WASHINGTON COURTS

# State of Person Records

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# Problem Statement

Incomplete, inaccurate, and improperly matched person records are on the rise and will continue to escalate unless we take steps towards creating better access to statewide person records by all court staff users, devise strategies to mitigate and prevent erroneous person records, and determine a future state plan that is inclusive of all person and case data source systems.

# Contributing Factors

- Use of different case management systems to create person records
- Over and under-matching of person records
- Lack of access to statewide person records by court staff entering person data, resulting in:
  - Diminished ability to reuse existing person records
  - Proliferation of same person records
- Diminished application of the JIS Person Business Rules

# What is a Person Record?

A person record is a set of information identifying a human being who is involved in a court case.

# What is a Person Record?

| Attribute | Components |
|---|---|
| **Name** | First, Middle, Last, Suffix, Prefix |
| **Date of Birth/Death** | Month, Day, Year |
| **Address** | Number, Street, Suite/Apt#, City, State, Zip, County, Country |
| **Personal Identifiers** | Driver's License Number (DLN),<br>Dept. of Corrections Number (DOC#),<br>State Criminal ID number (SID#),<br>FBI Number,<br>Juvenile number (JUV#) |
| **Physical Characteristics** | Race, Ethnicity, Eye Color, Hair Color, Height, Weight, Physical Description |

# Why are Person Records important?

Person information is necessary to ensure the Individual's data entered on a case can be identified and associated with other cases featuring that same person identifying information.

Person records, in the context of JIS, serve as the gateway for building individual case histories.

# How are Person Records created?

In JIS, person records are created during case initiation for cases requiring well-identified parties, as set out in court rules and the Person Business Rules.  Person records reflect the party's information contained in complaints, charging documents, citations, infractions, and applicable civil filings.

# How are Person Records created?

There are two types of persons that can be entered into JIS, a “civil” person or a “well-identified individual”. A civil person is defined as a human being with a name and/or address and is considered “non-identified” because it has insufficient identifying data for matching to other records and compiling case history. Whereas a “well-identified individual” is a human being with a name, an address, and some type of third personal identifier.

# How are Person Records created?

The Superior Court Odyssey manual further explains the difference between well-identified and non well-identified parties. A well-identified party, or WIP, is a party that follows the Person Business Rules of requiring three identifiers, of which one must be a name and the second an address.

A non well-identified party, or non-WIP, is a party that does not follow the Person Business Rules of requiring three identifiers. These are usually civil-type cases where statutes and court rules do not require the parties be well-identified. For these parties, only a name is required.

# Managing Person Records

***What/who is involved in managing person records?***

- Court staff
- Case Management Systems (Enterprise Justice, eCourt, JIS, JCS)
- EDR
- AOC Customer Services
- AOC Party Maintenance
- Various AOC program staff (SC-CMS, CLJ-CMS, EDR, Info Access)

# Managing Person Records

***What/who is involved in managing person records?***

- Various Processes
  - Linking and unlinking/merge and unmerge
  - DOL check/integration
  - True Name and AKA
  - Person matching routine
  - Umbrella ID (eCourt)
  - Data Replication

# Volume of Person Records

| Source | New | Updates |
|---|---|---|
| JIS | 50,000 | 830,000 |
| KCCO | 22,000 | 70,000 |
| KCDC | 16,000 | 100,000 |
| Odyssey | 45,000 | 475,000 |
| Pierce | 7,000 | 70,000 |
| **Monthly Total** | **140,000** | **1,545,000** |

* Average estimates

# JIS Person Business Rules

- The purpose of the JIS Person Business Rules is to maintain the accuracy and integrity of the JIS Person Database and to ensure a complete case history for each person recorded in the database.
- The JIS Person Business Rules apply to all courts using the Judicial Information System (JIS). JIS courts are those organizations authorized to create and update JIS person information, including appellate courts, county clerks, juvenile departments, limited jurisdiction courts (administration and probation), and superior courts.

# PBR Policy Statements

- All JIS courts are responsible for maintaining the integrity of the JIS Person Database as the primary, statewide repository for all person information and as the primary judicial source of complete case history.
- All JIS courts are required to initiate person records creation for legal cases and juvenile referrals in the JIS Person Database for the case and referral types and related causes of action specified in these business rules.

# PBR Policy Statements

- All JIS courts adding records to the JIS Person Database shall collect person identifying information and numbers (PINs) to the extent required by RCW 26.50.160, CrRLJ 2.1, and CrR 2.1 for the purpose of creating accurate and complete legal case and juvenile referral histories linked to a unique person record.

# PBR Policy Statements

- All Person Identifying Numbers (PINs) will be entered and updated only in the JIS Person Database by participating courts. PINs include: Date of Birth (DOB), Department of Corrections Number (DOC#), Driver's License Number (DL#), FBI Number, and Washington State ID Number (SID#). (Exception: Juvenile Number (JUV #), which is generated by JIS {effective December 1999}.)
- The Department of Licensing (DOL) driver's license record shall be the statewide source for JIS Person data.

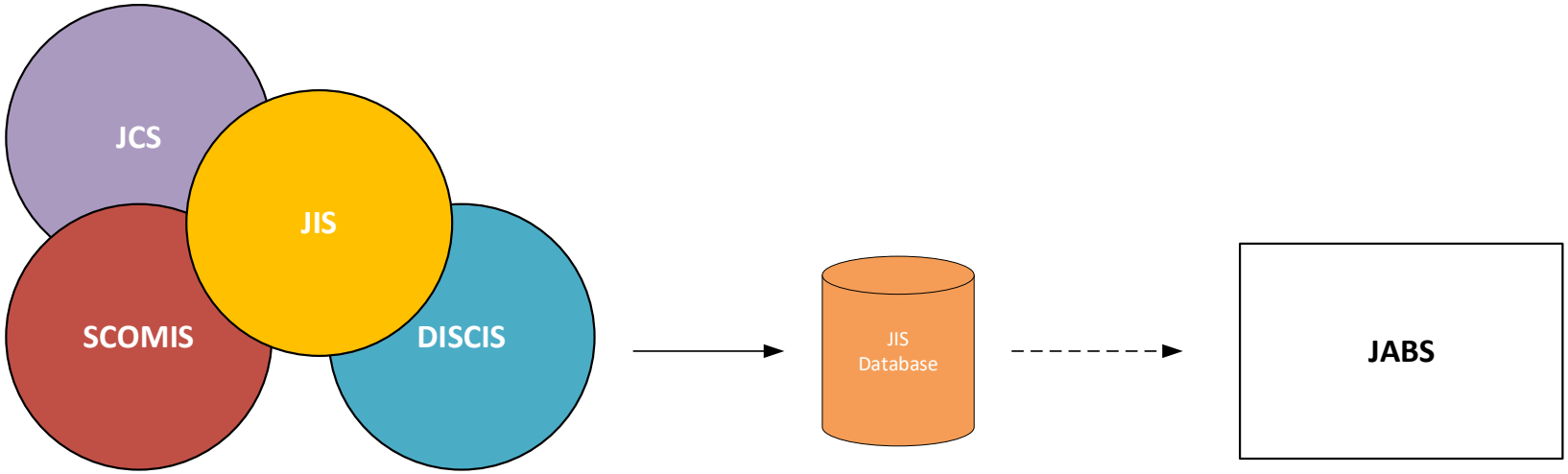
# PBR Policy Statements

- Where feasible the Judicial Information System shall enforce these policies with system edits and mitigate the workload involved with searching and matching person records and case filing processes.
- These policies and the following business rules adopted by the JIS Committee shall be followed by all participating JIS courts and encouraged for use by non-JIS courts.

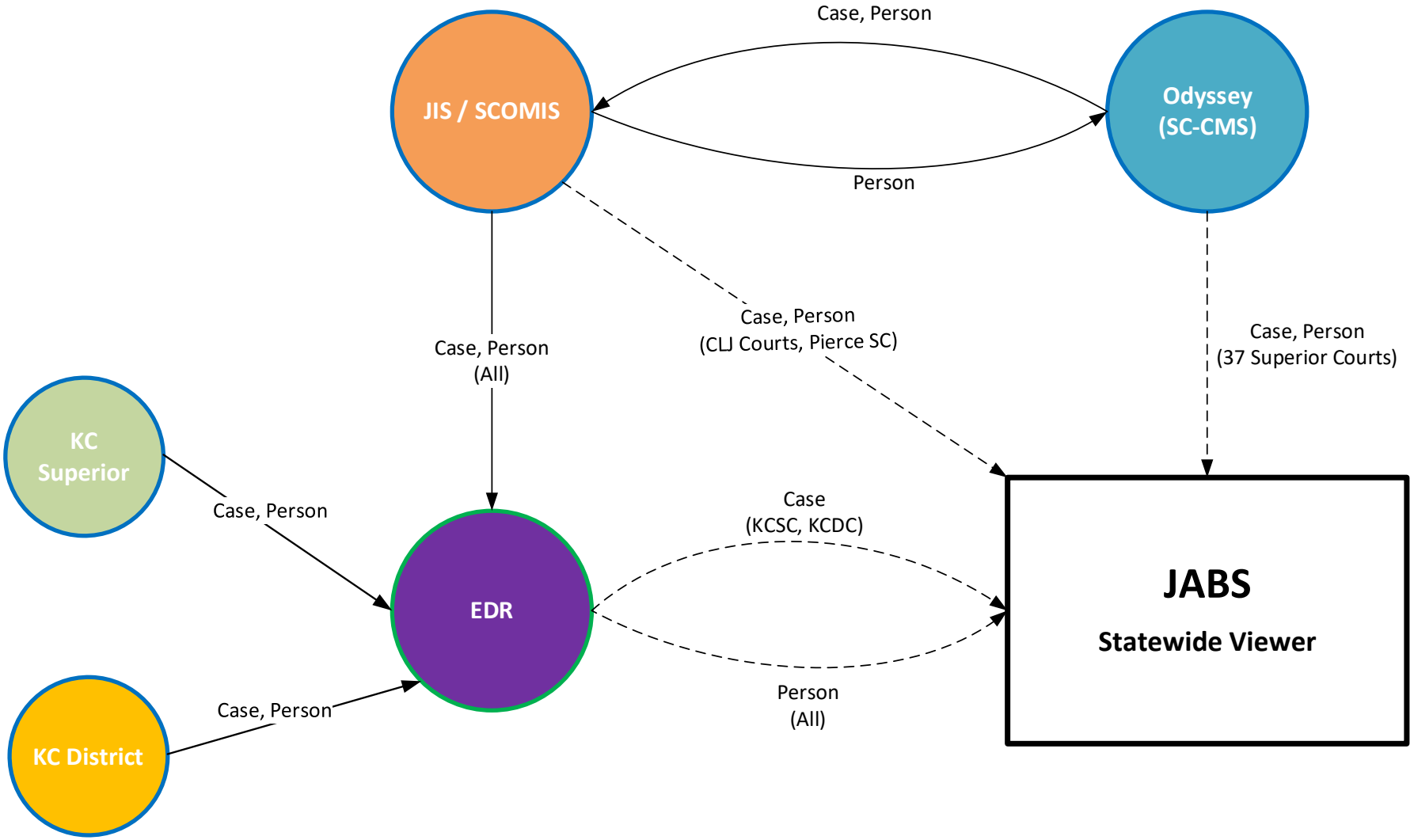
# Judicial Access Browser System

- JABS was intended to present JIS data to judicial officers in a more easily consumable format than in JIS.
- JABS is the only place to view statewide person and case data.
- Court staff and judges rely on JABS to view statewide person and case data.
- JABS is a viewer only system and pulls data from source systems like JIS, Odyssey, and EDR. JABS is often misunderstood to be the source of data issues when users see erroneous records.

# Legacy



# Current State



# Current Challenges

- Person records are not collectively managed.
- Court staff can no longer edit all person records statewide.
- Person records are not reused causing a proliferation of new but duplicative records.
- Person records are managed differently in each system.
- Person record issues are complex and require manual intervention from AOC and the courts.
- No future roadmap about managing person records reflecting current and future landscape.

# What is the ask?

1. Hire a 3rd party consultant to analyze root causes, recommend solution options, and develop a future state roadmap to mitigate person records issues at the statewide level.
2. Add additional resources at AOC to troubleshoot person record issues submitted by the courts.
3. Create a committee to help update Person Business Rules.
4. Enhance EDR's person matching routine.

# Supplemental Budget Request

- AOC is preparing a 2024 Supplemental Budget Decision Package to accomplish two objectives
  - Hire 3rd party consultants to analyze and propose solution options to statewide person record issues
  - Add staff at AOC to address person record issues submitted by the courts
- The Decision Package will be presented to the JISC during the August meeting

# Next Steps

- Finalize supplemental budget request.
- Draft sub-committee charter.
- Draft membership solicitation letter to the associations.
- Initiate person matching and PBR analysis.

# Decision Point