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PROJECT MANAGEMENT LEADERSHIP CHANGE

This is the last monthly update I will be writing as the Project Manager of the CLJ-CMS project. On December 15, 2021, I will be departing the Administrative Office of the Courts to take on a new role with the Washington State Department of Health. I have greatly enjoyed my nearly three years with AOC and am finding it bittersweet to leave at this time. I depart with many happy memories of my time working with the judicial branch – especially the judges, administrators, and court staff of all the CLJs I’ve had the pleasure to interact with, and of course the project’s wonderful staff.

The CLJ-CMS project will be left in the very capable hands of Mr. Garret Tanner. Garret has been with AOC since May 2021 and has been heavily involved in the day-to-day operations of the project. Garret is the best person to take the helm and has the skills, knowledge, and ability to successfully carry the project forward (and he was featured in our October newsletter if you’d like to learn a little more about him). I’m confident he will continue the good work we have begun for the CLJs. He officially takes on the role of project manager effective December 16, 2021.

A recruitment to fill the Deputy Project Manager role will be announced shortly.

Thank you for your support, guidance, and expertise over the last few years.

Cat Robinson **Garret Tanner Deputy**
Project Manager **Project Manager**



Cat Robinson



Garret Tanner

GETTING TO KNOW CLJ-CMS PROJECT STEERING COMMITTEE CHAIR PAULETTE REVOIR



Paulette Revoir has been part of the court community for 32 years and is Chair of the CLJ-CMS Project Steering Committee (PSC). She is currently the Lynnwood Municipal Court Administrator and has been there for the past eight years. Paulette started as a part-time file clerk at the King County District Court in 1989 while in college, but never intended to stay with the courts as a career. After graduation, she accepted a full-time job and worked as a clerk for the next 13 years. It was Judge Thomas E. Kelly, who she had clerked for, that encouraged her to move into management. With his support and mentorship court management became not only her career, but her passion.

Paulette brings that passion to the many leadership roles she holds within the court community. As PSC Chair, she is excited about the CLJ-CMS Project because it will bring a modern day case management system to Washington's district and municipal courts. "While DISCIS/JIS has been a solid work horse over the past three decades, it definitely does not meet our current day-to-day needs. I'm excited that public safety information will be available and shared statewide, I'm excited that Washington will finally have a statewide probation case management system. I am excited for eFiling, a document management system, electronic documents, robust reporting and overall improved efficiency. I am basically excited!"

As a Court Administrator and DMCMA Court Helping Courts leader, Paulette also leads by example and mentors others. At this point in her career, employee development is one of the most rewarding aspects of her work. "I love tapping into what excites my employees about the judicial branch and providing them with the tools and training they need to learn and grow in their careers. Nothing makes me happier than to see my team flourish and excel."

When asked how the PSC's work supports the needs of the CLJ community, Paulette stated that the Steering Committee is "here to provide support and guidance as we move forward with implementing Odyssey across the state. We are here to answer questions, listen to concerns, offer solutions, and assist with change management issues. We are here to make sure the project's Guiding Principal and Imperatives are met through every phase of the CLJ-CMS project. We are here to keep the project on track and moving forward on schedule. The PSC is committed to the success of the project and to supporting the CLJ courts."

As the CLJ-CMS Project moves forward, Paulette would like to remind the community that the past 20 months of pandemic response is ushering in a new era of how our CLJs will need to embrace new technology and digital tools to help provide access to justice for court customers.

Paulette Revoir
Project Steering Committee Chair

GETTING TO KNOW COURT USER WORK GROUP (CUWG) SUBJECT MATTER EXPERT (SME) STEPHEN SEELY

Stephen Seely is the Outreach Services Attorney at the King County Law Library in Seattle, Washington.

I grew up in rural Northern California in a two-stop sign town of about 3,000 people. I spent my high school summers bussing tables, working on the family ranch, and volunteering at the local library. I spent my junior year of high school in Washington, D.C., working as a congressional page for the U.S. House of Representatives.



After high school, I got my B.A. in Political Science from the University of the Pacific, in Stockton, California, in 2014. I served in student government representing the multicultural and multifaith communities. I received my J.D. from Seattle University School of Law in 2017. I focused on medical malpractice and risk management; worked as a research and technical editor for the Seattle University Law Review; and published an article on government emergency powers and medical liability during disasters in the Pacific Northwest. I was admitted to the Washington State Bar in 2017 and began private practice in workers' compensation insurance defense.

I've always been a nerd at heart and the legal field always felt like the right place for me to end up. As a kid, my two most frequent questions were "Why?" and "How?" and my two biggest interests were politics and reading. I was fascinated with how society decides how it treats people (especially those who are different) and the divide between ordinary people and the legal system.

In 2018 I left private practice and joined the King County Law Library. I now work as a jack-of-all-trades and help judges, lawyers, clerks, and the public when they have questions about the law. I make self-help packets with instructions and fill-in-the-blank forms for people representing themselves. I teach a skip tracing CLE for legal professionals and law enforcement, as well as classes on the basics of civil cases for people representing themselves. I also manage the law library's disaster response planning. And I represent the law library as the co-chair of the Access to Justice Board's Technology Committee.

I use my breadth of experience to make the law more accessible to the public by explaining legal concepts as simply and directly as possible. I use similar concepts they're already familiar with from their everyday life as examples and I guide them through the legal process using plain-English.

On a personal level, I find that helping people to understand things is very rewarding, and motivates me to continue my work. On an institutional level, a well-informed public that can effectively use the legal system is beneficial to all of us. A leader without followers is just somebody taking a walk. For the legal system to succeed, people need to consent to it. Before people will consent to it, they need to have confidence in it. I try to lay the foundation for that

confidence by giving people a basic understanding of the legal system's core values, its processes, and how it can be used to help them.

For the CLJ-CMS Project, I represent the Access to Justice Board on the CLJ-CMS's Court User Work Group. My role is to use my experience to promote the viewpoints of ordinary people who are trying to represent themselves and groups who might otherwise lack representation in the decision-making process.

I'm a relatively new member of the CUWG. I joined in the summer of 2020, in the middle of the COVID pandemic, just as the software customization stage began. I've learned a lot about the operational considerations behind court processes and the many departments and agencies who have a role in those processes. I really enjoy the motivation and rapport that the CUWG members and staff have. I also deeply value the shared commitment to make the new system as easy-to-use and accessible as possible for all users.

It's my hope that the new case management system will make it easier for ordinary people to file their court papers by keeping the process simple, and offering enough context to help guide them through it. This would help reduce frustration and workload for all users.

Stephen Seely

CUWG SME / Access to Justice Representative

WHICH POSITIONS DO WHAT TASKS?

Most people think about the "who" when they think of a specific task or function being completed by the members of their team. However, people change positions, new staff are hired into those positions, or you may need to restructure which positions do which tasks. Ensuring your court has identified and documented the tasks done by each position will be a very helpful tool to have on hand when we implement Odyssey in your court.

This task-to-position identification process will be very important for both courts and probation departments to complete for all positions, as having this information will make completing your local configuration workbooks a lot easier. This will prove especially helpful when documenting the security roles for your staff in the new systems. Determining which positions need which security profiles will be different in the new systems compared to JIS, so knowing which positions perform which tasks will help you work through security role decisions for your office moving forward.

Larger courts and probation departments may already have this documented, but it may be a good time to review that documentation for updates. Has anything changed since it was originally documented? How has COVID impacted those existing roles? If so, what does that role do now that they didn't before? Has a staff member in one of your positions been given any special security to do additional tasks, above what others in that position may do? If so, what are those additional tasks? And do those tasks need to be

added to that position permanently or can they be performed by other positions? What other tasks does each position need to be able to do to help back-up other positions?

Smaller courts and probation departments may not have documented staff tasks yet. If you only have one staff or a smaller team, you tend to easily know who does what. However, it's still good to have the tasks documented, especially which position serves as the primary for which tasks, and which tasks each position handles as a back-up to others. For one person courts or probation departments, is there a back-up for you that also needs to be able to do certain tasks when you are out? Please see the example we have created for you to use as a guide on how to identify or document the tasks assigned to each of your court's positions [here](#). Please contact us at cljcmsproject@courts.wa.gov if you have any questions.

Angie Autry
Court Business Supervisor

DO YOU HAVE QUESTIONS TO ASK OR FEEDBACK TO PROVIDE?

Questions, comments, and feedback related to this newsletter and the CLJ-CMS Project are welcomed at CLJCMSProject@courts.wa.gov.