



JUDICIAL COUNCIL OF CALIFORNIA

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REPORT TO THE JUDICIAL COUNCIL

Item No.: 21-108

For business meeting on: October 1, 2021

Title

Judicial Branch Technology: Court
Modernization Funding, FY 2020-21, and
FY 2021-22

Agenda Item Type

Action Required

Effective Date

October 1, 2021

Rules, Forms, Standards, or Statutes Affected

None

Date of Report

September 7, 2021

Recommended by

Technology Committee
Hon. Kyle S. Brodie, Chair

Contact

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Executive Summary

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 Judicial Council directed the Technology Committee to recommend allocations of funding and provide regular updates on approved allocations. The Technology recommends that the Judicial Council approve the allocations for fiscal year (FY) 2021–22, itemized in the attached summary.

Recommendation

The Technology Committee recommends that, effective October 1, 2021, the Judicial Council approve the allocations as itemized in the attached Court Technology Modernization Funding: Proposed Allocations for FY 2021–22.

Relevant Previous Council Action

The council has not taken any previous action involving the \$25 million appropriated for FY 2021–22. The council did take several actions for the FY 2020–21 appropriations.

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

At the September 25, 2020, Judicial Council meeting, the council approved 13 programs for 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 allowing courts increased flexibility in improving access to justice through further modernization and 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 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 allocation of the remaining \$800,000 held in reserve to 32 courts that were engaged in digitizing their paper records.

Analysis/Rationale

The Legislature appropriated \$25 million each year, for two years, to the judicial branch for modernization of trial court operations. The projects from FY 2020–21 modernization funding demonstrated the technological diversity in the branch and highlighted opportunities for collaboration between courts for further modernization efforts. The feedback and lessons learned from that fiscal year also led to multiple process improvements for FY 2021–22, including establishing a framework to guide courts in achieving branchwide technology goals and forming a branch workstream to evaluate project proposals.

FY 2020–21 program outcomes and successes

During the pandemic, continuity of courts' operations and the public's access to justice relied heavily on the use of remote and digital solutions. To date, all 58 courts have the capability to hold proceedings remotely in at least one case type, and 39 courts have the capacity to hold proceedings remotely in most (if not all) case types. In the last six months, 39 of the 42 courts that received modernization funding for remote proceedings have collectively upgraded nearly 500 courtrooms and held over half a million remote proceedings benefiting countless members of the public, particularly vulnerable populations, throughout the state. Litigants, attorneys, and law enforcement were able to use digital evidence solutions implemented with the funding in more than 750 court cases. The remote proceedings were made possible, in part, by the

digitization of documents, with over 18 million pages digitized by 20 courts that were awarded direct allocation funds. Court users opted into automated text reminders regarding appearance dates and other court services, with more than 1.5 million text reminders sent during the first six months following receipt of funding.

The public relied on court websites for obtaining information on cases and how to access justice in the pandemic. A branchwide program to improve court websites was launched under the FY 2020–21 appropriation to support individual trial courts. As of August 2021, 16 small and medium-sized trial court websites have been successfully upgraded using that program, making the public’s access to court information on the internet easier and more consistent across the state. The new templates allow for improved usability on mobile devices and incorporates industry-recommended website accessibility standards, making it easier for people to successfully navigate and utilize the websites. Approximately 12 other trial courts plan to adopt the new templates by early 2022.

Direct allocations to courts for FY 2020–21 also included proposals from 11 courts to launch virtual customer service programs to support the needs of the public in accessing information remotely. With these funds, the public has been provided with prompt and responsive court assistance through real-time online chat; the courts reported that just over 1 million virtual interactions provided assistance to court customers without them needing to travel to a courthouse and wait in line or navigate automated recordings when calling the court before reaching a live person. Additionally, a branchwide Virtual Customer Service Center pilot program was launched from the judicial branch California Courts website that utilizes a chatbot capable of providing quick and automated conversational answers to website users across the state.

Paired with updated user-friendly self-help pages, close to 4,000 questions related to the Name Change process have been answered by the chatbot. The pilot program is currently being expanded to small claims and areas of family law. The combination of the chatbot and updated self-help pages assists the public to easily obtain information and provides access to justice as they move their cases forward conveniently, expeditiously, and accurately.

Continuing branch efforts of providing equal access to courts, a branchwide Voice-to-Text Translation Pilot Program was launched with the FY 2020–21 appropriation funds to help address language barriers faced by limited-English-proficient court users and increase their access to justice. The “CA Courts Translator” tool is being piloted by seven courts in their self-help centers, at service counters, and in other areas outside of the courtroom. The tool improves communication by providing high quality real-time speech-to-text translations in approximately 130 different languages. This technology helps a court visitor, who needs to speak with a court staff person in another language, use either their smartphone or a device provided by the court in translating their conversation. An additional six courts are scheduled to deploy the translation application as a part of the pilot program.

To maintain continuity of technology solutions used by the public to access justice, courts were provided with allocations from the FY 2020–21 appropriation to modernize their IT infrastructure and services to be more reliable and resilient in the event of natural disasters or other disruptions through the transition to next-generation data center and cloud solutions. More than 500 physical servers transitioned to modernized solutions, including cloud hosting and hybrid solutions combining updated physical servers with virtualized technology.

Introducing the California Courts Connected framework

For the FY 2021–22 \$25 million Modernization Funding allocation, a new framework, “California Courts Connected” (Attachment 1), was developed with input from the branch IT community and approved 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 simply increasing convenience to the public but is also a bridge that allows for multiple channels of physical, remote, and equal access. The California Courts Connected framework represents the branch ecosystem and interrelated court technology systems, online public and partner services, data, security, and infrastructure that are required to provide the public access to justice. By integrating the required technology into a conceptual model, California Courts Connected creates a roadmap for courts to achieve the goals outlined in the branch’s *Strategic Plan for Technology 2019–2022* and highlights the technology and services that courts can leverage to align with the vision of physical, remote, and equal access to justice.

Local Court Projects: criteria and funding model for FY 2021–22

To promote collaboration and transparency, the committee approved the assembly of a workstream of court technologists, court executive officers, and judges to review modernization projects proposed by courts for FY 2021–22 (Attachment 2). A workstream is an ad hoc team of judicial branch members assigned to complete a specific charge. The workstream (1) held meetings in June 2021 to finalize program categories and recommend metrics, (2) evaluated project proposals in July 2021, and (3) submitted recommendations to the Technology Committee for additional review and approval in September. A total of 201 project proposals were submitted by 50 courts. Eight courts declined to apply. Some of the courts indicated that their resources were focused on existing projects, such as case management implementation, and as a result did not have the staffing resources to implement another modernization project within the time constraint.

Court project proposals were examined by the workstream in the context of their benefit to the public and their relation to the California Courts Connected framework, as by the FY 2021–22 Program Categories (Attachment 3). Relating projects to California Courts Connected 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 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 activities soon after funds are allocated
- Expend or encumber funds by June 2022
- Show demonstrable progress before January 2022; and
- Have measurable successful outcomes (reported quarterly)

Projects that did not meet overall key requirements, such as those having minimal or limited public benefit, 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 staff to ensure consistency in the review methodology and recommendations as well as adherence to branch policies.

In addition to evaluating the project proposals, the Technology Committee reviewed various funding methodologies for allocating approximately \$15 million in funding to courts with the remaining \$10 million to be allocated for branchwide programs. For FY 2021–22, the committee recommends allocating the \$15 million based on a funding model that prioritizes core case management projects—funding high priority projects for small courts¹—and then utilizes a pro rata based on the Workload Formula that is used for trial court budget allocations.² This model provides equitable funding and allows for modernization of vital technology solutions that would otherwise be unattainable due to fixed technology costs. The Court Technology Modernization Funding: Proposed Allocations for FY 2021–22 (Attachment 4) details the individual court allocations as a result of the recommended funding model.

Branchwide Programs

In addition to the \$15 million in funding to courts for local projects, \$10 million of the modernization funding was allocated to support and continue Judicial Council programs that have branchwide benefits in alignment with the California Courts Connected framework. The allocation of these funds will continue modernization through branchwide programs that provide assistance and resource services to courts in delivering or piloting solutions for upgraded court websites, virtual customer service center (chatbot) technologies, voice-to-text translation services at court counters and self-help centers, data analytics, and IT security monitoring systems.

Of the branchwide programs, three rely upon *court-developed* technology and initiatives to be deployed statewide:

¹ Small courts are defined as courts with .2% or less pro rata percentage

² <https://jcc.legistar.com/View.ashx?M=F&ID=8651228&GUID=27A3B6D8-9783-4865-8C5A-F6697EB58734>

- **Building the Digital Ecosystem (CourtStack):** Establishing the technology architecture to expand and promote standards-based components and interfaces that interact with core case management systems;
- **Court Notify:** Providing email notifications and text reminders to the public by enabling courts to access a statewide online reminder system for court appearances regardless of Case Management System (CMS) or jury solutions; and
- **Transcript Assembly Program:** A software program that automates the trial court's labor-intensive process of compiling a civil clerk's transcript and produces an electronic record that can be securely transmitted to the appellate courts.

These three programs were initiated by courts and received broad support by the court IT community to develop and share branchwide. The Technology Committee recommends allocating funding from the branchwide program to 5 courts leading the development of these technologies for statewide use, as set forth in Attachment 4.

Policy implications

The Legislature recognizes that investment in court technology is a prerequisite in the continued modernization of court operations to better serve the public. The allocation of \$25 million allows for the advancement of the longstanding judicial branch priority of further modernization of the courts, as described most recently in the *Strategic Plan for Technology 2019–2022* and *Tactical Plan for Technology 2021–2022*. Each of the court projects that are recommended for allocation of funds will significantly 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 providing expanded access to justice.

The specific funding approach recommended by the Technology Committee reflects several policy decisions. First, it recognizes that modern case management systems are a fundamental baseline requirement for any other modernization work. Second, the committee recognizes that a strict workload-based formula will preclude many small courts from fully modernizing their operations. Third, the committee appreciates that the Workload Formula has been successfully used for other funding decisions and using that formula here is consistent with the council's general funding methodology.

Making additional allocations directly to trial courts for branchwide programs that have been requested by trial courts utilizes collaboration and innovation to address statewide modernization needs that will enable improved service to California court customers. These allocations allow for continued development of trial court-led solutions and move the entire branch forward by facilitating further participation and expansion in branchwide modernization programs.

Comments

The Technology Committee conducted extensive outreach to the courts regarding the Court Modernization Funding program, including to the Information Technology Advisory Committee,

the Trial Court Presiding Judges Advisory Committee, the Court Executives Advisory Committee, and the Court Information Technology Managers Forum. The Technology Committee also incorporated feedback from courts as part of and following the FY 2020–21 allocations cycle. The Technology Committee held public meetings on June 24, 2021, to receive updates on activities related to the modernization funding; on August 20, 2021, to discuss potential funding models; and on September 13, 2021 to accept final recommendations. No comments were received for any of the meetings.

Alternatives considered

As it relates to allocating funding to courts for their local projects, the committee considered various funding scenarios. The committee discussed the possibility of a model where all funds were allocated solely through a Workload Formula pro rata, with no minimum allocation. However, because the cost of certain technology solutions are fixed and would not vary significantly based on a court's size, a funding model based solely on the Workload Formula pro rata would leave those projects out of reach for many small courts.

The committee considered using the same funding model for the FY 2020–21 modernization allocations, which was a pro rata based on the Workload Formula with a minimum allocation. This was not selected because a minimum allocation would still not sufficiently fund the minimum investment needed for vital modernization efforts for small courts.

To meet the modernization needs of all courts, the committee discussed the feasibility of funding each court's top priority project, but there was not sufficient funding available. The committee also considered funding projects that small courts identified as their number one priority before applying the pro rata, but this option excluded core case management projects that are fundamental to continued modernization.

Ultimately, the committee determined that the most appropriate model would be funding core case management projects and priority one projects from small courts first before applying the pro rata-based Workload Formula. This recommended model would provide equitable funding and address the issue of higher project costs for courts with aging technology systems that would not be funded by a pure Workload Formula pro rata model.

The committee determined allocating additional funds to courts for court-developed solutions under branchwide programs would be the most effective approach to broaden the reach of the programs. The Technology Committee was advised by staff that the alternative of providing only Judicial Council-developed branch programs unnecessarily limits statewide outcomes to restricted resources and expertise. Partnering with courts to develop and repurpose innovative solutions more efficiently modernizes courts, builds trust and cooperation within the branch, and maximizes the delivery of consistent solutions across the state for the benefit of the public.

Fiscal and Operational Impacts

All allocations are from the one-time Court Modernization appropriation, 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.

In review of proposals for local court projects, members of the workstream voiced concerns with the requirement that projects needed to expend or encumber funds by the end of the funding year. There were proposals that were required phases of a larger overarching project that held great potential for modernizing the branch, benefiting the public, and aligning with branch goals. The proposed phase could be completed by the end of the funding year, but the overall larger project would require additional years of funding before completion. Given the uncertainty of future funding, the workstream recommended deferring multiyear/phased proposals until consistent funding for court modernization could be ensured.

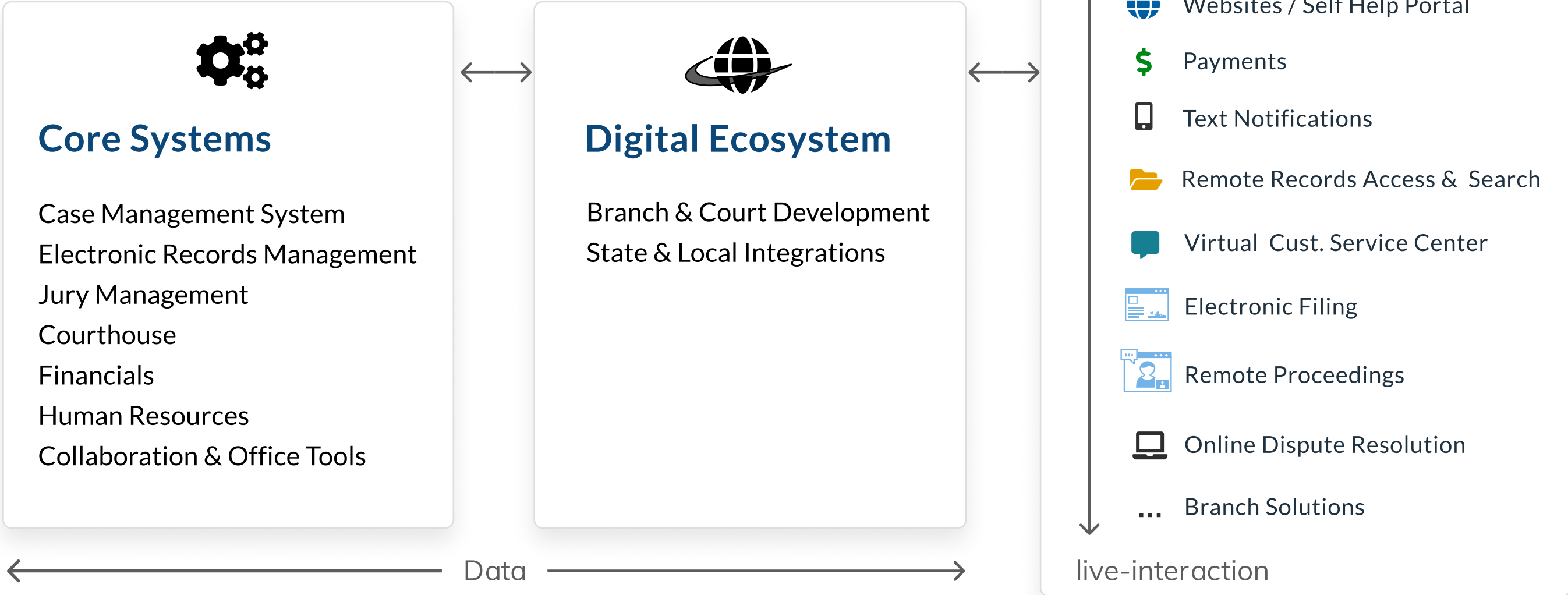
Attachments and Links

1. California Courts Connected framework diagram
2. Court Technology Modernization Workstream membership list
3. Court Technology Modernization Funding: Program Category Definitions for FY 2021–22
4. Court Technology Modernization Funding: Proposed Allocations for FY 2021–22



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 Funding Workstream

As of August 26, 2021

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

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

Hon. Michelle Williams Court

Judge of the Superior Court of California,
County of Los Angeles

Hon. Robert Hawk

Judge of the Superior Court of California,
County of Santa Clara

Ms. Stephanie Cameron

Court Executive Officer
Superior Court of California,
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Mr. Jason Galkin

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Mr. Shawn Landry

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Mr. Deon Whitfield

Court Information Officer
Superior Court of California,
County of Tulare

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
Core Systems			
Case Management Systems (CMS)	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, 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.) 	<ul style="list-style-type: none"> Is the CMS and/or module implemented Is the CMS and/or module implemented on budget/on time Is the CMS and or/module being used as intended
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 	<ul style="list-style-type: none"> Number of pages/boxes of digitized documents/boxes <i>expected</i> to be digitized for entire digitization effort Number of cases accepting Electronic Evidence
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 	<ul style="list-style-type: none"> Is the JMS and/or module implemented Is the JMS and/or module implemented on budget/on time Is the JMS and or/module being used as intended Number of juries selected remotely Number of self-service, interactive jury systems available Number or jury questionnaires submitted electronically Number of jurors who check-in electronically

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
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"> Professional grade, integrated courtroom audio/visual systems, including video cameras Assisted listening devices or courtroom headsets, etc. Way finding/Signage Check-in kiosks (e.g., jury, courtroom, self-help, mediation, etc.) Queueing systems Speech to text language translation devices outside of the courtroom 	<ul style="list-style-type: none"> Number of Courtrooms upgraded Number of Courtrooms with A/V systems or enhancements
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.) 	<i>No examples of local court metrics provided.</i>
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 	<ul style="list-style-type: none"> Did the court onboard to the Phoenix HR system or implement/enhance HR system automation? Was the module implemented on budget/on time? Is the /module being used as intended?

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
Collaboration & Office Tools	Provide and support office productivity solutions that streamline court administrative, operational, and judicial business processes and/or enhances 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 	<ul style="list-style-type: none"> Number of users (licenses) using collaboration tools [name tools] (e.g., Office 365)
Digital Ecosystem/Integration			
Branch and Court Developed Architecture and 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.) 	<ul style="list-style-type: none"> Number of 'reusable' solutions developed and/or implemented (key development milestones)
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 	<i>No examples of local court metrics provided.</i>
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 court responsive 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) 	<ul style="list-style-type: none"> Number of court websites upgraded to branch templates Number of self-help sessions; number of SRLs using portal

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
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 	<ul style="list-style-type: none"> Percentage of payments by payment method (automated payment entry (web, efilng) vs. human payment entry (counter, mail))
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 	<ul style="list-style-type: none"> Number of Automated Notifications Sent (email/text) Number of available services to subscribe to (e.g., jury, hearings, etc.) Number of subscribers
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 	<ul style="list-style-type: none"> Number of Remote users accessing/ searching cases
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 	<ul style="list-style-type: none"> Number of sites offering chat support Number of automated chats Number of live chats

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
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 	<ul style="list-style-type: none"> Number of documents filed electronically Number of cases efiled to the appellate court Number of registered efilers Number or percentage of case types where e-filing is available Number of SRL interview based processes available to complete forms Reduction in lines or people coming to the courthouse
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"> 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.) 	<ul style="list-style-type: none"> Number of case types where remote appearances are available Percentage of participants appearing remotely Number of courtrooms equipped for remote appearances Number of mediations conducted via remote video Percentage of courtrooms with permanent video solutions installed Number of participants using VRI (court)
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 	<ul style="list-style-type: none"> Number of settlements reached Percentage cases using ODR

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
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 	<ul style="list-style-type: none"> Metrics pre-defined by legislative requirements
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 	<i>No examples of local court metrics provided.</i>
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 	<ul style="list-style-type: none"> Number of systems moved to next-generation solutions (e.g., for Disaster Recovery, networking, etc.)
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 	<ul style="list-style-type: none"> Number of dashboards created Number of education sessions offered/number of staff trained in data analysis Number of decisions made using data analytics

Court 3D: Physical, Remote, & Equal

Category Definitions for Court Technology Modernization Funding

Court 3D Category	Definition	High-Level Examples	Metrics
Cyber Security	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 Office of Security Implement branchwide and/or enhance local modern cyber security solutions Participate in security related training and forums Deploy identity management solutions 	<ul style="list-style-type: none"> Number of security assessments conducted Number of best practices adopted and recommendations implemented Number of courts implemented awareness campaigns Number of security solutions implemented Percentage increase of identify management solutions adopted

Court Technology Modernization
Funding: Proposed Allocations for FY 2021–22

Attachment 4

The allocations to each court reflect FY 2021-22 modernization funds that may be spent or encumbered on approved projects that align with the California Courts Connected framework.

Court	Pro Rata Based on Workload Formula Allocation	Local Court Project Allocation	Branchwide Program Allocations
Alameda	3.8%	\$451,635	
Alpine *	0.0%	-----	
Amador †	0.2%	\$210,000	
Butte	0.6%	\$67,152	
Calaveras *	0.1%	-----	
Colusa †	0.1%	\$27,601	
Contra Costa	2.2%	\$266,488	
Del Norte †	0.2%	\$600,000	
El Dorado	0.4%	\$45,604	
Fresno	2.6%	\$315,089	
Glenn †	0.1%	\$165,280	
Humboldt	0.4%	\$13,200	
Imperial	0.5%	\$55,904	
Inyo †	0.1%	\$600,000	
Kern	2.8%	\$338,100	
Kings *	0.4%	-----	
Lake †	0.2%	\$30,000	
Lassen †	0.1%	\$33,000	
Los Angeles	27.5%	\$3,841,468	\$875,000
Madera	0.4%	\$51,163	
Marin	0.6%	\$77,258	
Mariposa †	0.1%	\$25,000	
Mendocino	0.3%	\$37,402	
Merced	0.7%	\$70,293	
Modoc †	0.1%	\$40,000	
Mono *	0.1%	-----	
Monterey	1.0%	\$123,089	\$275,000
Napa	0.4%	\$47,210	
Nevada †	0.2%	\$51,000	
Orange	7.3%	\$870,878	\$275,000
Placer	0.9%	\$109,535	\$200,000
Plumas *	0.1%	-----	
Riverside *	5.6%	-----	
Sacramento	4.2%	\$870,368	
San Benito *	0.2%	-----	
San Bernardino	5.3%	\$629,014	
San Diego	7.5%	\$887,889	
San Francisco	2.9%	\$188,500	
San Joaquin	1.9%	\$225,813	
San Luis Obispo	0.8%	\$90,380	
San Mateo	1.9%	\$226,971	
Santa Barbara	1.2%	\$140,550	

Court Technology Modernization
Funding: Proposed Allocations for FY 2021–22

Attachment 4

Court	Pro Rata Based on Workload Formula Allocation	Local Court Project Allocation	Branchwide Program Allocations
Santa Clara	3.9%	\$465,774	\$275,000
Santa Cruz	0.7%	\$81,018	
Shasta	0.6%	\$73,834	
Sierra [†]	0.0%	\$49,158	
Siskiyou [†]	0.2%	\$600,000	
Solano	1.2%	\$145,389	
Sonoma	1.2%	\$85,000	
Stanislaus	1.3%	\$152,880	
Sutter	0.3%	\$37,037	
Tehama [†]	0.2%	\$55,000	
Trinity [*]	0.1%	-----	
Tulare	1.2%	\$140,957	
Tuolumne [†]	0.2%	\$179,735	
Ventura [*]	1.9%	-----	
Yolo	0.6%	\$69,912	
Yuba	0.3%	\$31,338	
CA Tyler User Group [‡]		\$855,374	
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100%		\$14,845,239	\$1,900,000
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* Did not apply

[†] Small Court

[‡] The CA Tyler User Group is a collective of 32 courts utilizing the same case management system. The project proposal will enhance the systems for all 32 courts