

Washington State Judicial Branch

2025-27 Biennial Budget

Continue the Courts of Limited Jurisdiction-Case Management System Project (CLJ-CMS)

Agency: Administrative Office of the Courts

Decision Package Code/Title: ZA – Continue CLJ-CMS Project

Agency Recommendation Summary Text:

The Administrative Office of the Courts requests \$3.9 million to continue the implementation of the case management system (CMS) for the Courts of Limited Jurisdiction (CLJ) and their 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 Better known by its trade name, Odyssey / Enterprise Justice, the CLJ-CMS replaces the antiquated and outdated DISCIS system.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 Systems Committee. This request will fully fund the project during the 2025-27 biennium. (General Fund – State)

Fiscal Summary:

	FY 2026	FY 2027	Biennial	FY 2028	FY 2029	Biennial
Staffing						
FTEs	3.5	3.50	3.50	TBD	TBD	TBD
Operating Expenditures						
Fund 001-1	\$2,859,000	\$1,041,000	\$3,900,000	TBD	TBD	TBD
Total Expenditures						
	\$2,859,000	\$1,041,000	\$3,900,000	TBD	TBD	TBD

Package Description:

This decision package with carryforward level funding will fund the remaining phases 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 2025-2027 budget cycle, the AOC will continue implementation efforts across the remaining phases of the project. The Pilot Court phase of the project was completed in March 2024. The next phase of the project, known as Early Adopters, will be complete by the end of December 2024. After that, seven phases remain and will be completed through calendar year 2027. Calendar year 2028 is planned for final, project closeout activities.

- Pilot Courts: Tacoma Municipal Court and Fircrest-Ruston Municipal Court
- Early Adopters (plus all associated probation departments):
 - Asotin County District Court
 - Cheney Municipal Court
 - Colfax Municipal Court
 - Columbia County District Court
 - Douglas County District Court
 - East Wenatchee Municipal Court
 - Franklin County District Court
 - Garfield County District Court
 - Whitman County District Court I & II

Fully describe and quantify expected impacts on state residents.

The CLJ-CMS Project is implementing software that will be used by a wide range of users. This software replaces the legacy system DISCIS/JIS case management system currently 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 the status of a probationer's work program, everyone with ties to the judicial system will ultimately be impacted by the implementation 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 this was the best option chosen.

Funding is being requested to continue 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 AOC would not have sufficient funding to continue the CLJ-CMS 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 CLJ-CMS 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 percent 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

Beginning July 1, 2025 and ongoing through the first part of the 2027-29 biennium, 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)

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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 for Enterprise Justice and Enterprise Supervision.

Enterprise Justice

FY 2026 One-Time: \$1,612,000

FY 2027 One-Time: \$1,437,000

Enterprise Supervision

FY 2026 One-Time: \$3,000

FY 2027 One-Time: \$5,000

eFiling over Carryforward of \$2.8 million per year

FY 2026: \$84,000

FY 2027: \$84,000

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

FY 2026 One-Time: \$89,000

Enterprise Justice Maintenance and Licensing

FY 2026 One-Time: \$1,123,000

Enterprise Supervision Maintenance and Licensing

FY 2026 One-Time: \$433,000

Goods and Services (Object E)

Additional costs to support the staff and go-live events over the standard per employee cost. (\$30,000 per year)

Travel (Object G)

Travel to support three go-live events annually. (\$225,000 per year)

Equipment (Object J)

Additional costs to support the staff and go-live events over the standard per employee cost. (\$64,000 per year)

Expenditures by Object	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>	<u>FY 2030</u>	<u>FY 2031</u>
A Salaries and Wages	4,192,000	4,192,000	4,192,000	4,192,000	TBD	TBD
B Employee Benefits	1,303,000	1,303,000	1,303,000	1,303,000	TBD	TBD
C Personal Service Contract	3,344,000	1,526,000	659,000	84,000	TBD	TBD
E Goods and Services	258,000	258,000	258,000	258,000	TBD	TBD
G Travel	301,000	301,000	301,000	301,000	TBD	TBD

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J	Capital Outlays	140,000	140,000	140,000	140,000	TBD	TBD
T	Intra-Agency Reimbursements	1,371,000	1,371,000	1,371,000	1,371,000	TBD	TBD
	Total Objects	10,909,000	9,091,000	8,049,000	7,401,000	TBD	TBD
	Less 2025-27 Carryforward	(8,050,000)	(8,050,000)	TBD	TBD	TBD	TBD
	Maintenance Level Request	2,859,000	1,041,000	TBD	TBD	TBD	TBD

Staffing

Job Class	Salary	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031
ADMINISTRATIVE SECRETARY	60,000	1.0	1.0	1.0	1.0	TBD	TBD
SENIOR IT SECURITY ANALYST	120,000	1.0	1.0	1.0	1.0	TBD	TBD
BUSINESS ANALYST	108,000	11.0	11.0	11.0	11.0	TBD	TBD
ISD CHANGE MANAGEMENT COORDINATOR	108,000	1.0	1.0	1.0	1.0	TBD	TBD
COMMUNICATIONS OFFICER	77,000	1.0	1.0	1.0	1.0	TBD	TBD
COURT EDUCATOR	98,000	3.0	3.0	3.0	3.0	TBD	TBD
SYSTEM SUPPORT ANALYST	108,000	3.0	3.0	3.0	3.0	TBD	TBD
IT PROJECT MANAGER	129,000	1.0	1.0	1.0	1.0	TBD	TBD
SYSTEM INTEGRATOR	108,000	1.0	1.0	1.0	1.0	TBD	TBD
SOFTWARE QUALITY ASSURANCE TESTER	108,000	4.0	4.0	4.0	4.0	TBD	TBD
SENIOR SYSTEM INTEGRATOR	120,000	3.0	3.0	3.0	3.0	TBD	TBD
IT SOLUTIONS ARCHITECT	126,000	6.0	6.0	6.0	6.0	TBD	TBD
SENIOR SYSTEM SUPPORT ANALYST	120,000	1.0	1.0	1.0	1.0	TBD	TBD
	Total FTEs	38.0	38.0	38.0	38.0	TBD	TBD
	Less 2025-27 Carryforward	(34.5)	(34.5)	TBD	TBD	TBD	TBD
	Maintenance Level Request	3.5	3.5	TBD	TBD	TBD	TBD

Explanation of standard costs by object:

A - Salary estimates are current biennium actual rates at Step L.

B - Benefits are the agency average of 31.10% of salaries.

E - Goods and Services are the agency average of \$5,800 per direct program FTE.

G - Travel is the agency average of \$2,000 per direct program FTE.

J – Ongoing Equipment is the agency average of \$1,900 per direct program FTE.

J – One-time IT Equipment is \$5,900 for the first fiscal year per direct program FTE.

Agency Indirect is calculated at a rate of 24.98% of direct program salaries and benefits.

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

Fair and Effective Administration of Justice

This package directly advances one Judicial Branch policy objective: Commitment to Effective Court Management. The funding in this request will be used to continue the CLJ-CMS 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.

How does the package impact equity in the state?

Address any target populations or communities that will benefit from this proposal.

Not applicable.

Describe the how the agency conducted community outreach and engagement.

Not applicable.

Consider which target populations or communities would be disproportionately impacted by this proposal.

Explain why and how these equity impacts will be mitigated.

Not applicable.

Are there impacts to other governmental entities?

This project impacts trial and appellate courts by providing a replacement technology system that increases access to case files, gives details of cases to judges in order to make informed decisions on cases, and provides 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 state and local court revenue (excluding restitution and other “trust” monies).

The new CLJ-CMS provides:

- 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 are benefiting 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. As the CLJ-CMS is implemented in additional jurisdictions, positive impacts will be observed in more governmental entities.

Stakeholder response:

The primary stakeholders of this project are the district and municipal courts of Washington; more specifically, the judicial officers, court administrators and managers, and court and probation staff who eagerly await a modern case management system with integrated tools to ease the organizational burden of working in an outdated system. As these jurisdictions vary widely in terms of budgetary support from their city or county councils, these courts work unequally to address the same issues facing all statewide CLJs - standardized data capture, protection of the public, and reduction in administrative workload.

Less obvious but no less important beneficiaries of the project's work are the individuals called to appear before those courts, and the justice partners with whom all courts work together to benefit their communities. Courts that have implemented the new case management systems have benefited enormously from a standardized process, easier intake of payments, and faster accounting processes. These courts have been able to attract and train new court staff who can more easily work within a modern system. Courts of limited jurisdiction across the state are eager to implement the new case management systems as it eases the budgetary burden of piecemealing technical solutions at each court.

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 continue funding for the existing contract with Tyler Technologies. eFile has already been funded on an ongoing basis, 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, Enterprise Supervision) as well as maintenance and licensing fees for software hosted by AOC (Enterprise Justice).

Agency Contacts:

Christopher Stanley, 360-357-2406, christopher.stanley@courts.wa.gov
Angie Wirkkala, 360-704-5528, angie.wirkkala@courts.wa.gov