

Washington State Judicial Branch

2023-25 Biennial Budget

Fund CLJ-CMS Project

Agency: Administrative Office of the Courts

Decision Package Code/Title: 1M – Fund CLJ-CMS Project

Agency Recommendation Summary Text:

This request is for \$5.2 million to continue implementation of the Case Management System (CMS) for the Courts of Limited Jurisdiction (CLJ) and probation offices. Better known by its trade name, Odyssey/Enterprise Justice, the CLJ-CMS replaces the antiquated and outdated DISCIS system. This project is the top priority of the Judicial Information System Committee. Adding this request to the carryforward level budget of \$17.3 million will fully fund the project during the 2023-25 biennium at \$22.5 million. (General Fund-State)

Fiscal Summary:

	FY 2024	FY 2025	Biennial	FY 2026	FY 2027	Biennial
Staffing						
FTEs	3.50	3.50	3.50	TBD	TBD	TBD
Operating Expenditures						
Fund 001-1	\$2,599,200	\$2,617,800	\$5,217,000	TBD	TBD	TBD
Total Expenditures						
	\$2,599,200	\$2,617,800	\$5,217,000	TBD	TBD	TBD

Package Description:

This decision package with carryforward level funding will fund Phase 1 through 5 of the CLJ-CMS project. The Administrative Office of the Courts (AOC) recognizes that replacing a major legacy system is a multi-year effort and requires a multi-million dollar investment. During the 2023-2025 budget cycle, the AOC will continue implementations efforts across phases one through five. The Pilot phase of the project will be complete in 2023 and Phase 6 will be funded in a future request. The phases are as follows:

- Pilot Courts: Pierce District, Tacoma Municipal, Gig Harbor Municipal, and Fircrest/Ruston Municipal
- Phase 1: Eastern Washington
- Phase 2: Northern Washington
- Phase 3: North Central Washington
- Phase 4: Western Washington
- Phase 5: Southwest Washington
- Phase 6: South Central Washington

Fully describe and quantify expected impacts on state residents and specific populations served:

The CLJ-CMS Project will implement software that will be used by a wide range of users. This software replaces the legacy system DISCIS/JIS case management system provided by AOC. This system is nearing its end-of-life after almost 40 years in service. From indigent filers eFiling a Small Claims case for the first time, to Attorneys and Judges balancing ever growing caseloads, to case workers checking status of a probationer's work program, everyone with ties to the judicial system will ultimately be impacted by the implemented of a modern case management system. A key benefit of

an integrated case management system is the efficiency of the system – everything from filing documents in the Document Management System to requesting a hearing to contest a parking violation can be done online, and is immediately shared across all jurisdictions. Going to court is also more efficient – not only can more documents be drafted and docketed before court starts than before, but hearing reminders can be automatically sent to participants which reduces Failure to Appear rates.

Explain what alternatives were explored by the agency and why they were rejected as solutions:

Funding is being requested to complete a project that is already underway. No alternative solutions were explored in preparation for requesting additional funding.

What are the consequences of not funding this request?

If this request is not funded, the Administrative Office of the Courts would not have sufficient funding to finish the Courts of Limited Jurisdiction-Case Management System project as planned. Not funding this request would delay efforts to modernize and improve existing court systems.

Is this an expansion or alteration of a current program or service?

The Courts of Limited Jurisdiction-Case Management System Project is a replacement for the current case management system provided to courts of limited jurisdiction, and it also expands the services provided by AOC to these courts. This project is the result of years of close partnerships with the courts of limited jurisdiction, legal community, and the Legislature. The goal of this project is to deliver the technology and process upgrades that the courts sorely need so that they can meet the ever-evolving needs of our community.

Our limited jurisdiction courts handle roughly 2 million cases each year, or approximately 87% of the state's judicial caseload. The legacy system can no longer support the emerging needs of the courts as it pertains to court data access, document management, eFiling capabilities, complex financial transactions, and probation and supervision needs. These emerging needs, which can be fulfilled through more current technology, can help support the efficient operations of the courts in the administration of justice. This request would expand capacity and close current gaps in the project and help ensure that the courts of limited jurisdiction have current technologies to support their mission.

Decision Package expenditure, FTE and revenue assumptions:

Staffing Assumptions

The project will be fully staffed by the end of June 30, 2023. Beginning July 1, 2023 and ongoing through at least the first quarter of FY 2027, AOC requires salary, benefits, and associated standard costs to perform the following types of work.

Project Management. Manages all aspects of the project including vendor relations and performance. Responsible for overall business and technical direction with support from team leads. Responsible for change management and court education with support from Communications and Education teams. (2 FTE, Project Manager and Deputy)

Business. Responsible for documenting “as is” from legacy systems and defining “to be” in the new system. Responsible for analysis, configuration, and testing of the system to support business needs. (7 FTE)

Technical. Responsible for building data exchanges with business partners, supporting data review activities, and testing the system. (13 FTE)

Communications. Responsible for change management and outreach. Works with the Project Manager to define and implement a communication strategy that serves varying levels of court users. (2 FTE)

Education. Responsible for providing initial and ongoing training to court personnel including clerks, administrators, and judges. Builds and maintains training documentation, self-paced training curriculums, job aids, and job manuals for use by court staff. (3 FTE)

Support. Provides Tier 1 and Tier 2 support for court users. Supports testing, configuration as needed. (11 FTE)

Other Non-Standard Costs

Contracts (Object C)

Costs include vendor deliverables identified in the existing contract and estimates for features under negotiation including additional development and planned, enhanced public access (i.e., re:Search), and text/email reminders for Enterprise Justice and Enterprise Supervision.

Enterprise Justice

FY 2024 One-Time: \$1,755,000

FY 2025 One-Time: \$1,289,000

Enterprise Supervision

FY 2024 One-Time: \$3,000

FY 2025 One-Time: \$28,000

System Development

FY 2025 One-Time: \$225,000

All Other – planned contractual items like progress reports, project management, etc.

FY 2024 One-Time: \$662,000

FY 2025 One-Time: \$534,000

Research

FY 2024 Ongoing: \$100,000 per fiscal year

Test/Email Reminders

FY 2024 Ongoing: \$200,000 per fiscal year

Enterprise Justice Maintenance and Licensing

FY 2024 One-Time: \$1,973,000

FY 2025 Ongoing: \$1,123,000 per fiscal year

Enterprise Supervision Maintenance and Licensing

FY 2024 One-Time: \$420,000

FY 2025 Ongoing: \$432,600 per fiscal year

Administrative Office of the Courts
Policy Level – 1M – Fund CLJ-CMS Project

Expenditures by Object	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>
A Salaries and Wages	3,822,000	3,822,000	3,822,000	955,700		
B Employee Benefits	1,218,800	1,218,800	1,218,800	304,900		
C Personal Service Contract	5,261,800	4,080,400	2,004,400	1,892,800	1,855,600	1,855,600
E Goods and Services	144,400	144,400	144,400	36,600		
G Travel	95,000	95,000	95,000	23,900		
J Capital Outlays	60,800	60,800	60,800	15,200		
T Intra-Agency Reimbursements	1,246,400	1,246,400	1,246,400	311,900		
Total Objects	11,849,200	10,667,800	8,591,800	3,541,000	1,855,600	1,855,600
Less 2023-25 Carryforward	(9,250,000)	(8,050,000)	TBD	TBD	TBD	TBD
Maintenance Level Request	2,599,200	2,617,800	TBD	TBD	TBD	TBD

Staffing

Job Class	Salary	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>
ADMINISTRATIVE SECRETARY	55,900	1.00	1.00	1.00	0.25		
BUSINESS ANALYST	101,100	7.00	7.00	7.00	1.75		
BUSINESS ANALYST	101,100	4.00	4.00	4.00	1.00		
COMMUNICATIONS OFFICER	71,500	1.00	1.00	1.00	0.25		
COURT TECHNOLOGY							
EDUCATOR	91,500	3.00	3.00	3.00	0.75		
JIS CUSTOMER SERVICE SPECIALIST	82,900	3.00	3.00	3.00	0.75		
SYSTEM INTEGRATOR	101,100	2.00	2.00	2.00	0.50		
SENIOR SYSTEM INTEGRATOR	111,500	3.00	3.00	3.00	0.75		
IT SOLUTIONS ARCHITECT	117,500	1.00	1.00	1.00	0.25		
PROJECT MANAGER	120,100	2.00	2.00	2.00	0.50		
SENIOR SYSTEM SUPPORT ANALYST	111,500	6.00	6.00	6.00	1.50		
SYSTEM SUPPORT ANALYST	101,100	3.00	3.00	3.00	0.75		
ISD CHANGE MANAGEMENT COORDINATOR	101,100	1.00	1.00	1.00	0.25		
IT SECURITY TECHNICIAN	91,500	1.00	1.00	1.00	0.25		
Total FTEs		38.00	38.00	38.00	9.50		
Less 2023-25 Carryforward		(34.50)	(34.50)	TBD	TBD		
Maintenance Level Request		3.50	3.50	TBD	TBD		

Explanation of standard costs by object:

Salary estimates are current biennium actual rates at Step L.

Benefits are the agency average of 31.89% of salaries.

Goods and Services are the agency average of \$3,800 per direct program FTE.

Travel is the agency average of \$2,500 per direct program FTE.

One-time IT Equipment is \$4,800 for the first fiscal year per direct program FTE. Ongoing Equipment is the agency average of \$1,600 per direct program FTE.

Agency Indirect is calculated at a rate of 24.73% of direct program salaries and benefits.

How does the package relate to the Judicial Branch principal policy objectives?

This package directly advances one Judicial Branch policy objective: Commitment to Effective Court Management.

The funding in this request will be used to complete the Courts of Limited Jurisdiction-Case Management System project which will streamline processes and improve the efficiency of the Courts of Limited Jurisdiction by using current technologies and modernizing case management and probation systems in addition to eFile capabilities that have already been funded on an ongoing basis.

Accessibility.

There is more than one court filing for every three citizens in Washington. The CLJ-CMS project will help make Washington court data available to all, either during a trial or by removing the need to physically travel to a court location for information. AOC will modernize legacy systems which will allow for faster access to core court information while ensuring that the system is easier to update. In particular, the CLJ-CMS courts will have increased access to court information, reduced delays and a reduced strain on judicial decision-makers who have been impacted by the loss of judicial officers and staff as a result of current economic difficulties throughout government.

Commitment to Effective Court Management.

The current CLJ Management Information System (DISCIS) was implemented in the 1980s and is obsolete. While it still performs as intended and was considered state of the art at the time of implementation, court business and technology needs have evolved. Emerging needs include electronic filing, electronic document storage, end-to-end case management, and better data sharing with supervision systems. The CLJ courts have a vision which includes desired functions intended to address the needs of the courts and offers business improvement. The improved and expanded capabilities will assist the courts in meeting their business needs by providing improved capabilities involving data management, access, and distribution; more robust calendar management and statistical reporting capabilities; enhanced business process automation and management; and improved service to judicial partners and the public.

Sufficient Staffing and Support.

Courts ensure that basic rights and protections are available to Washington citizens. Supporting these rights efficiently through the provision of modern infrastructure and systems ensures that those basic rights and protections occur and remain at the core of how the Washington courts function.

Are there impacts to other governmental entities?

This package would impact trial and appellate courts by providing a replacement technology system that will increase access to case files, give details of cases to judges in order to make informed decisions on cases, and provide a reliable and accurate repository for decisions that can be used to guide future judgements.

In addition to serving as the statewide court case management system, the existing Judicial Information System (JIS) provides essential information to several state agencies, local law enforcement agencies, prosecutors, criminal justice partners, and the public. The JIS is also responsible for accurately tracking, recording and distributing over \$240 million per year in state and local revenues (excluding restitution and other “trust” monies).

The new Courts of Limited Jurisdiction Case Management System will provide:

- Enhanced data sharing capabilities
- Cost avoidance through the elimination of redundant data entry
- Error reduction through training, standardization of business practices, and value-limited data entry fields
- Flexibility to meet new and emerging business needs
- Improved tracking and analysis capabilities

Other state programs will benefit through enhanced efficiency and effectiveness. AOC and courts exchange information and depend on the systems of other agencies. We provide essential information to the Washington State Patrol,

Department of Corrections, and Office of the Secretary of State, Sentencing Guidelines Commission, Department of Licensing, local law enforcement agencies, Federal government, prosecutors and defense attorneys.

Stakeholder response:

The primary stakeholders are the courts of limited jurisdiction and the individuals that appear before those courts.

Are there legal or administrative mandates that require this package to be funded?

There are no legal or administrative mandates that require that this package be funded.

Does current law need to be changed to successfully implement this package?

No changes to current law are required to successfully implement this package.

Are there impacts to state facilities?

This request does not impact any state facilities.

Are there other supporting materials that strengthen the case for this request?

Not applicable.

Are there information technology impacts?

This decision package will fully fund the existing contract with Tyler Technologies. eFile has already been funded, but additional funding is required to complete the remainder of the contract with the vendor, which does include hosting fees for cloud-based systems (specifically, eFile and Enterprise Supervision) as well as maintenance and licensing fees for software hosted by AOC (Enterprise Justice).

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