



ADMINISTRATIVE OFFICE OF THE COURTS

# Key Accomplishments

The Administrative Office of the Courts is proud to present key accomplishments from 2015 for each internal and external goal.

We thank each and every one of you for your hard work and dedication to meet and exceed these goals.





## INTERNAL GOAL

Attract, develop and retain a diverse, professional high quality work force.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Conducted 41 recruitments including 27 AOC employees.
- Completed Salary Survey and Classification Review/Update project for AOC and Supreme Court staff positions.
- Coordinated training opportunities:
  - Skills for AOC Leadworkers and Supervisors
  - IT Security Training (and refresher sessions)
  - CPR and First Aid
  - Workplace and Domestic Violence Prevention

#### MANAGEMENT SERVICES DIVISION

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- Completed review of all information technology deliverable acceptance documents to ensure deliverables met contractual specifications.
- Began updates to the Judicial Contracts Tracking System to make it more user friendly.
- Renegotiated current Eastside Plaza lease, reducing lease rates for the next five years.
- Negotiated five-year lease for additional building space on Plum Street to accommodate increase in staff.
- Developed GR 31.1 webinar and training materials for AOC staff.
- Coordinated agency-wide Summer Walking Program with 110 participants. Promoted health and wellness for AOC employees.

#### JUDICIAL SERVICES DIVISION

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- Recognized excellent employee performance and potential through internal promotions.
- Partnered with trial courts so AOC staff were able to receive on-the-job training in the trial courts while helping those courts get their work done.
- Presented and attended National Association of State Judicial Educators Annual Conference in Seattle.
- Provided in-house faculty development training for AOC staff to help improve communication and presentation styles.
- Added several outstanding new staff members with court experience.

#### INFORMATION SERVICES DIVISION

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- Hired 10 new employees in ISD.
- Participated in the Salary Survey and Classification Review/Update project.
- Provided technical training opportunities for designated IT staff:
  - TechQuest 2015 – Week long hands-on technical training conference with OnBase IT professionals for the AC-ECMS support team.
  - SANS Institute training for developers (SANS specializes in information security and cybersecurity training).



## INTERNAL GOAL

Ensure that AOC's services and products are aligned with its mission, as well as its stakeholder and community needs.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Held weekly meetings during session with judicial branch agencies and lobbyists.
- Held weekly conference calls with BJA Legislative Committee.
- Sent weekly emails to entire judiciary during session.
- Compiled Committee Unification Workgroup work product for publication. This includes the committee's work and the charters acquired in response to the BJA's request.

#### MANAGEMENT SERVICES DIVISION

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- Provided administrative records training to the trial courts throughout the state on the new Supreme Court rule GR 31.1. Planned for future trainings to be conducted at the Supreme Court, Court of Appeals and AOC.
- Revised, tested and implemented Grants/Contracts receivable procedures.
- Developed streamlined approach to establishing and revising JIS account codes. Implementation of the new process will save two to four hours each month.
- Presented Courts of Limited Jurisdiction JIS retention schedule policy to AOC Leadership Team. The proposed policy was approved and notification will be sent via listserv to court users.

#### INFORMATION SERVICES DIVISION

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- Completed a four month rotation of our ISD Business Liaison for the Appellate Courts to Division II of the Court of Appeals. The purpose was to increase the breadth of Appellate Court knowledge within AOC.
- Implemented a powerful security appliance (Network Access Control (NAC)) that significantly improves our ability to manage security across the enterprise.



### INTERNAL GOAL

Align roles and responsibilities to promote greater collaboration, shared expertise and enhanced communications with AOC, stakeholders and justice partners.

## ★ KEY ACCOMPLISHMENTS OF 2015 ★

### ADMINISTRATIVE SERVICES DIVISION

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- Collaborated with the U.S. Department of Justice on developing key features of the Washington State Supreme Court's Language Access Plan.
- Hosted a presentation on "Governance Essentials" and discussed the 12 principles of governance that power exceptional Boards.
- The BJA Policy and Planning Committee has narrowed down their planning efforts to five potential, strategic initiatives.

### MANAGEMENT SERVICES DIVISION

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- Created, managed and participated in a cross agency team that successfully implemented an increase to the JIS assessment and an increase in the base traffic infraction penalty.
- Worked to solve a long standing issue with credit card payment service provider, Cybersource. Resolved online payment process for Guardianship and online publications.
- Prepared template agreement language regarding services that will be provided to courts during the implementation of Odyssey. Developed associated cost reimbursement guidelines.
- Developed GR 31.1 webinar and training materials for AOC staff.

### JUDICIAL SERVICES DIVISION

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- Collaborated with AOC agencies to produce self-paced online education programs and materials for GR 31.1, the new administrative public records rule.

### INFORMATION SERVICES DIVISION

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- Continually reviewed and adjusted ISD workload and staff assignments to accommodate the critical needs and timelines of the projects for the benefit of the courts and county clerks.
- Completed the upgrade of SharePoint 2013 that allows for improved collaboration among project teams and workgroups.
- Developed a new "ISD Security Advisory" communication format that will precede significant IT security changes affecting AOC computer users to inform them and provide opportunity for feedback prior to changes.
- Successfully implemented a new wireless system for AOC, the Temple of Justice (TOJ) and the three divisions of the Court of Appeals.



## INTERNAL GOAL

Strengthen leadership and management effectiveness within AOC to support a high performing organization and a satisfying work environment.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Updated HR information on InsideCourts and at Management Team meetings.
- Coordinated training for AOC leadworkers and managers/supervisors.
- Coordinated several events for AOC staff appreciation.
- Assisted RWW with recognition activities and events.
- Provide bill tracker training to AOC staff to coordinate legislative efforts.
- Published twelve editions of AOC News Briefs, a newsletter designed to highlight new employees, offer guest articles and recipes and important announcements affecting AOC employees.

#### JUDICIAL SERVICES DIVISION

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- Supported opportunities for managers to participate in training programs and national conferences to interact with and learn from their colleagues across the country and return with new energy, new contacts and new ideas.

#### INFORMATION SERVICES DIVISION

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- ISD managers and supervisors participated in leadership training.
- ISD supervisors and lead workers participated in skills training.



## EXTERNAL GOAL

Support the judiciary in its efforts to ensure safe and accessible courts for all who need to resolve disputes.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Published Trial Court Improvement Account report.
- Admitted and administered 13 new interpreters in three different languages: Mandarin, Spanish, Cantonese, French, Dutch, Somali, Farsi, Swahili and Russian (in 2014 only 5 were admitted, in 2013 there were no new interpreters admitted).
- Registered two Somali interpreters for the first time in AOC history, made possible by a necessary change in policy.
- Provided preparation and training for over 130 individuals who are in the process of becoming new court interpreters in Washington State.

#### MANAGEMENT SERVICES DIVISION

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- Completed 297 Judicial Impact Notes that were requested during the 2015 legislative session.
- Met with legislators regarding the 2015-2017 legislative budget proposals for the Supreme Court, Administrative Office of the Courts and the Court of Appeals.
- Collaborated with key stakeholders to create online training so that family guardians can understand their fiduciary duties. University of Washington Guardianship Certificate program now requires this training for individuals studying to become professional guardians.
- Received a Hartford Change AGEnt Grant to:
  - Subsidize stakeholder travel to the 2015 Guardianship Conference.
  - Develop an online community for information sharing and stakeholder collaboration.

#### JUDICIAL SERVICES DIVISION

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- Provided staff assistance to the DMCJA-SCJA Court Security Committee, which resulted in a suggested Supreme Court rule.
- Provided current training materials and videos about courthouse security on the website.

#### INFORMATION SERVICES DIVISION

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- Conducted IT Security assessments for the Supreme Court and three divisions of the Court of Appeals.
- Implemented numerous IT security improvements as a result of the independent IT Security Consultant's assessments.
- Published the bi-annual Access to Justice (ATJ) Technology Principles Report to the Supreme Court.



## EXTERNAL GOAL

Support core services for the Washington courts.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Coordinated salary commission submission regarding judges salaries testimony resulting in wage increases for judges in 2015 and 2016.
- Worked with Washington State University Institute of Criminal Justice to perform validation of the juvenile probation risk/needs assessment.
- Completed and published Judicial Needs Estimates for Superior, District, and Municipal courts.
- The BJA approved the 2016 supplemental budget requests to move forward to the Supreme Court Budget Committee.
- The BJA Budget and Funding Committee developed budget criteria to review budget requests prior to giving them to the BJA for approval.

#### MANAGEMENT SERVICES DIVISION

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- Printed and distributed over 500,000 pages of judicial educational materials, over 300,000 pages of CASA educational materials and scanned and distributed over 1.9 million pages of legal briefs.
- Worked on the Court of Appeals budget allocation grid and formulas.
- Scheduled education seminars for judges to transition to WestNext, the replacement for Westlaw classic.
- Finalized draft budget review criteria for the new BJA Budget and Funding Committee.
- Worked with representatives from the Supreme Court and Court of Appeals to identify parity among positions within each organization and developed cost estimates resulting from salary alignments where appropriate.

#### JUDICIAL SERVICES DIVISION

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- Published the supplement to the criminal pattern jury instructions relied on by all Washington courts and attorneys (new chapters of instructions on cyberstalking, ignition interlock offenses, human trafficking, failure to register as a sex or kidnapping offender, new instructions on trafficking in stolen property and eyewitness identification testimony, and substantially revised chapters on assault, domestic violence and harassment, and motor vehicle offenses).

- Continued work on the Judicial Needs Estimate project. This included training for about 500 district and municipal court staff, administrators/managers, and a judge on new proceeding codes.
- Successfully organized and provided expert knowledge of adult education for education programs, including: Judicial College, Institute for New Court Employees, Appellate Judges, SCJA Spring Conference, Association of Washington Superior Court Administrators, DMCJA Spring Conference, DMCMA Spring Conference, WAJCA Spring Conference, and County Clerks' Education Program.
- Steadfastly maintained the law tables, from responding to incidents with CLJ, SCOMIS, and JCS to mapping laws from Odyssey to SCOMIS to ensure they match up with proper law table entry between the two systems.
- Successfully implemented the IRLJ 6.2 penalty increase, including working with the Supreme Court Rules Committee, changing documentation, thousands of law table changes, and helping with new accounting codes.

#### INFORMATION SERVICES DIVISION

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- Completed the "Pilot" county implementation of the new superior court case management system (Odyssey) in Lewis County.
- Completed the "Early Adopter" implementations of the new superior court case management system (Odyssey) in Thurston, Yakima, and Franklin Counties.
- Implemented case replication from Odyssey to JIS for the Pilot Go-Live with Lewis County.
- Corrected and implemented the SC-CMS party bi-directional sync process between Odyssey and JIS.
- Implemented the Odyssey Portal for the Early Adopter Go-Live that provides access to court records by judicial partners and the general public.
- Integrated Thurston County's e-filing process with Odyssey for their Early Adopter implementation Go-Live in early November.
- Worked with the SC-CMS Project Steering Committee to establish a plan for the statewide rollout of Odyssey.
- Provide on-going Odyssey technical support to Lewis County after their Go-Live while continuing to prepare for implementation with the three Early Adopter counties. Reduced the issues log from the Lewis County Go-Live event from the initial 181 issues down to 6 by the end of October.



### EXTERNAL GOAL

Promote court innovation and continual improvement through research and best practices.

## ★ KEY ACCOMPLISHMENTS OF 2015 ★

### ADMINISTRATIVE SERVICES DIVISION

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- Along with representatives from four other leading states, WSCCR, the Washington Association of Juvenile Court Administrators, and the Juvenile Justice and Rehabilitation Administration became part of the Pew Charitable Trusts Public Safety Performance Project to develop routine recidivism reporting for all juvenile offenders.
- Delivered key findings from outcomes study for youth engaged with evidence-based treatment programs while sentenced to probation in the community.
- Organized, sponsored, and/or conducted over 20 trainings on various issues concerning access to justice at conferences and events for all levels of courts.
- Convened the Washington Tribal State Court Consortium which brought together tribal and state court judges in different regions throughout the state for training and future collaboration.
- Created and distributed over 300 updated LFO Resource Guides for Superior, Courts of Limited Jurisdiction, and Juvenile Court judges.

### JUDICIAL SERVICES DIVISION

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- Presented research results developed after four years of study and collaboration with stakeholders, on the use of unpublished appellate opinions in Washington trial and appellate courts and managed the implementation of the results.
- Obtained a State Justice Institute grant to study Supreme Court and Court of Appeals case processing and managed implementation of the grant.
- Planned and hosted Washington State Association of Drug Court Professionals' Conference on October 16.
- Increased attention and collaboration on human trafficking in the state. Brought together a multi-disciplinary team to attend the national Court Improvement Program (CIP) meeting in Washington, DC, which focused on the new federal law regarding trafficked youth. Attended a national summit on human trafficking and the state courts in NYC to specifically discuss the state court roles in addressing trafficking in all its forms. Efforts are underway to increase stakeholder knowledge on this topic, identify more resources for victims, and reduce demand in Washington.
- With assistance from WSCCR and the therapeutic courts committee, applied for two grants to implement and evaluate adult drug courts statewide. One was awarded.

### INFORMATION SERVICES DIVISION

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- Conducted a Technical Workshop for the King County technical staff to explain the design of the Enterprise Data Repository (EDR) and to provide them with a “hands on” workshop to demonstrate the tools and technology being used to develop the EDR.
- Collaborated with JSD and the Courts of Limited Jurisdiction (CLJ) Court User Work Group (CUWG) to capture the current and future business requirements that will be used in the selection of a new case management system to serve the needs of the Courts of Limited Jurisdiction.



## EXTERNAL GOAL

Strengthen trust and confidence through transparency, accountability and reliable information.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

- Informed the public, policy makers and the media about the state of the judiciary and accomplishments with the publication of the 2015 State of the Judiciary Address; creation of 22 statewide press releases and media campaigns; publication of the 2015 Media Guide; distribution of daily e-clipping service to more than 1,200 subscribers; and responses to approximately 900 unique inquiries and requests from the media for information regarding Washington Court operations.
- Educated community organizations and the public about the branch, legal principles and operations of the court systems with the creation of the video entitled “Myths and Misperceptions of Washington State Courts”; continued redesign of the Washington Courts website which receives an average of 235,000 visits by the public daily.
- Supported local and statewide civics education to schools and encouraged judicial participation by organizing the 2015 YMCA Mock Trial Championships; hosting a Youth Court Symposium and encouraging new developments of youth courts statewide; and assistance with appellate court visits in local communities at both the Supreme Court and Court of Appeals.
- Conducted training for all court levels on the Perceptions of Justice report that looked at the perceptions of Washington residents and how they viewed the justice system.
- Approved the following GR 31.1 model forms: Public Records Officer Job Description, Managing Electronic Records and Emails of Employees, Public Disclosure: Managing Requests for Court Administrative Records Pursuant to GR 31.1 and made a recommendation to the Supreme Court to implement GR 31.1 on January 1, 2016.

#### MANAGEMENT SERVICES DIVISION

- Presented judicial impact note process and solicited comments for improvement from legislative and executive branch staff.
- Processed an average of 916 invoices, travel vouchers, reimbursements, etc., with 98.5% paid within five business days.
- Completed internal allotments for the Supreme Court, Court of Appeals, State Law Library and the Office of Civil Legal Aid.
- Completed and submitted 2015 Comprehensive Annual Financial Statement disclosure forms for AOC, Supreme Court, Court of Appeals and Office of Civil Legal Aid.

- Established Working Interdisciplinary Network of Guardianship Stakeholders (WINGS) — an ongoing, coordinated court community partnership to drive change in adult guardianship and alternatives through the collective impact of multiple state entities.
- Coordinated and held hugely successful WINGS conference with more than 200 attendees — far surpassing the anticipated 75 registrants.

#### JUDICIAL SERVICES DIVISION

- Produced the 2015 Juror’s Guide to Washington Courts, which stresses the importance to jurors of following the court’s instructions to restrict their use of electronic devices and communications on social networks while on jury duty.
- Redesigned the look and feel of the WSCCR website.
- Developed and implemented the new Secure Acceptance payment credit card processing module for JISLink, guardian renewal process, and the publication shopping cart page.
- Completed the new Continuing Education Unit (CEU) reporting module for Certified Professional Guardians to satisfy the 2014–2015 reporting cycle for the current production version. Started designing and developing the new application version along with redesigning the public pages.
- Redesigned and developed new Electronic Ticket Processing (ETP) reporting modules for faster, more streamlined data response as well as having the option of using real time data. Reporting response was improved drastically from 10 to 15 minutes to a 2-minute response time. Added statistical reporting feature for staff to easily see daily usage of all the reports being requested.

#### INFORMATION SERVICES DIVISION

- Published project information for both the Superior Court Case Management System (SC-CMS) and the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) replacement projects on the Washington Courts and Inside Courts websites to keep everyone informed.
- Participated in the JIS-WASIS Criminal Data Quality Performance Audit of state data for background checks.
- Implemented a solution to eliminate the re-issuing of used/inactive juvenile number codes. The juvenile number format had been causing inaccurate data for research because previously used and now inactive numbers were being reused.



## EXTERNAL GOAL

Provide technical assistance and support to all judicial officers, county clerks, court administrators, and staff to better serve the public.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### ADMINISTRATIVE SERVICES DIVISION

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- Began the process of developing a Model Language Access Plan for all trial courts in Washington.

#### MANAGEMENT SERVICES DIVISION

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- Served on the WINGS Information and Training Committee and began collaboration with county clerks and court administrators to develop a training using SCOMIS to monitor guardianship appointments.
- Partnered with the ABA Commission on Law and Aging to perform innovative research on guardianship restoration of rights cases. Provided basic information about guardianship appointments where rights were restored over the past three years.

#### JUDICIAL SERVICES DIVISION

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- Customer Services fielded about 10,000 calls and incidents per month.
- JSD staff stepped up to develop and provide Odyssey training, tutorials, and instructions for juvenile court users, which was originally out of scope and for which there was no budget or additional staff.
- Coordinated and led a two-day workshop for newly elected County Clerks on topics such as online resources, data reports and public records, and various court applications.
- In a new Help Site, revised all the JIS online manuals to a more modern look and feel through RoboHelp and introduced our help.courts.wa.gov website.
- Conducted 42 classes that trained 360 court, clerk, and AOC staff on JIS applications.

#### INFORMATION SERVICES DIVISION

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- Accepted the first iteration of the Appellate Court - Enterprise Content Management System (AC-ECMS) that delivers the base system and document structure.
- Completed the first phase of ITG #041 – Revised CLJ Computer Records Retention and Destruction Project several months ahead of schedule. This phase destroyed court records (based on the current record destruction rules) that had been piling up since the destruction process was stopped for modifications. The team overcame many challenges during the effort, including loss of key resources and delays due to higher priority efforts. Phase 2 will enact the new, approved destruction rules as defined in the ITG request.
- Upgraded to a new version (3.1.6) of Business Objects (BOXI). BOXI is a query and reporting tool that allows courts to request a large variety of reports against the Data Warehouse.
- Implemented numerous improvements to the Judicial Access Browser System (JABS) that were recognized and called out by several judges:
  - eTicket results were modified to be displayed within the tab rather than opening a new tab/window.
  - The top and bottom frames in search results were modified so that the divider line is in the middle of the page.
  - Added an AKA column to the Person Proceedings screen.
  - Continual upgrading of the JABS infrastructure to support performance, maintainability, and extensibility.
- Collaborated with King County representatives from the District Court, Superior Court, and County Clerk's Office on an agreement and obtained the funding from the Legislature for moving forward with an expedited data exchange that will meet their requirements and timeline of their local system replacement projects.



## EXTERNAL GOAL

Improve data quality and strengthen public safety through modern statewide information technology systems.

### ★ KEY ACCOMPLISHMENTS OF 2015 ★

#### JUDICIAL SERVICES DIVISION

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- Finished the Courts of Limited Jurisdiction process documentation with the CUWG for the CLJ-CMS project. This was accomplished on time by reprioritizing existing staff and resources in order to accelerate the process to meet the needs of our trial court customers.
- Provided Subject Matter Expert (SME) input for various tracks of the Expedited Data Exchange (EDE) project. Provided Standards for Statewide Data needed for the project.
- JABS platform was rewritten and data for a court using the Odyssey CMS will be retrieved from Odyssey. Implemented a new DOL PDF image.
- As a result of EHB 1943, AOC changed the Person Comment screen so it could be used by all court levels, added the Home Detention codes, and displayed the date JABS.
- Implemented Pierce County District Court for Vehicle Related Violations Data Exchange (School bus arm violation).