



JUDICIAL COUNCIL OF CALIFORNIA

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REPORT TO THE JUDICIAL COUNCIL

Item No.: 22-151

For business meeting on: September 20, 2022

Title

Judicial Branch Technology: Court
Technology Modernization Funding, Fiscal
Years 2021–22 and 2022–23

Agenda Item Type

Action Required

Effective Date

September 20, 2022

Rules, Forms, Standards, or Statutes Affected

None

Date of Report

September 6, 2022

Recommended by

Judicial Council Technology Committee
Hon. Kyle S. Brodie, Chair
Hon. C. Todd Bottke, Vice-Chair

Contact

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Executive Summary

The Budget Act of 2022 appropriated funding for judicial branch technology modernization. The Judicial Council has directed the Technology Committee to recommend funding allocations and provide regular updates on approved allocations. These allocations are intended to modernize court operations through technology. The Technology Committee recommends that the Judicial Council allocate approximately \$12.5 million to trial and appellate courts for fiscal year 2022–23, as itemized in the attached summary. The recommended allocations would support projects that align with the judicial branch’s technology goals, while allowing individual courts to expand their use of technology to best meet their particular needs.

Recommendation

The Technology Committee recommends that, effective September 20, 2022, the Judicial Council approve the proposed allocations as itemized in the attached Court Technology Modernization Funding: Proposed Allocations for FY 2022–23.

The proposed allocations are included as Attachment A to this report.

Relevant Previous Council Action

The Budget Act of 2020 included a \$25 million appropriation for the continued modernization of California's trial courts through technology. At the Judicial Council's July 24, 2020, meeting, the Chief Justice directed the Technology Committee to make recommendations for allocating the funding.

At the September 25, 2020, Judicial Council meeting, the council approved 13 programs for fiscal year (FY) 2020–21, for which the \$25 million would be used; directed the Technology Committee to recommend allocations to trial courts; and requested reports on each program's progress.

At the November 13, 2020, Judicial Council meeting, the council approved clarifying the description of the Trial Court Digital Services program for FY 2020–21 to include physical and remote courtrooms, thereby providing courts additional flexibility for improving access to justice through further modernization and the expanded use of technology.

At the January 22, 2021, Judicial Council meeting, the council approved \$12.5 million in direct allocations to the trial courts for FY 2020–21 and received a status update. Of the remaining \$12.5 million, \$10 million was retained to fund branchwide initiatives, and \$2.5 million was held in reserve for program adjustments that could occur during implementation.

At the March 12, 2021, Judicial Council meeting, the council approved allocating an additional \$4.3 million to trial courts for FY 2020–21: \$2.6 million from the \$10 million identified for branchwide initiatives and \$1.7 million from the \$2.5 million held in reserve. That funding expanded participation in four branchwide programs. The council also approved the allocation of the remaining \$800,000 held in reserve to 32 courts that were engaged in digitizing their paper records.

At the October 1, 2021, Judicial Council meeting, the council approved the allocations recommended by the Technology Committee for FY 2021–22: \$15 million in direct allocations to the trial courts for local projects, and \$10 million in allocations to support and continue Judicial Council programs that have branchwide benefits, of which \$1.9 million was allocated to the five courts leading development of technologies for branchwide use.

Analysis/Rationale

The Budget Act of 2020 (Stats. 2020, ch.7) and Budget Act of 2021 (Stats. 2021, ch. 69) each appropriated \$25 million for the continued modernization of trial court operations for a total of \$50 million over two fiscal years. The outcomes of projects funded by the first two allocations demonstrated that the processes and tools developed for the Court Technology Modernization Funding program can lead to successful implementation of technology projects. Based on these demonstrated successes, beginning with the Budget Act of 2022, the Legislature approved ongoing funding for the continuing modernization of courts, and extended eligibility to include the Courts of Appeal and the Supreme Court. This cycle of funding will be the first year that the

appellate courts receive allocations through the Court Technology Modernization Funding program.

FY 2021–22 program outcomes and successes

For FY 2021–22, courts submitted project proposals for 201 projects across 20 program categories for a total of over \$43 million in requested funding. The Court Technology Modernization Funding workstream group (an ad hoc team of judicial branch members) evaluated those proposals and submitted recommendations to the Technology Committee for additional review and approval. The Technology Committee approved 140 of the proposals in September 2021, and the Judicial Council approved \$15 million in allocations to courts in October 2021. Although 140 proposals were approved, the available funding was not enough to implement all projects. Courts started work on 95 projects, and final reports for FY 2021–22 are due in September 2022.

In addition to providing funding to courts for local projects, \$10 million of the modernization funding was allocated to support and continue branchwide Judicial Council programs. Programs receiving allocations for the FY 2021–22 cycle furthered the goals of the *Strategic Plan for Technology 2019–2022* and the *Tactical Plan for Technology 2021–2022* by promoting the digital court, advancing IT security and infrastructure, and innovating through the IT community. These programs also include the Virtual Customer Service Center, Trial Court Digital Services, Automated Messaging and Notification Services, and Electronic Courts of Appeal Records and Transcripts (eCART), which are described below.

Virtual Customer Service Center: The Virtual Customer Service Center improves access to justice by enabling and providing access to court resources through chat technology. The pilot program is currently focused on enabling the use of “chatbots” and live chat on the branch self-help portal. Chatbots provide general and relevant automated responses to users in a natural and conversational manner. If questions become too complex, the chat is seamlessly transferred to a live chat for real-time conversations with an available representative for court information.

Since March 2021, the Virtual Customer Service Center has:

- Released chatbots for Name Change, Small Claims, and Family Law case types;
- Processed 52,000 questions from the public through 33,500 chats with the chatbots;
- Answered 68% of questions asked through the chatbot;
- Provided 20 to 35 hours of live-chat service per week to the public when the chatbot is unable to answer a question; and
- Initiated 2,500 live chats with users.

Trial Court Digital Services: Modernization of the branch and trial court websites continued under the FY 2021–22 allocations, with 32 trial courts adopting the Judicial Council’s managed hosting platform with 10 more now in the process of migration. In response to potential increased cyberattacks, the branch is proactively increasing security to the platform and trial

court websites. As a result of the continuing modernization of branch and trial court websites, the following advancements have been made:

- Trial court websites on the platform are seeing significant traffic growth month over month due to the improved information architecture, responsive mobile experience, and more accessible design;
- The branch self-help portal serves approximately 400,000 visitors per month;
- The Judicial Council's Newsroom has approximately 10,000 active subscribers receiving real-time updates from the Judicial Council Public Affairs office; and
- The Center for Families, Children & the Courts online learning repository was moved to the platform and has since accumulated 6,500 active users accessing 3,850 learning materials.

Automated Messaging and Notification Services: The Automated Messaging and Notification Services program uses technology solutions originally developed by the Superior Court of Los Angeles County to deliver notifications through two different services, CourtNotify (for any notification) and Hearing Reminder Service (for hearings only). The services were piloted in Los Angeles in February 2022 and have since added pilot courts and enhanced features, including the following:

- San Mateo is using CourtNotify to deliver notifications for jury reporting instructions, pretrial hearing notifications, and traffic hearing notifications.
- Placer has implemented the Hearing Reminder Service and is preparing new servers to support pilot participation for Lake, Modoc, and San Benito.
- Imperial, Lake, Modoc, San Benito, San Diego, San Luis Obispo, and Santa Clara have confirmed participation in the Hearing Reminder Service pilot for fall 2022.
- The Hearing Reminder Service was enhanced to provide a Spanish language option. Armenian, Chinese, Korean, and Vietnamese language capabilities are slated for addition in the future.

Electronic Court of Appeals Records and Transcripts (eCART): eCART, the next generation of the Transcript Assembly Program (TAP), is a software program that automates the trial court's labor-intensive process of compiling a clerk's transcript and produces an electronic record that can be securely transmitted to the appellate court. The Los Angeles court led the development effort, and the software has been deployed in 31 courts as of August 2022. The software has been well received by the courts. Brian Cotta, clerk/executive officer of the Court of Appeal, Fifth Appellate District, remarked:

The eCART application builds upon the successes of the Transcript Assembly Program (TAP) and perpetuates the reliable and consistent delivery of electronic clerk's transcripts and reporter's transcripts to the Supreme Court and Courts of Appeal. eCART brings the most advanced clerk's transcript compilation toolset available to trial courts, allowing them to benefit from additional efficiencies, maximize integrations with other electronic systems, and therefore reinvest staff

time freed up into better serving the public. With eCART being a Judicial Branch managed solution, it can easily adapt to the needs of all courts, the rules of court, and customers of the judiciary.

FY 2022–23 court projects and recommended funding model

The amounts requested by courts for technology projects continue to exceed the amount of funding available. Multiple branch funding opportunities exist for technology-related projects in addition to the Court Technology Modernization Funding program, but the application processes and timelines often vary. To streamline the funding process and reduce the administrative burden on courts, a “one-stop shop” application was developed this year. The consolidated applications allowed courts to submit project proposals to multiple Judicial Council funding sources without having to repeatedly submit the same proposals through duplicative applications. Courts were able to propose projects for the Court Technology Modernization Funding program, the Language Access Signage and Technology Grant, the Model Self-Help Technology Grant, and the Jury Management Systems Grant.

Program Priorities

In an effort to align the branch priorities with local court efforts and goals, courts were asked to identify their priorities as part of the annual Court Technology Inventory, which requested information from the courts on the state of technology solutions in various areas that correlate with the California Courts Connected framework (Attachment B). In June 2022, the Technology Committee approved branchwide technology priorities based on input from court leaders, the IT community, and committee discussion.¹ The priorities were:

- Electronic Records Management
- Remote Access
 - Remote Appearances
 - Remote Access to Proceedings
 - Remote Records Access and Search
- Infrastructure
 - Ensuring that all components are in place to support and connect systems and services
- Innovative Branchwide Solutions

Project Criteria and Review

For the Court Technology Modernization Funding program, the Technology Committee wanted to continue the spirit of collaboration and transparency and once again approved creation of a workstream that included court technologists, court executives, and judicial officers to review the modernization projects proposed by courts (Attachment C).

A total of 166 local court projects requesting over \$55 million in funding was submitted by 49 trial courts and three Courts of Appeal. Nine trial courts did not submit project proposals to the Court Technology Modernization Funding program, indicating that resources were focused on

¹ www.courts.ca.gov/documents/jctc-20220601-minutes.pdf.

existing projects and lacked sufficient staff to implement additional projects within the required time frames. While not all Courts of Appeal districts submitted project proposals, two of the proposals were submitted as collaboration projects with one benefitting several Courts of Appeal districts and the other benefitting the entire Courts of Appeal and the Supreme Court.

As in FY 2021–22, the workstream examined project proposals to evaluate their benefit to the public, focus on innovation and modernization, relation to the California Courts Connected framework, and the FY 2022–23 program categories (Attachment D). The California Courts Connected framework was developed with input from the branch IT community and reviewed by the Technology Committee at its May 24, 2021, meeting. This framework builds on the Chief Justice’s vision of Access 3D and shows how technology in the judicial branch is not only increasing convenience to the public but is also a bridge that allows for multiple channels of physical, remote, and equal access. Relating projects to the California Courts Connected framework ensured that projects (1) were within approved program categories; (2) would advance the court’s efforts for physical, remote, and equal access to justice; and (3) would achieve branch technology goals.

All projects were required to meet, or show that they could meet, the following criteria:

- Benefit the public;
- Comply with branchwide policies and standards;
- Be vetted and approved by the Technology Committee;
- Support at least one of the approved program categories;
- Commence project initiation activities immediately after projects are approved;
- Show demonstrable progress by January 2023;
- Expend or encumber funds by the end of FY 2022–23;
- Complete the project by the end of June 2025; and
- Report quarterly on measurable successful outcomes.

Projects that did not meet overall key requirements were not recommended for funding. Routine technology refreshes, upgrades, or maintenance and operations costs that would not modernize a court were also not recommended. Project proposals that could potentially be funded from alternative existing sources were identified for further discussion with courts. Final rounds of project review included analyses from the workstream and staff to ensure consistency in the review methodology and recommendations, as well as adherence to branch policies.

Funding Methodology

In addition to evaluating the project proposals, the Technology Committee reviewed various funding methodologies for allocating funding to courts. For FY 2022–23, the committee recommends allocating \$12.5 million based on a funding model that (1) prioritizes document digitization projects; (2) funds high priority projects for small courts without digitization proposals;² and then (3) distributes the remaining funds, to be used on recommended projects,

² Small courts are defined as courts with .2% or less pro rata percentage from the Workload Formula.

pro rata based on the Workload Formula that is used for trial court budget allocations. This model provides funding in a manner that ensures modernization of vital technology solutions so small courts can be sufficiently funded for at least one project. The Court Technology Modernization Funding: Proposed Allocations for FY 2022–23 (Attachment A) details the individual court allocations based on the recommended funding model.

Policy implications

By allocating approximately \$12.5 million in modernization funding directly to trial and appellate courts, the Judicial Council will improve how the public is served, build on previous successes, and continue the collaborative relationship that has been central to advancing the judicial branch’s technology goals and expanding access to justice. Allocating money directly to individual courts for projects that meet the key criteria described above allows them to best serve the needs of their communities, while remaining aligned with the *Strategic Plan for Technology 2019–2022* and *Tactical Plan for Technology 2021–2022*.

The specific funding approach recommended by the Technology Committee reflects several policy decisions. First, it recognizes that digitization of documents is a fundamental requirement in increasing access to justice and aligns with priorities indicated by courts through the Court Technology Inventory. Second, the committee recognizes that a strictly pro rata-based formula would preclude many small trial courts from implementing projects that could establish a strong foundation for modernizing their operations because they would not receive enough funding to cover the full costs of those technology solutions. Third, the committee appreciates that the Workload Formula has been successfully used for other funding decisions and incorporating that formula here is consistent with the council’s general funding methodology. Finally, because the available funding cannot cover the costs of all recommended proposed projects, this model provides the courts with individual discretion on how they would like to fund and structure their local projects.

Comments

The Technology Committee conducted extensive outreach to the courts regarding the Court Technology Modernization Funding program, including (1) through the Information Technology Advisory Committee; (2) through meetings of appellate court representatives, trial court executives, and court information officers; and (3) through branchwide webinars. The Technology Committee held public meetings on May 18, 2022, to receive updates on activities related to modernization funding for FY 2022–23 and discuss branch priorities; on June 1, 2022, to approve branch priorities; and on August 31, 2022, to discuss potential funding models and project recommendations. The Technology Committee conducted an action by email on September 2, 2022, to accept final recommendations. No comments were received for any of the meetings or action by email.

Alternatives considered

In relation to allocating funding to courts for local projects, the committee considered various funding amounts and scenarios. The committee discussed whether an amount other than \$12.5 million should be allocated to courts. The committee determined that allocating the maximum

amount of \$12.5 million to courts was important for sustaining the modernization progress that courts had started through the first two years of funding.

The committee discussed the possibility of a model where all funds were allocated solely through a pro rata approach, with no minimum allocation. However, because the costs of certain technology solutions are fixed and would not vary significantly based on a court's size, a proportional funding model based solely on the Workload Formula pro rata for trial courts and "per justice" pro rata for the appellate courts would leave those projects out of reach for many small courts.

The committee also considered the branch priorities that were developed from local court priorities and feedback from the IT community. Digitization projects were identified as a set of projects that aligned with branch priorities and the goal to promote the digital court as described by the *Strategic Plan for Technology 2019–2022*. One model the committee discussed funded digitization projects for small courts before allocating the remainder through a Workload Formula (for trial courts) and per justice pro rata distribution (for appellate courts). This model was acknowledged to have merit, but was ultimately not recommended because it did not sufficiently fund small courts that did not submit digitization projects, which would create the same disadvantages seen in a straight pro rata scenario.

Another model funded digitization projects regardless of court size before applying the pro rata formulas. This scenario was not recommended because it limited the potential for innovation by courts advancing modernization projects beyond digitization.

Taking the competing interests into account, and balancing the various goals in play, the committee determined that the most appropriate model for allocating the \$12.5 million would be to allocate up to \$5 million for digitization projects first, then fund the highest priority project³ for small courts that did not have a digitization project, and lastly apply the pro rata-based Workload Formula. This recommended model would provide equitable funding while addressing the issue of higher project costs for smaller courts with aging technology systems that could not be funded by a pure pro rata model.

Fiscal and Operational Impacts

All allocations are from the Branchwide IT Modernization Budget Change Proposal, and funds must be expended or encumbered by the end of the fiscal year. The allocation does not impact any other funding source. Implementation of projects will be contingent on a court's readiness and ability to deploy in the short time frame. Projects that were identified for potential funding through alternative sources will be disallowed from funding the same costs twice if funding is received from the alternative source.

³ Courts identified their project priority order in their project proposals.

Attachments and Links

1. Attachment A: Court Technology Modernization Funding: Proposed Allocations for FY 2022–23
2. Attachment B: California Courts Connected framework diagram
3. Attachment C: Court Technology Modernization Fund Workstream membership list
4. Attachment D: FY 2022–23 Court Technology Modernization Funding: Program Category Definitions

**Court Technology Modernization Funding:
Proposed Allocations for FY 2022–23**

Attachment A

| | Digitization | Pro Rata | Total Allocation | |
|----------------------------|--------------|----------------------|------------------|------------------|
| Appellate Courts | \$312,854 | \$ - | \$312,854 | |
| Appellate Courts Sub Total | | | \$ 312,854 | |
| | Digitization | Small Court Priority | Pro Rata | Total Allocation |
| Alameda | | | \$ 362,108 | \$ 362,108 |
| Alpine * | | \$ 15,093 | \$ - | \$ 15,093 |
| Amador † | | | \$ - | \$ - |
| Butte | \$ 105,000 | | \$ - | \$ 105,000 |
| Calaveras * | \$ 66,649 | | \$ - | \$ 66,649 |
| Colusa † | | | \$ - | \$ - |
| Contra Costa | \$ 312,854 | | \$ - | \$ 312,854 |
| Del Norte * | | \$ 57,392 | \$ - | \$ 57,392 |
| El Dorado | \$ 312,854 | | \$ - | \$ 312,854 |
| Fresno | \$ 312,854 | | \$ 32,937 | \$ 345,791 |
| Glenn * | \$ 165,000 | | \$ - | \$ 165,000 |
| Humboldt | | | \$ 34,419 | \$ 34,419 |
| Imperial † | | | \$ - | \$ - |
| Inyo ‡ | | | \$ - | \$ - |
| Kern | \$ 161,587 | | \$ 188,445 | \$ 350,032 |
| Kings | \$ 312,854 | | \$ - | \$ 312,854 |
| Lake † | | | \$ - | \$ - |
| Lassen * | | \$ 288,500 | \$ - | \$ 288,500 |
| Los Angeles | \$ 312,854 | | \$ 2,971,854 | \$ 3,284,708 |
| Madera | | | \$ 15,824 | \$ 15,824 |
| Marin | \$ 75,000 | | \$ 1,130 | \$ 76,130 |
| Mariposa * | \$ 266,070 | | \$ - | \$ 266,070 |
| Mendocino | | | \$ 23,990 | \$ 23,990 |
| Merced | | | \$ 68,004 | \$ 68,004 |
| Modoc * | | \$ 5,000 | \$ - | \$ 5,000 |
| Mono † | | | \$ - | \$ - |
| Monterey | \$ 312,854 | | \$ - | \$ 312,854 |
| Napa | | | \$ 18,706 | \$ 18,706 |
| Nevada | \$ 113,000 | | \$ - | \$ 113,000 |
| Orange | | | \$ 754,598 | \$ 754,598 |
| Placer | | | \$ 99,096 | \$ 99,096 |
| Plumas † | | | \$ - | \$ - |
| Riverside | | | \$ 259,686 | \$ 259,686 |
| Sacramento | | | \$ 433,160 | \$ 433,160 |
| San Benito * | | \$ 45,500 | \$ - | \$ 45,500 |
| San Bernardino | | | \$ 63,800 | \$ 63,800 |
| San Diego | \$ 312,854 | | \$ 604,395 | \$ 917,250 |
| San Francisco | \$ 312,854 | | \$ 30,622 | \$ 343,476 |
| San Joaquin | | | \$ 205,955 | \$ 205,955 |
| San Luis Obispo | \$ 72,000 | | \$ 26,070 | \$ 98,070 |
| San Mateo | \$ 312,854 | | \$ - | \$ 312,854 |
| Santa Barbara | | | \$ 108,400 | \$ 108,400 |
| Santa Clara | \$ 312,854 | | \$ 181,275 | \$ 494,129 |
| Santa Cruz | \$ 146,070 | | \$ - | \$ 146,070 |
| Shasta | | | \$ 51,674 | \$ 51,674 |
| Sierra * | | \$ 139,428 | \$ - | \$ 139,428 |
| Siskiyou † | \$ 17,875 | | \$ 2,250 | \$ 20,125 |
| Solano | \$ 312,854 | | \$ - | \$ 312,854 |
| Sonoma † | | | \$ - | \$ - |
| Stanislaus | | | \$ 127,061 | \$ 127,061 |
| Sutter | | | \$ 32,378 | \$ 32,378 |
| Tehama | | | \$ 23,632 | \$ 23,632 |
| Trinity † | | | \$ - | \$ - |
| Tulare | | | \$ 126,617 | \$ 126,617 |
| Tuolumne * | | \$ 50,000 | \$ - | \$ 50,000 |
| Ventura † | | | \$ - | \$ - |
| Yolo | | | \$ 51,000 | \$ 51,000 |
| Yuba | \$ 57,500 | | \$ - | \$ 57,500 |
| Trial Court Sub Total | \$ 4,687,146 | \$ 600,913 | \$ 6,899,087 | \$ 12,187,146 |
| Grand Total | \$5,000,000 | \$ 600,913 | \$ 6,899,087 | \$12,500,000 |

* Small Court defined as receiving less than .2% or less pro rata percentage from the Workload Formula

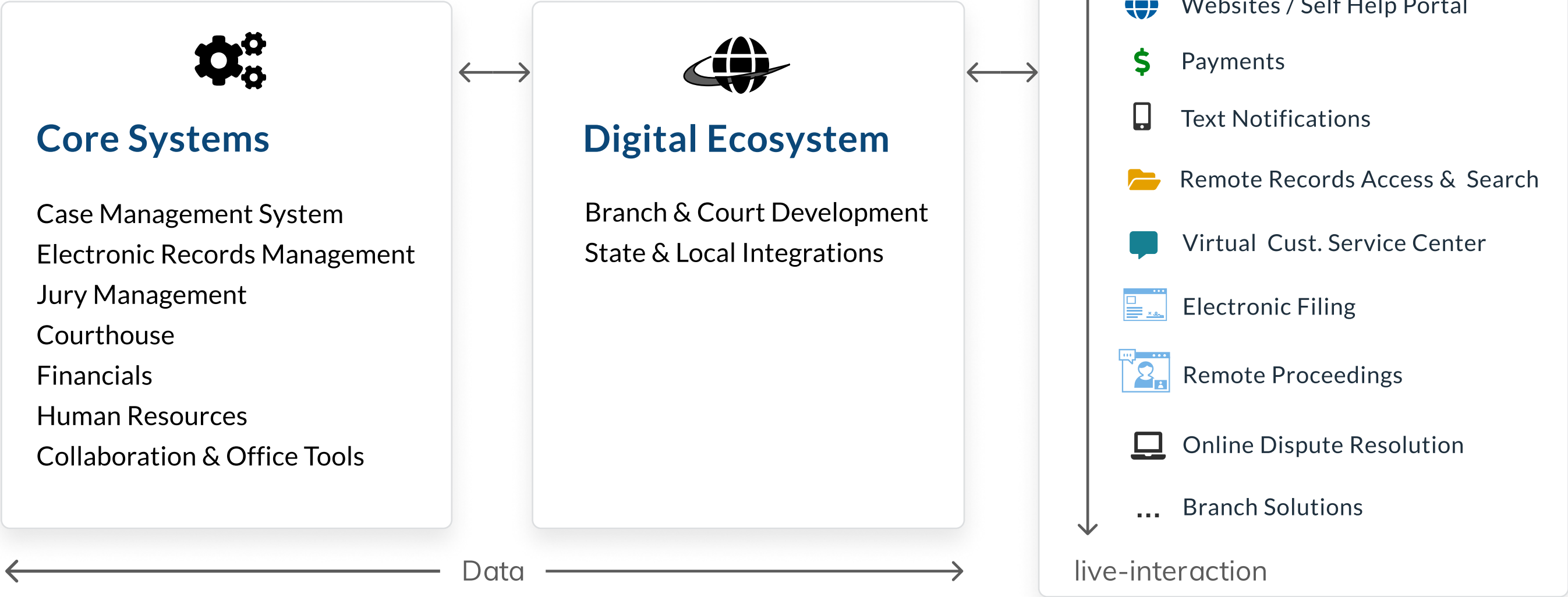
† Court did not submit any project proposals to CTMF

‡ Court did not have any approved projects



California Courts Connected

Courts Connected initiatives leverage technology to create core systems that enable digital solutions to meet the evolving court services needs of Californians and our justice system partners.



Court Technology Modernization Fund Workstream

As of July 19, 2022

**Hon. Kyle S. Brodie, Executive Sponsor
and Chair**

Judicial Council Technology Committee
Judge of the Superior Court of California,
County of San Bernardino

Hon. Amy Guerra

Judge of the Superior Court of California,
County of Fresno

Hon. John W. Lua

Judge of the Superior Court of California,
County of Kern

Ms. Stephanie Cameron

Court Executive Officer
Superior Court of California,
County of Tulare

Mr. Brian Cotta

Clerk/Executive Officer
Courts of Appeal,
Fifth Appellate District

Ms. Michelle Duarte

Court Information Officer
Superior Court of California,
County of Santa Cruz

Mr. AJ Guzman

Court Information Officer
Superior Court of California,
County of Sutter

Mr. Greg Harding

Court Information Officer
Superior Court of California,
County of Placer

Mr. Jim Lin

Court Information Officer
Superior Court of California,
County of Inyo

Mr. Micah May

Court Information Officer
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Mr. David Naccarati

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Mr. Deon Whitfield

Court Information Officer
Superior Court of California,
County of Tulare



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|--|---|--|
| Core Systems | | |
| Case Management Systems (CMS) and Extensions | Deploy, enhance, and/or modernize CMS systems in support of effective and efficient case processing and other essential court operational functions, such as automated work processes, and tools used by judicial officers, clerks, and case participants, in and outside the courtroom. | <ul style="list-style-type: none"> • Enhancements or integrated solutions meant to modernize and/or streamline essential case processing functions • Judicial tools • Courtroom clerk module • Courtroom resource scheduling/management • Automated orders • Batch case processing (e.g., AI/machine learning, traffic citations, etc.) |
| Electronic Records Management (ERM) | Transition from paper-based case files to electronic case files and records, allowing courts to receive the full benefit and efficiencies of electronic filing and a digital court record. Manage electronic court records and processes using various digital automation strategies and tools. | <ul style="list-style-type: none"> • Digitizing documents and archived records (e.g., paper, microfilm, microfiche) • Electronic evidence solutions • Intelligent/data driven forms • Electronic records management program(s) • Transcript Assembly Program (TAP) • Electronic document delivery workflow(s) • Electronic recording of proceedings |
| Jury Management Systems (JMS) | Modernize and enhance JMS to streamline the summons, selection, management, and payment processes for managing jury service, while providing a foundation for accessible and interactive solutions for the public. | <ul style="list-style-type: none"> • Enhancements or integrated solutions meant to modernize and/or streamline essential jury management functions • Interactive juror information portal • Customized online questionnaires • Electronic juror payment workflow and payments • Interactive Voice Response solutions |



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|----------------------|---|---|
| Courthouse | Implement, enhance, or modernize public-facing technology systems that improve the experience of court users in court facilities and courtrooms. | <ul style="list-style-type: none">• Wayfinding/Signage• Check-in kiosks (e.g., jury, courtroom, self-help, mediation, etc.)• Queueing systems• Speech-to-text language translation devices outside of the courtroom |
| Financials | Maintain investments and expand integration of the court financial systems (e.g., Phoenix System) with CMS and other court operational and administrative systems. | <ul style="list-style-type: none">• Internal accounting workflow(s) (e.g., procurement, AP/AR)• Collection referral and payment integrations• Court-ordered debt collection• Automated solutions to support common administrative workflows (e.g., contract administration, request for travel and expense reimbursement, expense claims, budgeting, etc.) |
| Human Resources (HR) | Implement or enhance modern HR solutions to meet the workforce management needs of the courts through the existing branchwide offering (Phoenix HR), other local systems, or related peripheral applications. | <ul style="list-style-type: none">• Court onboarding to Phoenix HR• Implement or enhance HR system automation, including:<ul style="list-style-type: none">○ Recruitment○ Selection○ Employee onboarding○ Timekeeping○ Payroll○ Performance management○ Employee feedback/surveys○ Training tracking• Leverage the branchwide NeoGov master service agreement to enhance recruitment and selection processes• Provide systems and access in support of a remote workforce |



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|---|---|---|
| Collaboration & Office Tools | Provide and support office productivity solutions that streamline court administrative, operational, and judicial business processes and/or enhance collaboration within and outside the court with external partners. | <ul style="list-style-type: none">• Microsoft Office 365 licensing and transition services• Microsoft SharePoint configuration and migration consultation and assistance• Microsoft Teams and/or SharePoint adoption for internal and external collaboration• Migrate intranet sites to modernized platforms |
| Digital Ecosystem/Integration | | |
| Branch and Court Developed Architecture & Solutions | Expand and promote standards-based components and interfaces that interact with core case management system(s) to better leverage branch and local application development efforts. | <ul style="list-style-type: none">• CourtStack development resources• On-boarding support to establish CourtStack architecture, within a local or hosted environment (e.g., virtual CMS, API's talking to local CMS, etc.) |
| State and Local Integrations | Facilitate a modern and consistent approach to establishing and maintaining common interfaces or data exchanges for use by courts for integrations with state and local agency partners. | <ul style="list-style-type: none">• Justice partner integrations: DMV, DOJ, DCSS, CDCR• County system integrations (e.g., case data exchange, warrants, complaints, referrals, etc.)• Judicial Branch Statistical Information System (JBSIS) reporting• Pretrial Reporting |
| Public/Partner Services | | |
| Digital Services | | |
| Web Solutions | Deploy or enhance modern and secure court websites and solutions to provide a consistent foundation for access to information and interactive services throughout the branch, while also meeting accessibility requirements, including language access needs of limited-English-proficient court users. | <ul style="list-style-type: none">• Adopt branchwide templates for ADA-compliant, multilingual-responsive court websites• Modernize or enhance court websites for language and accessibility• Promote or implement available online self-help resources (e.g., Self-Represented Litigant (SRL) Portal) |



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|----------------------------------|--|--|
| Remote Payments | Provide multiplatform transactional systems to pay court financial obligations online for relevant case types, to obviate the need for the public to mail in or physically come to the courthouse to pay fines or fees owed to the court. | <ul style="list-style-type: none">• Traffic payments• Criminal payments• Jury payments• Collections• Via portal and mobile applications, and text messaging |
| Notifications & Reminders | Adopt the statewide online reminder system, and/or implement or enhance an existing local system, to provide case participants and the public the option to subscribe to electronic message notifications (e.g., email and/or text). | <ul style="list-style-type: none">• Automated messaging (notifications and reminders) for the public, including:<ul style="list-style-type: none">○ Jury service○ Hearing reminders○ Appointment reminders○ Payment reminders |
| Remote Records Access and Search | Provide the ability for the public, attorneys, and justice agencies to search, access, and/or request court records; including, consistent access to case index information, register of actions, and/or document access per rules of court. | <ul style="list-style-type: none">• Local court case information and document access portals• Role-based access for allowable case participants• Streamlined records request process• Searchable case index solutions |
| Interactive Customer Service | Provide automated and live interactive chat solutions to provide information and support to those seeking assistance from the courts. | <ul style="list-style-type: none">• Automated chatbot solutions• Live Chat• Via portal and mobile applications, and text messaging |
| Electronic Filing | Enable electronic filing for all applicable case types throughout the branch using standards-based e-filing solutions, providing courts the ability to select a vendor that best suits their individual needs. | <ul style="list-style-type: none">• Electronic filing systems• Interview-based SRL forms for submission via e-filing |



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|---|--|--|
| Remote Appearances | Implement or enhance integrated audio and video solutions that enable remote or hybrid court appearances, and other court services. Implement electronic workflows to streamline court processes when participants are hybrid or remote. | <ul style="list-style-type: none">• Professional grade, integrated courtroom audio/visual systems, including video cameras• Licensing to support an effective and secure remote video solution• Electronic devices to support hybrid in-court and remote participation, including interpretation and court reporting/electronic recording needs• Video Remote Interpretation solutions• Remote video enabled jury selection and trial solutions• Electronic signatures and workflow to remote and hybrid participants for court proceedings and other court appointments (e.g., mediation, self- help center, etc.) |
| Online Dispute Resolution (ODR) | Expand integrated ODR solutions to provide alternate means for interested parties to negotiate and settle disagreements with minimal facilitation from the court. | <ul style="list-style-type: none">• Online Dispute Resolution implementation |
| Online Traffic Adjudication | Implement the MyCitations Ability to Pay tool which allows litigants to request a reduction for outstanding infraction matters. | <ul style="list-style-type: none">• Includes clerk and judicial officer module for processing requests• Development completed on second module—Online Trial By Declaration with secure Officer Declaration feature• Microsoft Power BI data analytics |
| California Courts Protective Order Registry (CCPOR) | Implement and modernize the branchwide CCPOR application, the statewide registry for storing data and images of restraining and protective orders. | <ul style="list-style-type: none">• Enrolling/onboarding additional courts onto CCPOR• Enhancements to application that include secure access of restraining and protective orders for law enforcement officers and for protected and restricted individuals• Modernize to allow for mobile access |



FY 2022–23 Court Technology Modernization Funding Program Category Definitions

| Program Category | Definition | High-Level Examples |
|-------------------|--|--|
| Enterprise | | |
| Infrastructure | Implement and enhance court network systems to provide secure, redundant, reliable, and forward-looking infrastructure solutions to serve as the foundation for the delivery of court applications and services. | <ul style="list-style-type: none">• Consultant services (e.g., JCIT, vendor) to develop an infrastructure roadmap based on local needs• Next generation hosting solutions• Disaster recovery solutions• Internet connectivity and redundancy• Wifi |
| Data | Implement local and branchwide strategies, tools, and processes to expand the collection, analysis, and use of data to support performance management and informed decision-making across the courts. | <ul style="list-style-type: none">• Data governance initiatives• Data analytics initiatives, including dashboards• Microsoft Business Intelligence licensing and training• Preparation and support for future JBSIS transition |
| Cybersecurity | Continually refine, implement, and support branch and local information security resources, systems, and processes to protect the data held across the judicial branch by mitigating risks, establishing and complying with best practices, managing incident response, and educating staff. | <ul style="list-style-type: none">• Establish branch and local security protocols and best practices• Conduct security assessments to identify focus areas• Establish a branchwide Information Security Office• Implement branchwide and/or enhance local modern cybersecurity solutions• Participate in security-related training and forums• Deploy identity management solutions |