FAMILY COURT REPORT – SECOND QUARTER OF 2023

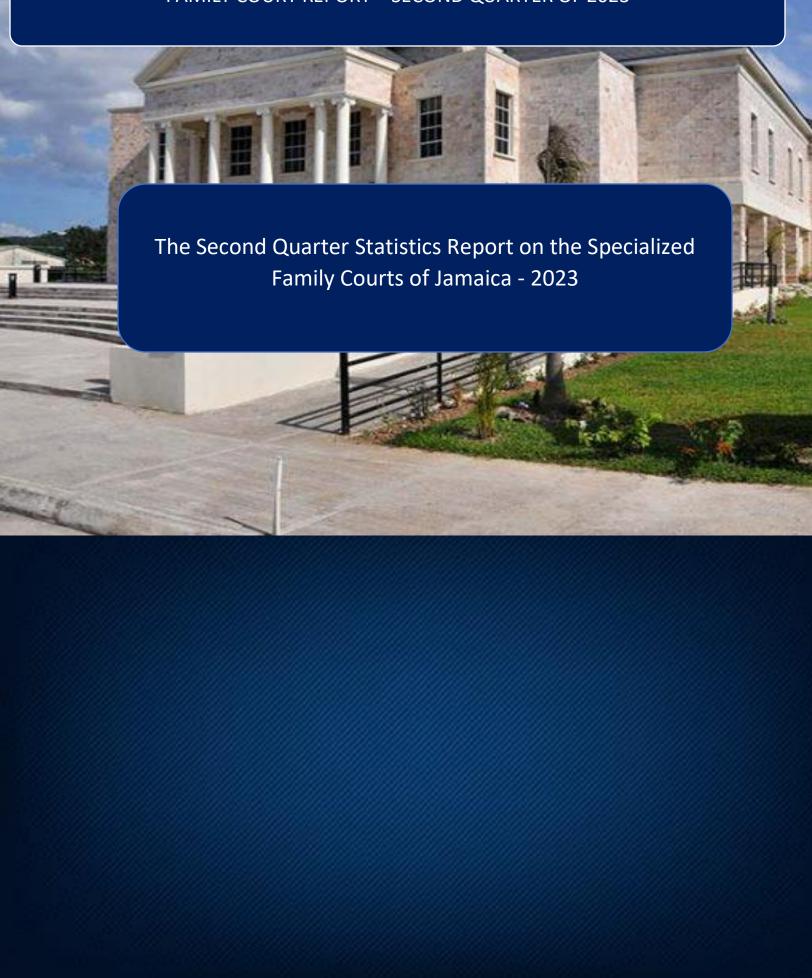


TABLE OF CONTENTS

Executive Summary	3
Introduction	5
Chapter 1.0: The Corporate Area Family Court	
Chapter 2.0: The St. James Family Court	12
Chapter 3.0: The Hanover Family Court	17
Chapter 4.0: The Westmoreland Family Court	22
Chapter 5.0: The Trelawny Family Court	27
Chapter 6.0: The Manchester Family Court	32
Chapter 7.0: The Clarendon Family Court	36
Aggregate case activity estimates	40
Conclusion	41
Glossary of Terms	42

Executive Summary

This report covers core case activity summary for the specialized family courts for the second quarter ended June 30, 2023. The data suggests that a total of 2241 new cases were filed in the combined specialized family courts of Manchester, Trelawny, Westmoreland, Hanover, St. James, Manchester, Clarendon (Chapelton) and the Kingston and St. Andrew Family Court (Corporate Area). The Kingston and St. Andrew Family Court accounted for the largest share of new cases filed with 675 or 30.12%, followed by the St. James Family Court with 561 or 25.03% and the Westmoreland Family Court with 340 or 15.17%. A total of 2296 cases were disposed in the quarter with the Kingston and St. Andrew Family Court accounting for the largest share with 627 or 27.31% and the, followed by the St. James Family Court with 587 or 25.57% and the Trelawny Family Court with 251 or 10.93%, rounding off the top three.

The specialised family courts in this report recorded an impressive overall case clearance rate of 107.94% during the quarter, with the Trelawny Parish Court leading the way with an outstanding 192.54%, followed by the Westmoreland Family Court with 111.76% and the St. James Family Court with 108.38%. All seven specialized family courts which are featured in this report recorded case clearance rates of over 90% during the quarter with four recording rates of over 100%.

Future reports will cover a more comprehensive range of metrics for the specialized family courts as most of these courts are currently undergoing significant data system transitions. Nevertheless, the results revealed in this report suggest that the specialized family courts have a good rate case turnover rate and are making notable strides in reducing case congestion to a sustainable level. In so doing these courts are making an appreciable contribution towards the

fulfilment of the strategic plan of the judiciary to achieve an overall net backlog rate of under 5% and a consistent overall weighted mean case clearance rate of 100% or over.

Below is a summary of case activity during the second quarter of 2023 for the seven family courts featured in the report.

Table: Aggregate case flow performance estimates for the second quarter ended June 30, 2023

Family Court	Number of new cases	Gross number of disposed cases	Gross number of inactive cases	Weighted average case clearance rate
Corporate Area Family				
Court	675	627	31	97.48
Manchester Family Court	190	175	7	95.79
Clarendon Family Court	159	107	37	90.57
Hanover Family Court	182	177	12	103.85
St. James Family Court	561	587	21	108.38
Westmoreland Family Court	340	372	8	111.76
Trelawny Family Court	134	251	7	192.54
Total/Weighted Average	2241	2296	123	107.94

Introduction

The specialized family courts are quite unique within the Jamaican court system, carrying out an array of functions on daily basis - in many ways functioning as a 'one-stop shop.' Among the primary functions carried out are on site counselling, filtering matters to offsite counselling locations, extensive open court hearings and adjudication and facilitating extensive operational logistics involving the collection of payments and pay-outs for matters such as maintenance. The Family Courts also tends to a number of distinct case types, namely criminal, civil, domestic violence and family and child welfare that includes maintenance, custody, adoption, declaration of paternity, guardianship, childcare and protection and uncontrollable child. In appreciation of the peculiar operational dynamics of the Family Court, this report seeks to provide a robust representation of both open court and non-court services, which the court offers to the public. According to the Judicature Family Court Act, the primary purpose of the Family Court is to prevent the breakdown of families and where this may be unavoidable to ensure that the welfare of its members and in particular children is safeguarded. The plethora of functions, both judicial and administrative which are performed by the Family Courts are therefore not surprising. In explain the structure of the handling of family matters in the Jamaican court system, the Judicature (Family Court) Act of 1975 outlines that:

Matters concerning the family of which our statute laws take cognizance are adoption, custody, maintenance, affiliation, juveniles in need of care and attention, juvenile offenders and divorce...the Resident Magistrate's Court (now parish courts) have jurisdiction in adoption, maintenance and affiliation. These courts along with the Supreme Court hear and determine matters relating to custody and guardianship. The

law relating to juveniles in need of care and protection and to offending juveniles is principally administered by the Juvenile Courts, whilst the Supreme Court exercises exclusive jurisdiction in divorces.

The Family Courts are indeed an important part of the fabric of the justice sector and nation building and statistical reporting of this nature will contribute positively to the productivity of this court and improve the public's understanding and appreciation of its role and provisions. Together, these throughputs will redound to the benefit of the Jamaican society in both the long and short runs.

This report includes case activity and performance measurements for seven of the eight specialized family courts in Jamaica, namely the three Western Regional Family Courts of Hanover, Westmoreland and St. James, Trelawny, Manchester and Chapelton. The newest specialized family court in St. Ann will be included in future reports.

Disclaimer

The numbers that are reflected in the case activity summary in the annual report may vary slightly from those quoted in the individual quarterly reports throughout the year due to occasional constraints with timely access to all records and other mitigating factors. Methodological adjustments may also result in slight variations in comparative figures across periods.

Chapter 1.0: Corporate Area Family Court (Kingston and St. Andrew Family Court)

This chapter of the document will examine a summary of selected output and performance measurements for matters in the Corporate Area Family Court for the second quarter ended June 30, 2023. This involves the analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	14	10	0	71.43
Indictments	13	30	6	276.92
Summary	9	17	0	188.89
Petty Session	2	1	1	100.00
Total/Weighted Average	38	58	7	171.05

The above table shows that 38 criminal cases were filed at the Corporate Area Family Court during the second quarter ended June 30, 2023. Of these, 14 or 36.8% were summary matters, 13 or 34.21% were Indictments, 9 or 23.68% were summary matters and 2 or 5.2% were petty session matters. There was a total of 58 criminal cases while 7 cases became inactive during second the quarter ended June 30, 2023. Of these, 30 indictment cases were disposed and 6 became inactive, 17 summary cases were disposed while 10 committal proceedings were disposed of during the quarter. Collectively, these results led to an estimated weighted clearance

rate of 171.05% for criminal matters at the Corporate Area Family Court during the second quarter of 2023.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Corporate Area Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Overall Number of cases disposed	Overall Number of inactive cases	Case Clearance Rate (%)
Child care protection	28	20	0	71.43
Uncontrollable Child	9	12	1	144.44
Total Weighted Average	37	32	1	89.19

A total of 37 new Domestic Violence cases were filed at the Corporate Area Family Court during the second quarter of 2023, 28 or 75.68% of which were child care and protection cases while the remaining 24.32% were uncontrollable child cases. A total of 32 cases were disposed while 1 became inactive. The overall weighted average case clearance rate for Domestic Violence cases for the quarter was 89.19% with uncontrollable child cases registering a case clearance rate of 144.44% and child care and protection cases registering a case clearance rate of 71.43%

Family matters case activity summary for the Corporate Area Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Corporate Area Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity.

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	169	163	7	100.59
Declaration of Paternity	84	70	0	83.33
Access	0	56	0	undefined
Maintenance	197	137	14	76.65
Total/Weighted Average	450	426	21	99.33

The 450 new cases filed at the Corporate Area Family Court in the second quarter ended June 30, 2023 revealed that maintenance matters with 197 cases or 43.77% accounts for the largest proportion of cases filed. This was followed by custody matters with 169 or 37.56%. There were 84 declaration of paternity cases or 18.67% of the total. A total of 447 cases falling under this broad family category were disposed of or became inactive in the quarter. This is broken down into 426 disposed and 21 inactive cases. Custody cases accounted for 163 of the disposed cases and 7 inactive cases while maintenance accounted for 137 disposed cases and 14 inactive cases. There were 70 disposed declaration of paternity cases, and 56 disposed access cases. This led to an overall estimated weighted average case clearance rate of 99.33% for the broad family case

type, led by custody with 100.59%, and declaration of paternity cases with 83.33%. Maintenance cases had a clearance rate of 76.65%.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Corporate Area Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Corporate Area for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the second quarter ended June 30, 2023

Order Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	125	97	2	79.20
Occupation Order	25	14	0	56.00
Total/Weighted Average	150	111	2	75.33

The data above shows that there was a total of 150 new domestic violence cases filed in the second quarter of 2023 at the Corporate Area Family Court. A total 113 Domestic Violence cases were either disposed or became inactive during the quarter. The larger proportion of the new cases filed was accounted for by protection order cases with 125 or 83.33%, while cases of occupation order with 25 or 16.67% accounted for the remaining proportion. A total of 111 domestic cases were disposed while 2 became inactive during the quarter. There were 97 protection cases disposed of during the quarter, while 14 occupation order cases were disposed. There were 2 inactive protection order cases which became inactive during the quarter. These results led to estimated case clearance rates of 79.20% for protection order cases and 56% for

occupation order cases, further yielding an overall weighted average case clearance rate of 75.33%.

Chapter 2.0: St. James Family Court

This chapter of the document provides a summary of selected output and performance measurements for matters in the St. James Family Court for the second quarter ended June 30, 2023. Such will involve analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	1	3	0	300.00
Indictments	9	8	0	88.89
Summary	14	11	1	85.71
Petty Session	2	2	0	100.00
Total/Weighted Average	26	24	1	96.15

The above table shows that 26 criminal cases were filed at the St. James Family Court in the second quarter ended June 30, 2023. Of these, 14 or 53.8% were summary matters, 9 or 34.6% were Indictments, 2 or 7.6% were petty session and 1 or 3.8% was a committal matter. There was a total of 24 criminal cases disposed of which 1 became inactive during second the quarter ended June 30, 2023. Of these, 11 summary cases were disposed and 1 became inactive, 8 indictments matters were disposed and 3 committal proceedings were disposed of during the quarter. This led to an estimated weighted clearance rate of 96.15% for these types of cases.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the St. James Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Child care protection	82	14	1	18.29
Uncontrollable Child	28	16	1	60.71
Total Weighted Average	110	30	2	29.09

There were 110 child welfare cases filed at the St. James Family Court in the second quarter ended June 30, 2023, the larger proportion of which were childcare and protection cases which accounted for 82 or 74.55%, while cases of uncontrollable child with 28 or 25.45% accounted for the remaining proportion. A total of 30 child welfare cases were disposed while 2 became inactive during the quarter. There were 14 child care and protection cases disposed of during the quarter, while 16 uncontrollable child cases were disposed. There was 1 inactive uncontrollable child case and also 1 child care protection which became inactive during the quarter. These results led to estimated case clearance rates of 18.29% for child care and protection cases and 60.71% for uncontrollable child cases, further yielding an overall weighted average case clearance rate of 29.09%.

Family matters case activity summary for the St. James Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the St. James Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity

Table 1.0: Summary of Family case activity for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	92	132	3	146.74
Declaration of Paternity	40	59	0	147.50
Access	25	14	0	56.00
Adoption	1	1	0	100.00
Legal Guardianship	10	1	0	10.00
Maintenance	97	131	7	142.27
Total	265	338	10	131.32

The 265 new cases filed at the St. James Family Court in the second quarter ended June 30, 2023 revealed that maintenance matters accounted for 97 cases or 36.60%, the largest proportion of the cases filed. This was followed by custody matters with 92 or 34.72%. There were 40 declaration of paternity cases or 15.09% of the total, also 25 access cases, 10 legal Guardianship cases and 1 adoption case. A total of 348 cases falling under this broad family category were disposed or became inactive in the quarter. This is broken down into 338 disposed and 10 inactive cases. Custody cases accounted for 132 of the disposed cases and 3 inactive cases while maintenance matters accounted for 131 disposed cases and 7 inactive cases. There were 59 disposed declarations of paternity cases and 14 disposed access cases. This led to an overall

estimated weighted average case clearance rate of 131.32% for the broad family case type, led by declaration of paternity with 147.50%, and custody cases with 146.74%. Maintenance cases with 142.27%, adoption with 100%, access with 56% and legal guardianship with 10% rounds off the list.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the St. James Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in St. James for the second guarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	116	144	5	128.45
Occupation Order	21	23	3	123.81
Total/Weighted Average	137	167	8	127.74

A total of 137 new Domestic Violence cases were filed at the Corporate Area Family Court during the second quarter of 2023, 116 or 84.67% of which were protection order cases while the remaining 15.33% were uncontrollable child cases. A total of 167 cases were disposed while 8 became inactive. The overall weighted average case clearance rate for Domestic Violence cases for the quarter was 127.74% with protection order cases registering a case clearance rate of 128.45% and occupation order cases registering a case clearance rate of 123.81%.

Summary of case activity for civil matters at the St. James Family Court

The below subsection provides a basic summary of case activity for civil matters at the St. James Family Court in the second quarter ended June 30, 2023

Table 1.0: Summary of civil case activity for cases in the second quarter ended June 30, 2023

Number of new cases filed	Number of cases disposed	Number of inactive cases	weighted case clearance rate (%)
23	28	0	121.74

The above data shows that a total of 23 new civil cases were filed in the second quarter ended June 30, 2023 while a total of 28 cases were disposed. This produces an estimated case clearance rate of 121.74%

Chapter 3.0: The Hanover Family Court

This chapter of the document provides a summary of selected output and performance measurements for case activity in the Hanover Family Court for the second quarter ended June 30, 2023. This will include analyses of caseload, case type distribution and case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	4	3	0	75.00
Indictments	20	10	0	50.00
Summary	5	5	0	100.00
Petty Session	2	1	0	50.00
Total	31	19	0	61.29

The above table reveals that 31 criminal cases were filed at the Hanover Family Court in the second quarter ended June 30, 2023. Of these, 20 or 64.52% were indictments, 5 or 16.13% were summary matters, and committals and petty session matters accounted for 4 or 12.90% and 2 or 6.45% respectively. There were a total of 19 criminal cases disposed during second quarter ended June 30, 2023. Of these, 10 were indictments, 14 were summary matters, 3 were committal matters and 1 was a petty session matter. This led to an estimated weighted clearance rate of 61.29% for these types of cases.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Hanover Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Child care protection	18	15	1	88.89
Uncontrollable Child	3	7	0	233.33
Total Weighted Average	21	22	1	109.52

There were 21 new child welfare cases filed at the Hanover Family Court in the second quarter ended June 30, 2023, the larger proportion of which were child care protection cases which accounted for 18 or 85.72%, while cases of uncontrollable child with 3 or 14.29% accounted for the remaining proportion. A total of 23 child welfare cases were disposed or became inactive. There were 15 child care protection disposed of during the quarter, while 7 child care protection cases were disposed. These results led to estimated case clearance rates of 88.89% for child care and protection cases and 233.33% for uncontrollable child cases, further yielding an overall weighted average case clearance rate of 109.52%, which satisfies the international standards on this vital metric.

Family matters case activity summary for the Hanover Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Hanover Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	23	30	1	134.78
Declaration of Paternity	5	9	2	220.00
Access	4	2	0	50.00
Legal Guardianship	1	1	0	100.00
Maintenance	27	38	2	148.15
Total	60	80	5	141.67

The 60 new cases filed at the Hanover Family Court in the second quarter ended June 30, 2023 revealed that the largest proportion were maintenance matters with 27 cases or 45%. This was followed by 23 or 38.33% which were custody cases and 5 or 8.33% which were declaration of paternity cases. There were also 4 cases of access. A total of 85 cases falling under this broad family category were disposed of or became inactive in the quarter. This is broken down into 38 disposed maintenance cases, 30 disposed custody cases, 9 disposed declaration of paternity cases, 2 disposed access cases. This led to an overall estimated weighted average case clearance rate of 141.67% for the broad family case type, led by declaration of paternity cases with 220%, maintenance with 148.15%, custody cases with 134.78%, and legal guardianship with 100%.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Hanover Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Hanover for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the third quarter ended September 30,2021

Order Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	53	35	3	71.70
Occupation Order	11	7	3	90.91
Total/Weighted Average	64	42	6	75.00

A total of 64 new Domestic Violence cases were filed at the Hanover Family Court during the second quarter of 2023, 53 or 82.82% of which were protection order cases while the remaining 17.19 occupation order cases. A total of 42 cases were disposed while 6 became inactive. The overall weighted average case clearance rate for domestic violence cases for the quarter was 75%, with occupation order cases registering a case clearance rate of 90.91% and protection order cases registering a case clearance rate of 71.70%

Summary of case activity for civil matters at the Hanover Family Court

The below subsection provides a basic summary of case activity for civil matters at the Hanover Family Court in the second quarter ended June 30, 2023.

Table 1.0: Summary of civil case activity for cases in the second quarter ended June 30, 2023

Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted Case Clearance Rate (%)
6	14	0	233.33

The data above shows that there was a total of 6 new civil cases filed in the second quarter June 30, 2023. There were also a total of 14 civil cases which were disposed of in the quarter at the Hanover Family Court. This produces an estimated case clearance rate of 233.33%, which is above the international standard.

Chapter 4.0: The Westmoreland Family Court

This chapter of the document will examine a summary of selected output and performance measurements for matters in the Westmoreland Family Court for the second quarter ended June 30, 2023. This will include analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the quarter ended September 30, 2021

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	5	5	0	100.00
Indictments	14	10	0	71.43
Summary	6	3	0	50.00
Petty Session	11	1	0	9.09
Total/Weighted Average	36	19	0	52.78

The above table shows that 36 mew criminal cases were filed at the Westmoreland Family Court in the second quarter ended June 30, 2023. Of these, 14 or 38.88% were indictments, 11 or 30.56% were petty session matters, while summary matters and committal proceedings accounted for 6 cases or 16.67% and 5 cases or 13.89% respectively. There was a total of 19 criminal cases disposed of during second quarter ended June 30, 2023 leading to an overall weighted case clearance rate of 52.78%.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Westmoreland Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Uncontrollable Child	34	18	1	55.88
Total Weighted Average	34	18	1	55.88

There were 34 child welfare cases filed at the Westmoreland Family Court in the second quarter ended June 30, 2023, this was accounted for by uncontrollable Child cases. A total of 18 child uncontrollable child cases were disposed of while 1 became inactive during the quarter. This results led to a weighted average case clearance rate of 55.88%.

Family matters case activity summary for the Westmoreland Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Westmoreland Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity.

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	48	86	3	185.42
Declaration of Paternity	24	23	1	100.00
Access	17	0	0	undefined
Legal Guardianship	2	0	0	undefined
Maintenance	91	102	2	114.29
Total/Weighted Average	182	211	6	119.23

The 182 new family cases filed at the Westmoreland Family Court in the second quarter ended June 30, 2023 revealed that the largest proportion were maintenance matters with 91 cases or 50%. This was followed by 48 or 26.37% which were custody cases and 24 or 13.18% which were cases of declaration of paternity. There were also 17 access cases. A total of 217 cases falling under this broad family category were disposed or became inactive in the quarter. This is broken down into 102 disposed and 2 inactive maintenance cases, 86 disposed and 3 inactive custody cases ,23 disposed and 1 inactive declaration of paternity cases. This led to an overall estimated weighted average case clearance rate of 119.23% for the broad family case type, led by custody cases with 185.42%, maintenance cases with 114.29% and declaration of paternity cases with 100%.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Westmoreland Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Westmoreland for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the second quarter ended June 30, 2023

Order Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	62	99	0	159.68
Occupation Order	7	5	0	71.43
Total/Weighted Average	69	104	0	150.72

A total of 69 new Domestic Violence cases were filed at the Westmoreland Family Court during the second quarter of 2023, 62 or 89.86% of which were protection order cases while the remaining 10.14% were occupation order cases. A total of 104 cases were disposed while none became inactive. The overall weighted average case clearance rate for domestic violence cases for the quarter was 150.72% with protection order cases registering a case clearance rate of 159.68% and occupation order cases registering a case clearance rate of 71.43%

Summary of case activity for civil matters at the Westmoreland Family Court

The below subsection provides a basic summary of case activity for civil matters at the Westmoreland Family Court in the second guarter ended June 30, 2023.

Table 1.0: Summary of civil case activity for cases in the second quarter ended June 30, 2023

Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted Case Clearance Rate (%)
19	20	1	110.53

The data above shows that there was a total of 19 new civil cases filed in the second quarter ended June 30, 2023 while 20 civil cases which were disposed of and 1 became inactive in the quarter at the Westmoreland Family Court. This produces an estimated case clearance rate of 110.53%, which satisfies the international standard.

Chapter 5.0: The Trelawny Family Court

This chapter of the document provides a summary of selected output and performance measurements for matters in the Trelawny Family Court for the second quarter ended June 30, 2023. This includes analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023f

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	2	9	1	500.00
Indictments	2	6	0	300.00
Summary	9	9	1	111.11
Total/Weighted Average	13	24	2	200

The above table shows that the sample of 13 criminal cases filed at the Trelawny Family Court in the second quarter ended June 30, 2023. Of these, 9 or 69.23% were summary matters and committal proceedings and indictment matters each accounted for 2 cases or 15.38%. There was a total of 24 disposed and 2 inactive criminal cases during second quarter ended June 30, 2023. This led to an estimated weighted clearance rate of 200% for these types of cases.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Trelawny Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Child care protection	13	12	0	92.31
Uncontrollable Child	2	5	1	300.00
Total/ Weighted Average	15	17	1	120.00

There were 15 child welfare cases filed at the Trelawny Family Court in the second quarter ended June 30, 2023, the larger proportion of which were child care protection cases which accounted for 13 or 86.67%, while cases of uncontrollable child with 2 or 13.33% accounted for the remaining proportion. A total of 17 child welfare cases were disposed during the quarter and 1 became inactive. There were 12 child care and protection cases, and 5 uncontrollable child cases disposed during the quarter. These results led to estimated case clearance rates of 300% for uncontrollable child and 92.31% for child protection cases, further yielding a weighted average case clearance rate of 120%, which satisfies the international standards on this vital metric.

Family matters case activity summary for the Trelawny Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Trelawny Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity.

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	26	37	0	142.31
Declaration of Paternity	13	24	0	184.62
Access	5	14	1	300.00
Legal Guardianship	1	1	0	100.00
Maintenance	23	74	2	330.43
Adoption	2	2	0	100.00
Total	70	152	3	221.43

The 70 new family cases filed at the Trelawny Family Court in the second quarter ended June 30, 2023 revealed that the largest proportion were custody matters with 26 cases or 37.14% followed by maintenance matters with 23 cases or 32.86%. This was followed by declaration of paternity with 13 or 18.57%. A total of 155 cases falling under this broad family category were disposed or became inactive in the quarter. This is broken down into 74 disposed and 2 inactive maintenance cases, 37 disposed custody cases, 24 disposed declaration of paternity cases and 14 cases of access. This led to an overall estimated weighted average case clearance rate of 221.43% for the broad family case type, led by maintenance cases with 330.43%, access cases with 300% and

declaration of paternity cases with 184.62%. custody cases had a clearance rate of 142.30%, while legal guardianship and adoption had a clearance rate of 100% each.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Trelawny Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Trelawny for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	29	54	1	189.66
Occupation Order	2	10	0	500.00
Total/Weighted Average	31	64	1	344.83

A total of 31 new Domestic Violence cases were filed at the Corporate Area Family Court during the second quarter of 2023, 29 or 93.55% of which were protection order cases while the remaining 6.45% were occupation order cases. A total of 64 cases were disposed while 1 became inactive. The overall weighted average case clearance rate for Domestic Violence cases for the quarter was 344.83% with protection order cases registering a case clearance rate of 189.66% and occupation order cases registering a case clearance rate of 500%

Summary of case activity for civil matters at the Trelawny Family Court

The below subsection provides a basic summary of case activity for civil matters at the Trelawny Family Court in the second quarter ended June 30, 2023

Table 1.0: Summary of civil case activity for cases in the second quarter ended June 30, 2023

Number of new cases filed	Number of cases disposed	Number of inactive cases	weighted case clearance rate (%)
7	4	0	57.14

The data above shows that there was a total of 7 new civil cases filed in the second quarter ended June 30, 2023 while 4 civil cases were disposed. This produces an estimated case clearance rate of 57.14%.

Chapter 6.0: St. Manchester Family Court

This chapter of the document will examine a summary of selected output and performance measurements for matters in the Manchester Family Court for the second quarter ended June 30, 2023. Such will involve analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	1	0	0	0.00
Summary	6	5	5	166.67
Total	7	5	5	142.86

The above table shows that 7 criminal cases were filed at the Manchester Family Court in the second quarter ended June 30, 2023. Of these, 6 or 85.71% were summary matters, 1 or 14.29% were committal proceedings. There was a total of 10 criminal cases disposed or which became inactive of during second quarter ended June 30, 2023. Of these, 5 summary cases were disposed and 5 became inactive. These results led to an estimated weighted clearance rate of 142.86% for these types of cases.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Manchester Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Child care protection	12	6	0	50.00
Uncontrollable Child	14	10	0	71.43
Total Weighted Average	26	16	0	61.54

There were 26 child welfare cases filed at the Manchester Family Court in the second quarter ended June 30, 2023, the larger proportion of which were uncontrollable child cases which accounted for 14 or 53.85%, while cases of child care protection with 12 or 46.15% accounted for the remaining proportion. A total of 16 child welfare cases were disposed of during the quarter. There were 10 uncontrollable child cases disposed of during the quarter, while 6 child care protection cases were disposed. These results led to estimated case clearance rates of 50% for child care and protection cases and 71.43% for uncontrollable child cases, further yielding an overall weighted average case clearance rate of 61.54%, which does not satisfy the international standards on this vital metric.

Family matters case activity summary for the Manchester Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Manchester Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity.

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	20	26	0	130.00
Declaration of Paternity	9	9	0	100.00
Access	15	13	0	86.67
Legal Guardianship	0	1	0	undefined
Maintenance	95	85	2	91.58
Total	139	134	2	97.84

The 139 new cases filed at the Manchester Family Court in the second quarter ended June 30, 2023 revealed that maintenance matters and custody matters with 95 cases or 68.35% and 20 or 14.39% respectively accounts for the largest proportion of cases filed. This was followed by access cases with 15 or 10.79%. There were also 9 declaration of paternity cases. A total of 136 cases falling under this broad family category were disposed or became inactive in the quarter. This is broken down into 134 disposed and 2 inactive cases. Maintenance cases accounted for 85 of the disposed cases and 2 inactive cases while custody cases accounted for 26 disposed cases. There were, 13 disposed cases of access, 9 disposed declaration of paternity cases, 1 disposed legal guardianship case. This led to an overall estimated weighted average case clearance rate of 97.84% for the broad family case type, led by custody and declaration of paternity cases with 86.67%.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Manchester Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Manchester for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the second quarter ended June 30, 2023

Order Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	17	19	0	111.76
Total/Weighted Average	17	19	0	111.76

There were 17 domestic violence cases filed at the Manchester Family Court during the second quarter ended June 30, 2023, all of which were protection order cases. 19 protection order cases were disposed, yielding an overall weighted average case clearance rate of 111.76%.

Summary of case activity for civil matters at the Manchester Family Court

The below subsection provides a basic summary of case activity for civil matters at the Manchester Family Court in the second quarter ended June 30, 2023

Table 1.0: Summary of civil case activity for cases in the second quarter ended June 30, 2023

Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted Case Clearance Rate (%)
1	1	0	100.00

Only 1 civil case was filed at the Manchester Parish Court during the second quarter of 2023 and similarly 1 civil case was disposed, yielding a case clearance rate of 100%.

Chapter 7.0: The Clarendon Family Court

This chapter of the document provides a summary of selected output and performance measurements for matters in the Clarendon Family Court for the second quarter ended June 30, 2023. Such will involve analyses of caseload, case type distribution, case clearance rates for the different business lines of the family court.

Case Activity Summary in the Criminal Section (A Division of the Children's Court)

Table 1.0: Summary of criminal case activity for cases for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case clearance rate (%)
Committal	4	1	0	25.00
Indictments	2	3	0	150.00
Summary	1	10	0	1000.00
Total	7	14	0	200.00

The above table shows that the sample of 7 criminal cases filed at the Clarendon Family Court in the second quarter ended June 30, 2023. Of these, 4 or 57.14% were committal proceedings, 2or 28.57% were indictment matters, and summary matters accounted for 1 or 14.29%. There was a total of 14 criminal cases disposed during second quarter ended June 30, 2023. Of these, 10 summary cases were disposed, 3 indictment cases were disposed and 1 committal proceedings case was disposed, during the quarter. These results led to an estimated weighted clearance rate of 200% for these types of cases.

Case Activity on Child Welfare Matters (A Division of the Children's Court)

This section examines case activity for matters classified as child welfare in the Clarendon Family Court for the second quarter ended June 30, 2023. Matters falling under the child welfare subdivision are uncontrollable child and childcare and protection cases.

Table 1.0: Summary of child welfare case activity for the second quarter ended June 30, 2023

Case Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Child care protection	5	2	0	40.00
Total Weighted Average	5	2	0	40.00

There were 5 child welfare cases filed at the Clarendon Family Court in the second quarter ended June 30, 2023. These were cases of the child care protection. A total of 2 child welfare cases were disposed of in the quarter. This result, further yielded an overall weighted average case clearance rate of 40%.

Family matters case activity summary for the Clarendon Family Court in the second quarter ended June 30, 2023

This section examines case activity for matters classified under the broad category of family matters in the Clarendon Family Court for the second quarter ended June 30, 2023. Matters falling under this broad case category which are included in this report includes maintenance, custody, legal guardianship, access and declaration of paternity.

Table 1.0: Summary of Family case activity for cases for the second quarter ended June 30, 2023

Case Subtype	Number of new cases filed	Number of cases disposed	Number of inactive cases	Case Clearance Rate (%)
Custody	25	16	7	92.00
Declaration of Paternity	12	15	0	125.00
Access	9	6	0	66.67
Maintenance	69	31	26	82.61
Adoption	4	3	0	75.00
Total	119	71	33	87.39

The 119 new cases filed at the Hanover Family Court in the second quarter ended June 30, 2023 revealed that the largest proportion were maintenance matters with 69 cases or 57.98%. This was followed by 25 or 21% which were custody cases and 12 or 10.08% which were declaration of paternity cases. There were also 9 cases of access and 4 of adoption. A total of 104 cases falling under this broad family category were disposed or became inactive in the quarter. This is broken down into 31 disposed maintenance cases, 16 disposed custody cases ,15 disposed declaration of paternity cases, 6 disposed access cases and 3 adoption cases. This led to an overall estimated weighted average case clearance rate of 87.39% for the broad family case type, led by declaration of paternity cases with 125%, custody with 92%, maintenance cases with 82.61%, and adoption and access cases with 75% and 66.67% respectively.

Summary of Case Activity for Domestic Violence Cases in the second quarter ended June 30, 2023 at the Clarendon Family Court

The below subsection provides a basic summary of case activity for Domestic Violence cases filed at the Family Court in Clarendon for the second quarter ended June 30, 2023.

Table 1.0: Summary of domestic violence case activity for cases for the third quarter ended September 30,2021

Order Type	Number of new cases filed	Number of cases disposed	Number of inactive cases	Weighted case clearance rate (%)
Protection Order	28	19	4	82.14
Occupation Order	0	1	0	undefined
Total/Weighted Average	28	20	4	85.71

A total of 28 new Domestic Violence cases were filed at the Clarendon Family Court during the second quarter of 2023, all of which were protection order matters. A total of 20 cases were disposed while 4 became inactive and the overall weighted average case clearance rate for domestic violence cases for the quarter was 85.71%.

Table: Aggregate case flow performance estimates for the second quarter ended June 30, 2023

Family Court	Number of new cases	Gross number of disposed cases	Gross number of inactive cases	Weighted average case clearance rate
Corporate Area Family Court	675	627	31	97.48
Manchester Family Court	190	175	7	95.79
Clarendon Family Court	159	107	37	90.57
Hanover Family Court	182	177	12	103.85
St. James Family Court	561	587	21	108.38
Westmoreland Family Court	340	372	8	111.76
Trelawny Family Court	134	251	7	192.54
Total/Weighted Average	2241	2296	123	107.94

The above table provides a summary of aggregate case activity across the featured specialized Family Courts in the second quarter of 2023. It shows that a total of 2241 new cases were filed in these courts, while 123 became inactive and 2296 were disposed, leading to an estimated weighted case clearance rate of 107.94%. The Trelawny Family Court recorded the highest overall weighted case clearance rate among the featured courts with 192.54%, followed by the Westmoreland Family Court with 111.76%, while the St. James Family court recorded a clearance rate of 108.38% and the Hanover Family court following closely behind with 103.85% to round off the top four specialized family courts on this metric in the second quarter ended June 30, 2023.

Conclusion

This second quarter statistics report on the specialized family courts is one of the most complete to date in terms of the number of courts covered. The results are indeed quite impressive with all seven courts featured recording case clearance rates of over 90% and an overall case clearance rate of 107.94% was recorded. Notably, 4 of the 7 family courts exceeded the 100% case clearance rate mark for the quarter. The Corporate Area and St. James Family Courts affirmed their statuses as the largest family courts in terms of case inflows and overall caseload. Due to current transitions which are ongoing with the data systems in the family courts, an extensive range of performance metrics are not currently available for the family courts, however the information available provides useful insights into the performance of the specialized family courts across its various business lines. All seven specialized family courts featured appear to be doing well in hearing and resolving cases at an acceptable rate and this augurs well for the potential contribution of these courts to the overall strategic goals of the judiciary in becoming a highly efficient court system, with low and sustainable case backlog rates of below 5% and an optimal rate of case clearance of typically over 100%.

Glossary of Terms

Sampling Distribution: A sampling distribution of a given population is the distribution of frequencies of a range of outcomes that could possibly occur for a statistic of a population. A population is the entire pool from which a statistical sample is drawn.

Clearance rate: The ratio on incoming to outgoing cases or of new cases filed to cases disposed, regardless of when the disposed cases originated. For example, in a given Term 100 new cases were filed and 110 were disposed (including cases originating before that Term) the clearance rate is 110/100 or 110%.

Note: The clearance rate could therefore exceed 100% but the disposal rate has a maximum value of 100%.

A persistent case clearance rate of less than 100% will eventually lead to a backlog of cases in the court system. The inferred international benchmark for case clearance rates is an average of 90%-110 annualized. This is a critical foundation to backlog prevention in the court system.

Disposal rate: As distinct from clearance rate, the disposal rate is the proportion of new cases filed which have been disposed in a particular period. For example, if 100 new cases are filed in a particular Term and 80 of those cases were disposed in said Term, then the disposal rate is 80%.

Note: A persistent case clearance rate of less than 100% will eventually lead to a backlog of cases in the court system. ii

Trial/hearing date certainty: This is the proportion of dates set for trial or hearing which proceed without adjournment. For example, if 100 trial dates are set in a particular Term and 40 are

adjourned, then the trial certainty rate would be 60%. The international standard for this measure is between 92% and 100%.

Courtroom utilization rate: The proportion of courtrooms in full use on a daily basis or the proportion of hours utilized in a courtroom on a daily basis. The international standard for this rate is 100%.

Case congestion rate: The ratio of pending cases to cases disposed in a given period. It is an indication of how fatigued a court is, given the existing state of resources and degree of efficiency. A case congestion rate of 150% for example, is an indication that given the resources currently at a court's disposal and its degree of efficiency, it is carrying 1.5 times its capacity.

Case File Integrity Rate: Measures the proportion of time that a case file is fully ready and available in a timely manner for a matter to proceed. Hence, any adjournment, which is due to the lack of readiness of a case file or related proceedings for court at the scheduled time, impairs the case file integrity rate. The international benchmark for the case file integrity is 100%

Standard deviation: This is a measure of how widely spread the scores in a data set are **around** the average value of that data set. The higher the standard deviation, the higher the variation of the raw scores in the data set, from the average score. A low standard deviation is an indication that the scores in a data set are clustered around the average.

Outlier: An outlier is a value that is too small or too large, relative to the majority of scores/trend in a data set.

Skewness: This is measure of the distribution of scores in a data set. It gives an idea of where the larger proportion of the scores in a data set can be found. Generally, if skewness is positive as revealed by a positive value for this measure, this suggests that a greater proportion of the scores in the data set are at the lower end. If the skewness is negative as revealed by a negative value for this measure, it generally suggests that a greater proportion of the scores are at the higher end. If the skewness measure is approximately 0, then there is roughly equal distribution of scores on both the higher and lower ends of the average figure.

Range: This is a measure of the spread of values in a data set, calculated as the highest minus the lowest value. A larger range score may indicate a higher spread of values in a data set.

Case backlog: A case that is in the court system for more than two years without disposition. The **gross backlog rate** measures the proportion of all cases filed within a given period which remain unresolved for a period of over two years. The **net backlog rate** on the other hand measures the proportion of active cases filed in a given period which are unresolved for over two years.

Percentile Rank: This refers to the percentage of scores that are equal to or less than a given score. Percentile ranks, like percentages, fall on a continuum from 0 to 100. For example, a percentile rank of 45 indicates that 45% of the scores in a distribution of scores fall at or below the score at the 35th percentile.

Percentile ranks are useful when you want to quickly understand how a particular score compares to the other scores in a distribution of scores. For instance, knowing a court disposed 300 cases in a given period doesn't tell you much. You don't know how many case disposals were possible, and even if you did, you wouldn't know how that court's score compared to the rest of

the courts. If, however, you were told that the court scored at the 80th percentile, then you would know that this court did as well or better than 80% of the courts in case disposals.

Difference between percentage and percentile changes: The difference between percentage and percentage points, the latter is strictly used to compare two percentages, for example, if the clearance rate in 2018 was 89% and the clearance rate in 2019 is 100%, then the appropriate expression to compare these would be "an 11 percentage points increase". However, if we are comparing two absolute numbers, say, 1000 cases were disposed in 2018, and 1500 in 2019, then there would be a 50% increase in cases disposed.

Weighted Average: Weighted average is a calculation that takes into account the varying degrees of significance of the groups or numbers in a data set. In calculating a weighted average for a particular variable, the individual scores or averages for each group are multiplied by the weight or number of observations in each of those groups, and summed. The outcome is then divided by the summation of the number of observations in all groups combined. For example, if we wish to calculate the weighted average clearance rate for the parish courts, the product of the clearance rate and number of cases for each court are computed, added, and then divided by the total number of cases across all the parish courts. This means that a court with a larger caseload has a greater impact on the case clearance rate than a smaller court.

A weighted average can be more accurate than a simple average in which all numbers in a data set are assigned an identical weight.

Continuance and Adjournment: In a general sense, any delay in the progression of a hearing in which a future date/time is set or anticipated for continuation is a form of adjournment. However, in order to make a strict distinction between matters which are adjourned for

procedural factors and those which are generally avoidable, court statistics utilizes the terms 'continuance' and 'adjournment'. Here, 'continuance' is used strictly to describe situations in which future dates are set due to procedural reasons and 'adjournments' is used to describe the circumstances in which future dates of appearance are set due to generally avoidable reasons. For example, adjournments for another stage of hearing, say from a plea and case management hearing to a trial hearing or from the last date of trial to a sentencing date are classified as 'continuance' but delays for say, missing or incomplete files, due to outstanding medical reports or attorney absenteeism are classified as 'adjournments'. Adjournments as defined in this document have an adverse effect on hearing date certainty rates but continuances do not.

Source:

http://courts.mi.gov/Administration/SCAO/Resources/Documents/bestpractice/BestPracticeCaseAgeClearanceRate s.pdf

ⁱ Source:

http://courts.mi.gov/Administration/SCAO/Resources/Documents/bestpractice/BestPracticeCaseAgeClearanceRate s.pdf