year, MACRO will launch a revolutionary new tool designed to help courts understand and improve their ADR programs. No other court program in the nation has a system quite like this.

The Alternative Dispute Resolution Evaluation Support System (ADDRESS) is a Web-based data collection and reporting tool that will enable program managers to collect, aggregate, sort, and analyze feedback from ADR participants. They can then combine this feedback with case docket information to help understand and improve the interplay between litigation and ADR processes. MACRO's ADR Evaluations Director Nick White says that he is excited to work on this innovative project. He explains, "It will give us a clear understanding of the use of ADR in the courts, and the collected data will be a tremendous resource for future research."

[continued on page 18](#)



Charting the growth and success
of ADR in Maryland

New Program for State Employees SHARED NEUTRALS Workplace Mediation

By Freda L. Stevens, Shared
Neutrals Coordinator, DBM

Are you a Maryland government employee? Do you hate coming to work because you don't get along with a co-worker or a supervisor? Do you and one of your employees have a hard time understanding each other? If so, you may be interested in an exciting new mediation program.

This program is an interagency mediation program for workplace disputes in state government. It provides free mediation by using a pool of trained and experienced collateral duty mediators who provide mediation services to agencies other than their own, in exchange for similar services from other agencies to their agency.

[continued on page 5](#)



Creating a New ADDRESS, from 1

About 6 years ago, MACRO asked how it could help court program managers succeed. From these discussions, a clear need emerged for a tool to help them evaluate and improve the ADR services provided in their courts. In many instances, stacks of feedback forms completed by participants at the end of mediations and settlement conferences languished in a drawer because court personnel simply had no time to enter the responses into a database or spreadsheet. Everyone agreed that being able to tap into the treasure trove of information stored there would help them, among other things,

Issue 13

18

April 2010

- Identify skillful practitioners who could serve as mentors for newcomers
- Spot areas of concern that would make valuable training topics
- Report on the level of satisfaction felt by ADR participants
- Quantify more accurately any perceived cost or time savings generated by the use of ADR
- Tweak program management to develop the most efficient and effective systems and processes
- Correct misperceptions held by litigants or attorneys about ADR
- Coach ADR practitioners on areas for improvement
- Demonstrate benefits from the use of ADR to the court, legislators, and the public.

All we needed was a system that would automate the collection of the feedback data, connect it with

case docket information, and spit out coherent and useful reports. Of course, it would help if every program used the same feedback forms so we could present statewide data, as well. And along the way it was decided to design a system that will potentially be used by other ADR programs, such as community conflict resolution centers or private practitioners, as well. It seemed like a simple enough quest at the time, but what followed has been an odyssey of collaboration and exploration to find or create the best tools to meet these needs.

Working together throughout the journey

Many people throughout Maryland have contributed to this project over the years. The first step was to develop a uniform set of questions to gather consistent, valuable information within and across programs. Stakeholders from court, community, and practitioner groups worked collaboratively to develop goals, objectives, and indicators related to ADR programs. Based on those goals, six pages of questions were created, wordsmithed, and refined. From that pool, key questions were selected and fashioned into brief two-page questionnaires for mediation and settlement conference participants and attorneys. As designed, a set of core questions will be answered by ADR participants and attorneys in all types of programs. Other questions can be tailored to meet the needs of a particular program or setting.

At the same time the questionnaire was being developed, MACRO sought technological options for automating the data collection. Mediations often occur in locations where no computer is readily available, so online surveys would not work. Unfortunately, no available off-the-shelf products fully satisfied the technical requirements, so some creative piecing together was called for. The result is a three-part system connecting the court's data warehouse to a data collection tool and a reporting tool customized to meet the needs expressed by courts, program managers, and practitioners across Maryland. MACRO is indebted to the District Court of Maryland and the Circuit Courts for Baltimore City, Baltimore County, and Worcester County, which will serve as test sites for the pilot program.





Baltimore City Circuit Court is one ADRESS test site.

The ADRESS system

ADRESS connects a data collection tool with a custom reporting tool that pulls information from the Judiciary's case management data warehouse. Here's how it works:

Step 1: Participant and attorney feedback surveys, coded with case numbers, are scanned into a database. Program managers can scan surveys from multiple cases at once. The cutting-edge scanning technology is not limited to the bubble sheet-style multiple choice format of old. It can capture images of free-form handwritten answers to open-ended questions. The scanning system can generate basic reports that aggregate the survey answers, so a program manager could quickly see, for example, what percentage of participants strongly agreed that they had the opportunity to say what they wanted to say during mediation.

Step 2: The survey data is uploaded to the Web-based reporting tool. This triggers a request to the Judiciary's case management data warehouse for docket information about the cases. The case data is then combined with the survey data collected for those cases, and all of the information is combined with other cases handled by the program.

Step 3: Program managers can then ask a wide range of questions and generate reports about what happened. For example, a program manager can find out what types of cases tend to settle before the discovery deadline instead of after it, whether cases that settle earlier have higher or lower satisfaction rates, whether a certain type of case seems to require more ADR sessions than another type, whether a particular mediator excels at contract cases but receives lower ratings on personal injury cases, whether a high percentage of participants seem

confused about how to request mediation, and the like. With this information in hand, managers can adjust something and track the results of the change over time. Did it help? Did it have no effect? Did it cause some other problem? In this way, ADRESS gives program managers the ability to provide targeted assistance to practitioners and make continuous improvements to programs.

The technological components of ADRESS will be deployed in two phases. First, the data collection tool (the scanning system) will be serially installed at the four court pilot sites in 2010. Practitioners may notice that the survey forms look different due to the formatting needed to work with the scanners. Program managers will be able to generate basic reports about the survey results right away. Second, the Web-based reporting tool will be connected to the scanning system and the court data warehouse early next year, enabling use of the more sophisticated reporting functions.

Into the future

When the pilot program is complete and the system is working well, MACRO will make it available to other court programs and potentially over time, to community conflict resolution centers, government ADR programs and private practitioners. In addition, practitioners who belong to the Maryland Program for Mediator Excellence (MPME) will be able to log in and view survey results for their cases, which will help them craft personal improvement plans and track their growth over time.

In the spirit of sharing best practices and useful tools, MACRO will post the computer source code on its Web site for download by ADR programs in other states. The code and accompanying system documentation will enable other users to tailor the system to fit their needs. Someday, perhaps all ADR program managers and practitioners will have access to a version of this robust system to help them make informed decisions about how to hone their craft and improve their services.

FORM Q
QUARTERLY PROGRESS REPORT FOR
CLOSEOUT PERIOD

**Maryland Mediation and Conflict
Resolution Office**

SJI Grant # SJI-08-N-073

**Alternative Dispute Resolution
Evaluation Support System
(ADRESS)**

(formerly the Practical Quality Improvement System)

**Quarterly Progress Report
(Q2 & Q3)
Period April-September 2011**

**Alternative Dispute Resolution Evaluation Support System
Quarterly Progress Report
Period April-September 2011**

Table of Contents

1.0 PROJECT ACTIVITIES.....	2
1.1 CODE REPORTS	2
1.2 COMPILE DRAFT OPEN SOURCE CODE	3
1.3 RESOLVE DATA COLLECTION PROBLEMS.....	3
2.0 RELATIONSHIP OF ACTIVITIES TO TASK SCHEDULE.....	3
3.0 SIGNIFICANT PROBLEM AREAS AND RESOLUTION	4
3.1 UNRELIABLE DATA COLLECTION	4
3.2 CONTRACT DISPUTE AND WORK STOPPAGE.....	4
4.0 SCHEDULED ACTIVITIES FOR NEXT REPORTING PERIOD.....	4

Alternative Dispute Resolution Evaluation Support System

Quarterly Progress Report

Period April-September 2011

1.0 Project Activities

1.1 Code Reports

Software coding for the Reporting function of ADRESS has begun. This is the final major piece of the system to be created. MACRO staff created detailed descriptions of the desired reports, which fall into three major categories: case reports, survey reports, and other reports.

Reports to be developed include the following:

CASE REPORTS: Case Reports only contain information relating to cases sent to ADR. They do not contain any responses to survey questions.

- Details for Cases Referred to ADR
- ADR Referral and Usage Report
- ADR Outcomes Report
- ADR Practitioner Assignment/Selection Report
- ADR Practitioner Cases Report
- Case Milestone Comparison Report
- Case Discovery Report
- Reasons ADR Was Not Used Report
- ADR Sessions and Hours Report

SURVEY REPORTS: Survey Reports contain information about cases and surveys. These reports enable comparison of survey results to data known about cases.

- Case Survey Report
- Survey Question Summary Report
- Question and Answer Comparison Report
- Missing Survey Responses Report
- Question Demographic Comparison Report
- Survey Written Responses Report
- Missing Survey Detail Report
- Missing Survey Summary Report
- Program Goals Report
- Program Objectives Report
- Program Indicators Report
- Program Goals, Objectives, and Indicators Comparison Report
- ADR Practitioner Survey Results Report
- Case Activity Report

Alternative Dispute Resolution Evaluation Support System

Quarterly Progress Report

Period April-September 2011

OTHER REPORTS: Other reports include history, usage, and roster reports used primarily for program and system management.

- Survey Question Version Report
- Survey Notes Report
- Survey Goals, Objectives, and Indicators Report
- Reports Run Report
- ADR Practitioner Continuing Education Report
- Practitioner Roster Report
- ADR Practitioner Role Report
- Follow-up Contacts Report
- Volunteered – No Cases Assigned Report (for District Court Day-of-Trial Program)

Clearly this is a major component of the system. We feel confident that the detailed work put into designing these reports will generate a useful set of standard reporting options. Program managers and system administrators will be able to export the data to standard spreadsheet programs and statistical analysis packages (e.g., Excel and SPSS) in the event that additional reporting options are required.

1.2 Compile Draft Open Source Code

The ADRESS software engineer is in the process of adding documentation to the open source software code that will help future users customize it for their needs. For example, where our solution links to the Maryland Judiciary's case data warehouse, a notation will indicate that the user should create a link to their case data source. The code will be posted on the MACRO website now and updated as revisions to the programming are made and the reporting portion is completed.

1.3 Resolve Data Collection Problems

As reported in previous quarters, the data collection aspect of the system continues to be problematic. Repeated attempts to resolve the problems have been unsuccessful. This is part of the reason work was stopped on the project in August. (See section 3, below.)

2.0 Relationship of Activities to Task Schedule

The troubleshooting process with the data collection system continued to consume most of our time and attention during the reporting period, so not a lot of progress has been made on other dependent scheduled tasks. While the engineers were working on those problems, the MACRO staff moved ahead on

Alternative Dispute Resolution Evaluation Support System

Quarterly Progress Report

Period April-September 2011

developing the detailed reporting requirements. As soon as the data collection issues are resolved, the programmers can move forward with the reports piece.

3.0 Significant Problem Areas and Resolution

3.1 Unreliable Data Collection

This aspect of the project has been a continuing issue, with each resolution of a blockage allowing us to move further into the process and revealing another block. In July, Scantron, the provider of the data collection component of the ADRESS system, deployed another solution. Before it could be tested, a contract dispute arose and work stopped. All parties are optimistic that the solution will work when tested. The scanning portion of the system appears to be working properly now; the issue resides in the connection between the scanning/data collection piece and the custom case data/reporting piece.

3.2 Contract Dispute and Work Stoppage

The delays these problems have caused led to a contract dispute that caused a temporary work stoppage in August. MACRO, the Judiciary's administration, and the two contractors met on September 29, 2011, and worked out a solution. There is renewed commitment to work together to resolve any outstanding issues and complete the project as expeditiously as possible.

4.0 Scheduled Activities for Next Reporting Period

The grant funds provided by SJI were fully spent in the first quarter of 2011. The closeout period for the project was extended to accommodate the work stoppage due to the contract dispute. When work resumes in October, the final grant requirement for posting the open source code will be completed and a closeout report will be submitted. MACRO is grateful for SJI's continuing support and assistance in launching this innovative system.

FORM F
CUMULATIVE FINANCIAL STATUS REPORT

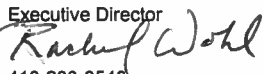
**STATE JUSTICE INSTITUTE
FINANCIAL STATUS REPORT**

1. Grantee Name and Address Maryland Mediation and Conflict Resolution Office 903 Commerce Rd Annapolis, MD 21401			4. Award No. SJI-08-N-073				
2. Payee Name and Address (where checks are sent if different than item 1) Treasurer, State of Maryland same address as above			5. Project Title Practical Quality Improvement System				
3. Award Period From: 6/16/2008 To: 5/30/2011			6. Report No. 12				
7. Final Report (yes or no) YES			8. Report Period From: 9/1/2011 To: 11/30/2011				
9. Status of Funds Object Class Categories	Approved SJI Budget	Approved Cash Match Budget	Total Project Disbursements to Date				
			SJI Funds	Cash Match	In-Kind Match	Other	Total
a. Direct Costs							
(1) Personnel							\$ 2,280.00
(2) Fringe Benefits							\$ -
(3) Consultant/Contractual	\$ 157,400.00	\$ 285,600.00	\$ 175,400.00	\$ 473,065.50			\$ 648,465.50
(4) Travel		\$ 1,917.00					\$ -
(5) Equipment		\$ 35,040.00		\$ 46,762.00			\$ 46,762.00
(6) Supplies							\$ -
(7) Telephone							\$ -
(8) Postage							\$ -
(9) Printing/Copying	\$ 18,000.00						\$ -
(10) Audit							\$ -
(11) Other (Specify)							\$ -
Total Direct Cost	\$ 175,400.00	\$ 322,557.00	\$ 175,400.00	\$ 519,827.50	\$ 2,280.00	\$ -	\$ 697,507.50
b. Total Indirect Costs (%)							\$ -
c. Total Disbursements			\$ 175,400.00	\$ 519,827.50	\$ 2,280.00	\$ -	\$ 697,507.50
d. Less Project Income							\$ -
e. Net Disbursements			\$ 175,400.00	\$ 519,827.50	\$ 2,280.00	\$ -	\$ 697,507.50
f. Unpaid Obligations							\$ -
g. Total (e+f)			\$ 175,400.00	\$ 519,827.50	\$ 2,280.00	\$ -	\$ 697,507.50
h. Total Project Budget	\$ 175,400.00	\$ 322,557.00	\$ 175,400.00	\$ 322,557.00	\$ -	\$ -	\$ 497,957.00
i. Unobligated Balance			\$ -	\$ (197,270.50)	\$ (2,280.00)	\$ -	\$ (199,550.50)

10. Certification: I certify that to the best of my knowledge the information above is correct and that all disbursements were or are to be made in accordance with the grant conditions, and project income, if any, has been reported on line 10d.

Name (typed): Rachel Wohl

Title: Executive Director

Signature: 

Telephone Number: 410-260-3540

Email: rachel.wohl@mdcourts.gov

Date: 12/1/2011