

# **Judicial Council Court Technology Modernization Funding**



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# Court Technology Modernization Funding

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- 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
- Inclusive process with feedback from Presiding Judges, and Court Executive Officers, and IT Community
- Encourages collaboration and innovation
- Enables continued modernization



# FY 2020-21 Modernization Allocations

Program Category	Direct Allocation	Branchwide Programs	Totals
Remote Appearance Technology	\$3,673,000	\$2,803,000	\$6,476,000
Digital Evidence	\$234,000	\$0	\$234,000
Automated Messaging	\$80,000	\$200,000	\$280,000
Data Driven Forms	\$0	\$179,000	\$179,000
Digitizing of Documents	\$1,414,000	\$800,000	\$2,214,000
Virtual Customer Service Center	\$1,175,000	\$334,000	\$1,509,000
Trial Court Digital Services	\$1,027,000	\$2,285,000	\$3,312,000
Statewide Case Index	\$0	\$214,000	\$214,000
Building a Digital Ecosystem	\$0	\$1,607,000	\$1,607,000
Judicial Branch Office of Information Security	\$0	\$718,000	\$718,000
Next Generation Data Center and Cloud Solutions	\$4,166,000	\$849,000	\$5,015,000
California Courts Protective Order Registry Mobile Access & Modernization	\$0	\$809,000	\$809,000
Data Governance	\$409,000	\$1,060,000	\$1,469,000
Program Project Management	\$0	\$744,000	\$744,000
<b>Total</b>	<b>\$12,178,000</b>	<b>\$12,602,000</b>	<b>\$24,780,000</b>



# Successes



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# Trial Court Projects

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- Remote Video Solutions (38 courts)
- Digitizing documents (35 courts)
- Next generation cloud solutions (21 courts)
- Virtual customer service center (11 courts)
- Court Notifications (7 courts)



# Branchwide Initiatives / Programs

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- Digital services programs (20+ courts)
- IT Security program (17 courts)
- Remote video programs (21 courts)
- Voice-to-Text translation services pilot (13 courts)
- Virtual customer service pilot (4 courts)
- Data governance and analytics programs (4 courts)



# Access to Justice Improved

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- 769 cases involving digital evidence
- 1,553,906 automated notifications and reminders
- 18,399,182 pages digitized
- 1,014,618 virtual customer interactions



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# Remote Video Proceedings

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- Statewide, nearly 500 courtrooms were upgraded in some capacity with over 530,000 remote proceedings conducted
- Los Angeles Superior Court served approximately 782,000 remote participants in 560 courtrooms (July 2020 – April 2021)
- Orange County Superior Court conducted over 150,000 hearings remotely and equipped 162 courtrooms to conduct remote proceedings





# In Judicial Officers' Words: Remote Proceedings Improved Access to Justice

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- “Allowed parties to appear when they did not have the financial means to get to the courthouse. This has reduced the number of continuances.”
- “All of the parties, guardians and counsel appeared via LA Court Connect from 5 different locations. What could have been a logistical challenge was seamless.”
- “Being able to communicate using video technology has facilitated effective communication and has fostered a sense of trust and respect that benefits everyone.”
- “I cannot conceive of returning to a milieu where it is not available.”
- “The value of my being able to see these witnesses, especially under cross-examination of the fleeing parent's counsel sitting in my courtroom, cannot be overstated.”



# Statewide Self-Help Portal

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- More than 75% of feedback rated content as helpful
- Users found content on the new Self-Help Portal to be more relevant, looking at 50% more pages
- Content includes:
  - Divorce
  - Name Change
  - Gender Recognition
  - Small Claims
  - Civil Discovery
  - Debt Collection Lawsuits
  - Domestic Violence Restraining Orders
  - Fee Waivers



# Trial Court Web Templates

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- New templates offer greater performance on mobile devices and incorporates accessibility standards
- 17 trial courts have migrated their websites to the new Judicial Council templates
  - Alpine
  - Colusa
  - El Dorado
  - Humboldt
  - Inyo
  - Kings
  - Mono
  - Napa
  - Sierra
  - Siskiyou
  - Tehama
  - San Luis Obispo
  - Santa Cruz
  - Madera
  - Mariposa
  - Mendocino
  - Modoc
- 15 additional courts will be on the new platform by July 2022



# Testimonials from the Public

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- "This was so immensely helpful, literally I could not make heads or tails of it before. Bless you for making this guide!"
- "This was very helpful! I have been so confused this whole time and I got it in one sitting."
- "This is the most helpful and well-designed government website I've ever used. So thorough, clear and intuitive. Answered all my questions. Thank you!"



# Modernization Program 2021-22

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- These allocations are intended to address the diversity and inconsistency in court services
- When applied to existing court services, the new California Courts Connected Framework helps design a roadmap to accomplish the Chief Justice's vision for Access 3D
- This framework 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



# California Courts Connected Framework



## 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.



### Core Systems

- Case Management System
- Electronic Records Management
- Jury Management
- Courthouse
- Financials
- Human Resources
- Collaboration & Office Tools











### Digital Ecosystem

- Branch & Court Development
- State & Local Integrations

## Public & Partner Services

self-service

-  Websites / Self Help Portal
-  Payments
-  Text Notifications
-  Remote Records Access & Search
-  Virtual Cust. Service Center
-  Electronic Filing
-  Remote Proceedings
-  Online Dispute Resolution
- ... Branch Solutions

live-interaction

← Data →



Security & Infrastructure





# Court Inventory & Roadmap to Access 3D

	Courts Surveyed	Courts Reporting	A= Fully implemented	B=Partially implemented	C=Not started	D= No plans to implement	E=I don't know	Total
<b>Core Systems</b>	48							
Case Management Systems (CMS)	48	47	45%	51%	2%	2%	0%	100%
Electronic Records Management (ERM)	48	40	5%	83%	10%	0%	3%	100%
Intelligent Forms	48	45	4%	36%	24%	24%	11%	100%
Digitizing of Documents	48	46	9%	85%	7%	0%	0%	100%
Digital Evidence	48	44	0%	20%	55%	16%	9%	100%
Transcript Assembly Program	48	44	43%	16%	16%	14%	11%	100%
Jury Management Systems (JMS)	48	48	65%	27%	2%	4%	2%	100%
Courthouse	48	44	7%	70%	7%	11%	5%	100%
Remote Check-ins	48	40	3%	28%	28%	33%	10%	100%
Financials	48	46	26%	28%	20%	13%	13%	100%
Human Resources (HR)	48	47	21%	30%	11%	26%	13%	100%
Collaboration & Office Tools	48	43	28%	44%	12%	9%	7%	100%
Migration to O365	48	38	53%	26%	5%	13%	3%	100%



# FY 2021-22 Key Requirements

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- 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
- Have measurable successful outcomes (reported quarterly)



# FY 2021-22 Funding Process

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- Workstream refines categories, develops court assessment tool, and defines success criteria
- Court assessment and requests for funding/project proposals submitted
- JCIT assesses branchwide program needs
- Workstream reviews requests and provides recommendation
- Courts receive feedback and refine proposals, as needed
- Technology Committee finalizes allocation recommendations in preparation for Judicial Council Meeting



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# Branch Collaboration

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Workstream Membership: 16 Members

- 13 Courts (small, medium and large)
- 3 Judges
- 3 Court CEOs
- 10 Court CIOs



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# FY 2021-22 Modernization Projects Proposed

Court 3D Category	# of Projects Proposed	Total Funding Requested
Branch & Court Developed Architecture and Solutions	3	\$520,500.00
Case Management Systems (CMS)	16	\$6,361,777.72
Collaboration & Office Tools	8	\$375,430.00
Courthouse	38	\$8,099,803.94
Cyber Security	15	\$2,584,680.00
Data	5	\$681,298.60
Electronic Filing	2	\$668,500.00
Electronic Records Management (ERM)	37	\$13,147,677.00
Financials	3	\$532,185.00
Human Resources (HR)	5	\$227,994.22
Infrastructure	24	\$2,086,614.16
Interactive Customer Service	3	\$835,000.00
Jury Management Systems (JMS)	7	\$893,079.00
Notifications and Reminders	3	\$182,500.00
Online Dispute Resolution (ODR)	1	\$770,000.00
Online Traffic Adjudication	1	\$200,000.00
Remote Appearances	13	\$2,396,251.63
Remote Records Access and Search	5	\$868,052.00
State and Local Integrations	8	\$1,510,575.00
Web Solutions	4	\$695,930.00
<b>Total</b>	<b>201</b>	<b>\$43,637,848.27</b>



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# FY 2021-22 Modernization Allocations

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- \$14.8 million allocated to local projects proposed by trial courts
- \$9.9 million allocated to branchwide programs
  - Of which, \$1.9 million allocated directly to trial courts



# Thank you to Workstream Members

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Hon. Kyle S. Brodie, Executive Sponsor  
San Bernardino

Hon. Michelle Williams Court  
Judicial Officer, Los Angeles

Hon. Robert Hawk  
Judicial Officer, Santa Clara

Ms. Stephanie Cameron  
CEO, Tulare

Mr. Jason Galkin  
CEO, Nevada

Mr. Shawn Landry  
CEO, Yolo

Mr. Mike Baliel  
CIO, Santa Clara

Ms. Michelle Duarte  
CIO, Santa Cruz

Mr. Paras Gupta  
CIO, Monterey

Mr. Greg Harding  
CIO, Placer

Mr. Wyatt Horsley  
Information Systems Technician, Lassen

Mr. Brett Howard  
CIO, Orange

Mr. Micah May  
CIO, San Bernardino

Ms. Jeannette Vannoy  
CIO, Napa

Mr. Rick Walery  
CIO, San Mateo

Mr. Deon Whitfield  
CIO, Tulare



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# Action

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The Technology Committee requests that the Judicial Council approve the recommended allocations itemized in Court Technology Modernization Funding: Proposed Allocations for FY 2021–22 (Attachment 4)



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# Questions and Discussion



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