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INTRODUCTION

Welcome to the third edition of our new monthly newsletter, delivered directly to your email every month, or you can download it from our website [here](#). Each month we will keep you up to date with announcements from the project and AOC leadership teams, helpful tips and new tools, and even keep you up to date on what's new in the world of Washington Courts of Limited Jurisdiction.

PROJECT MANAGER UPDATE

"All communication must lead to change." - Aristotle

By now I hope most people are aware that Odyssey will be coming to our district and municipal courts soon. This transition has been in the works for a long time, thanks in large part to the comments and requests from leaders in our courts. In the time since the legislature funded the CLJ-CMS Project, the project team has been hard at work preparing for the transition, and are currently in the process of configuring Odyssey and Tyler Supervision. Our district and municipal courts are excited to get the software installed but we, as a community, need to ensure that we continue to lay the ground work for success in each court. By their very nature, major software transitions can present challenges. However, there are a number of ways each court can ensure their transition into the new systems is as smooth as possible.

Communication is key to the success of any change effort. Sharing information with your staff about what is coming as soon as possible can alleviate fears of change –more information is comforting to our brains. Just as importantly, proactively sharing information with your teams can provide ample time to hold discussions about making any desired or necessary improvements in how your-



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court does business. If staff and local justice partners are informed early on about the new tools that will be available to them, they are more likely to feel increased confidence in their ability to navigate the changes that are coming.

As information is provided about the new system, please share it in as many ways as you can think of. It's often said that a person needs to hear something seven times before they begin to accept it. Share knowledge in team meetings, newsletters, training events, etc.

As we begin working through the changes, Ms. Angie Autry will be providing recommendations on ways that courts can look at their current processes. She goes into more detail below. Ms. Jennifer Wagner will be partnering with court leaders to help you navigate the people side of change, and Mr. Jim Dixon is working on a succinct training plan to ensure that everyone is educated on the new system.

Remember you are not alone in this effort. If you need help engaging with your staff to help them get excited for the new software you can always ask for support. We're all in this together.

Cat Robinson
Project Manager

DOCUMENTING YOUR COURT'S BUSINESS PROCESSES

As the project team starts working with each group of courts to prepare for their implementation, one major focus will be to configure the court-specific options of Odyssey to best support how each court does business. Due to the volume of courts per implementation group, the project team will not be able to work one-on-one with each court to document their business processes. This means we need your help to make this work smoothly and have the least amount of impact on your busy schedules.

To ensure this process will work well for all of us, please start reviewing and documenting your courts' business processes now so that you have more time available to note changes or corrections as we move forward. Since figuring out how to describe what your court does and how the work gets done can be a large undertaking, we'll be including recommendations for processes to review and document in our monthly newsletters.

This month we recommend each court review your [Court Profile Maintenance Screen \(CPFM\)](#) entries. For many courts this screen was completed years ago and you may not have had any reason to review it or update it in a while. This screen documents many things including the grace period your court gives an Infraction before an FTA will be issued, the payment sequence that restitution, probation fees, and assessments will be applied if a case is not on-time with payment agreements, and the sort order for the Destruction of Records report.

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See the online manual section [Field Descriptions](#) for more information on each field entry. Please review the CPM screen completely, see if it meets your current processes, and make any changes as needed.

As always, if you have any questions or need any guidance, please reach out to the project team through the project inbox at CLJCMSProject@courts.wa.gov.

Angie Autry
Court Business Supervisor

GETTING TO KNOW PROJECT STAFF



Paige Janke

I am one of our CLJ-CMS Business Analysts and have been with AOC since 2016. Before coming to AOC, I spent almost a decade at Thurston County District Court and a few years in the private sector before that. I am married (13 years) with four children (5, 12, 20, 23), and one grandbaby (7 months). We do a lot of year-round glamping as a family; and basically, the remainder of my time is spent supporting, chauffeuring, and traveling

with my two youngest girls who are both elite competitive cheer athletes. I am very excited to be working with the CLJ courts again and look forward to developing new relationships with everyone over the next few years.

Tyler Smith

I am the Communications Officer for the CLJ-CMS Project. I started my professional career in the US Army Chemical Corps, after which I worked as a Communications & Marketing Consultant for the public and private sectors, before spending several years as a Director of Marketing & Sales Operations for an international software company. As the Communications Officer, I support the project and its staff with outreach efforts such as our monthly newsletter and project website, and any other communication needs that may come up. When I'm not working, I love hiking, wildlife photography, woodworking, and spending time with my partner Grace and our four cats Pickles, Apollo, Leif, and Simon.





Garret Tanner

I'm Garret Tanner, Deputy Project Manager of CLJ-CMS. I've recently moved to Washington from California where I most recently worked in County government as a Project Manager on a county-wide Enterprise Resource Planning (ERP) modernization project. Prior to that, I worked in the private sector as a Project Manager, Implementation Consultant, and Customer Success Manager. As Deputy Project Manager I am responsible for supporting the team in their day-to-day efforts - helping prioritize work, removing



impediments, and working with our vendor and auxiliary teams to ensure timely resolution of any issues that might come up. In my off-time, I'm an avid mountain biker and am looking forward to exploring everything that Washington has to offer with my partner Ashlee and our dogs Weston and Wilson.

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.