Courts of Limited Jurisdiction Case Management System Project

Court User Work Group Charter

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Document Revision History

Author	Version	Date	Comments
D. Mejia	.1	3/14/2014	Initial draft
	1.0	2/7/2014	Changes based on internal team review
	4.0	6/4/2014	Add CUWG member names
M. Walsh	5.1	7/2/2014	Approved version accepted by JISC, PSC
	5.2	7/29/2014	Added rep. selected by the ATJ Board
		8/5/2014	Added rep. selected by the WSBA
M. Walsh	5.4	-11/17/15	CUWG member replacements for Judges and AOC
M. Walsh	5.5	2/3/2016	CUWG member replacement for ATJ member
M. Walsh	5.8	11/2/2016	Updates to DMCMA and DMCJA participation.

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1 Introduction

The Courts of Limited Jurisdiction wish to acquire and implement at a statewide level, a commercially available off-the-shelf court case management system to replace the aging District Court Information System (DISCIS) aka Judicial Information System (JIS). On April 25, 2014, the Judicial Information System Committee (JISC) authorized the project and the formation of the CLJ Project Steering Committee and the CLJ Court User Work Group (CLJ-CUWG) to establish an effective project governance structure ensure a successful project.

The CLJ-CUWG will serve as subject matter experts on court business processes, court operations, and the use of the DISCIS/Judicial Information System (JIS) for the purposes of defining and implementing the court's desired business processes and requirements through a case management system.

2 Purpose

The CLJ-CUWG is needed to support the project by providing guidance and essential information regarding the court's business processes and requirements. The CLJ-CUWG will work closely with AOC's Court Business Office (CBO) and the CLJ project's business analysts to capture and document the desired processes to be implemented via a new case management system.

The CLJ-CUWG will be a decision making body in regard to the court's business processes and requirements, ensuring that the process and requirements being captured are complete and accurate.

The CLJ-CUWG will strive to identify opportunities to establish common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

The CUWG will also need to provide insight on potential impacts, opportunities, and constraints associated with the transition to a new case management system.

The CLJ-CUWG will need to exist throughout the duration of the CLJ-CMS project to provide consistency.

3 Sponsor

The Judicial Information System Committee (JISC) is the sponsor for the formation of the CUWG.

4 Guiding Principles

The CLJ-CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.
- Members will make timely decisions as needed to successfully implement a statewide solution.
- Members will be open to changing practices where it makes sense.
- Members will not avoid or ignore conflicting processes, requirements, and stakeholder views, and will proactively discuss and resolve issues.
- Members will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that is focused on providing a successful outcome.
- Members will ensure the CLJ-CMS Project Team complete and document validated court functions and processes to arrive at a complete understanding of the current and desired future state of court business processes.
- Members will work to understand the features and capabilities of the new case management system.
- Members will fulfill a leadership role in communicating with their peers about issues and decisions.
- Members will be guided by the Access to Justice Technology Principles.

5 Decision Making and Escalation Process

The CLJ-CUWG should work towards unanimity, but make decisions based on majority vote. Decisions made by the CLJ-CUWG are binding. Issues that are not able to be resolved by the CLJ-CUWG will be referred to the CLJ-CMS Project Steering Committee for resolution. Any issue that cannot be resolved by the CLJ-CMS Project Steering Committee and will materially affect the project's scope, schedule or budget, will be referred to the Judicial Information System Committee (JISC) for a final decision.

6 Membership

The CUWG will include representatives from the District and Municipal Court Judges' Association (DMCJA), the District and Municipal Court Management Association (DMCMA), the Misdemeanant Corrections Association (MCA), the Administrative Office of the Courts (AOC), the Washington State Bar Association (WSBA), and the Access To Justice (ATJ) Board.

Membership from the court should include a cross section of different geographic locations and court characteristics (district court, municipal court, court size, rural, metropolitan, etc.).

The CLJ-CUWG will be comprised of ~~15~~ 13 total members of which only 11 are voting members who are direct users of the system and ~~4~~ 2 are non-voting members.

The voting members will be appointed by the following associations and organizations:

- 2 members from the District and Municipal Court Judges' Association (DMCJA)
- 5 members from the District and Municipal Court Management Association (DMCMA)
- 2 members from the Misdemeanant Corrections Association (MCA).
- 2 members from the Administrative Office of the Courts (AOC).

The ~~4~~ 2 non-voting members will be appointed by the following associations and organizations:

- ~~1 representative from the DMCMA from a court that has not expressed an intent to use the statewide case management solution provided by AOC.~~
- ~~1 representative from the DMCJA from a court that has not expressed an intent to use the statewide case management solution provided by AOC.~~
- 1 representative from Washington State Bar Association (WSBA).
- 1 representative from the Access to Justice Board (ATJ).

Non-voting members are encouraged to provide subject matter expertise and input into the decision making process. Other subject matter experts may be invited to provide additional detailed information to support and inform the decision making process.

All CLJ-CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
  - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
  - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports and searches
- Entity Management
  - Party relationships, search party, party management, reports and searches, administer professional services
- Manage Case Records
  - Docketing/case notes, court proceeding record management, exhibit management, reports and searches
- Pre-/Post Disposition Services
  - Compliance, access to risk assessment tools, reports and searches
- Administration

- Security, law data management

7 Membership Terms

CLJ-CUWG members must be consistent to maintain continuity and minimize risk. Members are expected to attend all meetings for the duration of the project. If a member is not able to attend a meeting, the member must delegate an alternate or proxy from their association in advance and notify the AOC CBO.

Organization	Member(s)	Alternate(s)
District and Municipal Court Judges' Association	~~Judge R.W. Buzzard, Lewis County District Court~~Judge Tam Bui Snohomish County District Court Everett Division Judge Patricia Connolly Walker, Spokane County District Court ~~(non-voting) Judge Donna Tucker, King County District Court~~	
District and Municipal Court Management Association	Ms. Suzanne Elsner, Marysville Municipal Court, Ms. Paulette Revoir, Lynnwood Municipal Court ~~Ms. Amy Shaffer, Tukwila Municipal Court~~TBD Mr. Maury Baker, Kitsap County District Court Ms. Karen Carr, Pierce County District Court ~~(non-voting) Ms. Leanna Young, King County District Court~~	

Organization	Member(s)	Alternate(s)
Misdemeanant Corrections Association	Mindy Breiner, Tukwila/SeaTac Municipal Probation Services Kristine Nisco, Pierce County District Court Probabtion Department	
Administrative Office of the Courts	~~Eric Kruger,~~ Jenni Christopher Information Services Division Michelle Pardee, Judicial Services Division	
Washington State Bar Association	Virginia Amato	
Access to Justice Board	~~Rita Dermody~~Marc Lampson	

8 Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and is the final authority when issues are escalated by the CLJ-CMS Project Steering Committee that affect scope, budget and/or schedule.

CLJ-CMS Project Steering Committee – The project steering committee will establish the CLJ-CUWG charter and provide overall guidance and decision making authority on issues that are not resolvable at the CLJ-CUWG level.

Associations – The various associations will select members to represent them on the CLJ-CUWG.

CLJ-CUWG Members – The CLJ-CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

- Identify common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics
- Identify opportunities to refine court business processes through review, analysis and continuous process improvement
- Must be open to new ideas and new ways of doing things

- Ensure that court business processes and requirements are complete, accurate and documented
- Provide insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.
- Advocate for the agreed-upon process change, innovation, and standardization
- Advocate for and communicate decisions and changes to their staff, colleagues, associations, and coworkers

Court Business Office – The CBO staff will facilitate the CLJ-CUWG meetings and work collaboratively with the CUWG, vendor representatives, and others in AOC in identifying common court business processes that could be packaged and configured as a model for deploying a new case management system across the state. CBO staff will regularly report to the JISC on the activities of the CUWG.

CLJ-CMS Project Team – The project team is responsible for providing the project plan, executing the project activities, and making decisions at the project level that do not have a significant impact on the overall schedule, scope, and budget. Additionally, the project team will provide analysis and documentation to support the CUWG, the project steering committee and/or sponsors for business decision processing when the decision cannot or should not be made at the project level.

AOC CLJ-CMS Project Sponsors (State Court Administrator, Information Services Division Director and Judicial Services Division Director) – The project sponsors make non-policy decisions that have an impact on the scope, schedule or budget for the CLJ-CMS project and provides analysis to the AOC and the CLJ-CUWG to support the decision making process when escalated to the CLJ-CMS Project Steering Committee.

9 Meetings

- The CLJ- CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.
- There must be a quorum of 6 voting members present to hold a vote; 1 from the DMCJA, 3 from the DMCMA, 1 from the MCA, and 1 from the AOC.
- If a voting member is not available, proxy voting is allowed.

Meeting Frequency:

- Meetings will be scheduled as needed, but are expected to be monthly.
- The meeting will be held in-person at AOC's SeaTac facility or a designated alternate facility.
- Meetings will begin promptly at 8 a.m.
- It is expected that each meeting will last up to 6 hours.
- Voting members will be mandatory attendees on meeting schedule notices and every effort will be made to avoid scheduling conflicts.

- Subject matter experts brought to the meeting by the members – to provide expert information on a specific topic – will be identified in advance to ensure that they are included on the agenda and receive meeting materials.
- AOC's CBO will facilitate the meetings and will be responsible for providing the members pertinent meeting information and artifacts at least 3 days before the scheduled meeting.

Decisions:

- The CLJ-CUWG will use the majority voting model.
- Voting members who disagree or have concerns with a decision must articulate the reasons for the conflict and concern. The concerns will be documented by the CBO and the work group will strive to answer and address the conflict until all members are comfortable with the direction to move forward.
- If all options have been explored by the group and a clear impasse exists, the issue will be directed to the CLJ-CMS Project Steering Committee for direction and decision.
- Decisions must be made in a timely manner to ensure the successful progression of the project activities dependent on the completeness and accuracy of the business processes and requirements.
- All decisions that materially impact scope, schedule or budget of the project will be automatically escalated to the CLJ-CMS Project Manager to follow the established governance process.

10 Budget

~~There is no designated funding for the CLJ project in the current biennium.~~ All project resources ~~for the initial phase of this project~~ will be provided ~~using internal AOC staff~~through funds designated to the CLJ-CMS project from the legislature. ~~.~~ Staffing is dependent on current workloads and staff availability. Future phases of the project are dependent on funding from the legislature.

11 Signatures

_____ Date_____ Callie T. Dietz Washington State Court Administrator Administrative Office of the Courts	_____ Date_____ Honorable G. Scott Marinella ~~Veronica Alicea-Galvan~~ President District and Municipal Court Judges Association (DMCJA) Judge ~~Des Moines Municipal Court~~Columbia County District Court
_____ Date_____ ~~Aimee Vance~~Paulette Revoir President District and Municipal Court Management Association (DMCMA) Administrator ~~Kirkland Municipal Court~~Lynnwood Municipal Court	_____ Date_____ ~~Deena Kaelin~~Molly O. Davidson President Misdemeanant Corrections Association (MCA) Probation Clerk/Officer ~~Puyallup and Milton Municipal Probation Services~~~~Spokane County~~ Cheney Probation Services