

Warren County Juvenile Court Technology Plan

In accordance with Local Rule 22, this Technology Plan provides an overview of the Warren County Juvenile Court’s utilizations of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this Plan include both public-facing technologies serving litigants, attorneys, members of the public, and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff. IT infrastructure information is not included in this list for safety and security reasons, including firewall, storage system, backup, anti-virus, disaster recovery and cyber security.

The purpose of this Plan is to:

- Define how the Court uses technology to support attorneys, parties, and the public to be aware these services are available for case management, case filing, recordkeeping, efficient communications and administrative functions
- Provide a list of the Court’s IT functions and applications that support serving the public
- Assist the Court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions
- Promote the alignment of IT initiatives with the goals of the Court

A. Case Management

The Court uses the following applications to manage its docket and related case records (e.g., case management software, digital notification applications, party check-in software, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
PROWARE-JCS	Case management software utilized by Court staff.	Information Manual, In person demonstration	IT Coordinator Assigned Supervisor

The Court uses Proware-JCS as its main case management system. Proware-JCS contains docketing, scheduling, case-related financial information, and internal case notes. This application is used by all Court staff.

B. Clerk of Court Functions

The Clerk of Courts uses the following applications to perform its clerk-related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Proware-JCS	Court-Case Management	Vendor training materials, on site training	Clerk of Courts Staff
	Attorneys – limited view access for docket information	Contact Chief Deputy Clerk or Court Administrator	Chief Deputy Clerk or Court Administrator

Proware-JCS allows the Clerk's office to scan and organize filings and enter case information needed for monthly reports such as the Supreme Court report, filing court documents, journalize entries, attorney access to records, accepting payments and fiscal needs.

C. Dispute Resolution

The Court uses the following applications to conduct dispute resolution proceedings (e.g., online dispute resolution, online mediation, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

The Court doesn't use any type of software application for dispute resolution. A trained mediator is used on civil cases that are referred.

D. Evidence Management

The Court currently does not have any technological application for the management of evidence.

E. Filing

The Court and Clerk of Court use the following applications to manage the filing of court documents (e.g., electronic filing, electronic signatures, electronic payment, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Electronic filing	Electronic court filings	Clerk's Office, Website	Clerk's Office
The Clerk's Office accepts filings electronically through an email address which can include delinquency complaints from law enforcement and all types of motions. E-flings are accepted by the prosecutor's office for dependency cases. Instructions are provided by the Clerk's Office. Case filings are entered daily into Proware-JCS by deputy clerks from sources such as – the mail, front counter, fax, e-filing, and e-mail. Credit card payments for filings can be completed in person or over the phone.			

F. Fiscal

The Court uses the following applications for financial management and accounting:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Tyler Technologies ENTERPRISE	Payroll & Accounting software	Manual, instructions on website	Auditor's Office
Proware-JCS	Court fees & fines	Guide, In person training	Clerk of Courts

The ENTERPRISE system for payroll and accounting is administered by the Auditor's office. The Court's fiscal department uses the software for payroll information and payment of goods and services.

Proware-JCS is used exclusively by the Clerk's office to process payments received and furnish current account balances.

G. Hearings

The Court uses the following applications to conduct hearings and related proceedings (e.g., remote hearings, digital recording software, judicial dashboard/e-bench, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
BIS	Video and audio recording	Guide, help desk	Bailiff for each courtroom
Zoom	Conducting remote hearing/appearances	Online vendor training materials	Bailiffs
Telephone	Telephonic hearings	Can request instruction if needed.	Bailiffs

ClearOne	Video Arraignments	Vendor training materials	Bailiffs
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BIS is the digital recording application the Court uses to record court proceedings that are conducted in the courtroom.

The Court utilizes *Zoom* to allow participants in a court proceeding to appear remotely. This video conferencing application utilizes video and audio functionality so that the Court and the participants are able to see and communicate with one another in real-time.

The Court also conducts telephonic hearings. In those cases the bailiff will contact all parties via phone and put them on a conference call. Our Court also sends text notification reminders to parties of court hearings.

H. Human Resources

The Court uses the following applications to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County Website	Online employment applications, job descriptions and instructions to submit applications are located on the county website.	With each application or job description	Department Head or Designee
Tyler Technologies	Self-serve ENTERPRISE for staff	Human Resources staff	Human Resources

The Warren County website contains job applications and job descriptions. User instructions are part of each job notification. ENTERPRISE self-serve for staff provides access to staff payroll information and access to county insurance member information.

I. Interfacing with Other Entities

The Court integrates with the following applications:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Courts Network	Case disposition and offender reporting	Vendor training materials	Clerk's office, IT Coordinator

The Court interfaces with the Ohio Courts Network. Instructions for use are available from the vendor.

J. Jury Management

The Court uses the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

In the rare case we have a jury trial at Juvenile Court we utilize documents created in word/excel to send information to the potential jury members. We provide further jury instructions via phone from Court staff.

K. Probation

The Court uses the following applications to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Proware-JCS	Offender supervision and reporting	Internal training	Chief PO & Probation Managers
OCN	Reports of criminal history	Online	Chief PO & Court Administrator
OYAS	Record risk assessment tool	Online training from Department of Youth Services	Probation Department

The probation staff use the Court's case management system JCS for all their activities which includes case notes and scanning in records obtained. They complete a OYAS on youth and this assessment is entered into a website created by the Department of Youth Services. Certain staff also have access to OCN which can be used to see if a person involved with probation has a delinquency/criminal history.

L. Public Access of Court Hearings

The Court uses the following applications to provide access to the public of court hearings:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

M. Records Management/Retention

The Court uses the following applications to manage and retain records:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Proware-JCS	Scan images and journalize	Manual, in person training	Court Staff

The Court follows the Records Retention Schedule as approved by the Warren County Records Manager and in compliance with Ohio Sup.R. 26. All case related records are scanned into our case management system as well as we maintain a printed file.

N. Special Accommodations

The Court uses the following applications to provide services for participants needing special accommodations:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Language Line	Foreign language interpreter services. Sign language interpreter for deaf.	Supreme Court's website	Court staff
Assisted Listening Devices in all 3 courtrooms	The assisted listening devices provide capability to hear proceedings for those with hearing difficulties.	Court staff	Court staff
Interpreter Services	Provide interpreter Services	Court Staff	Court staff

In-person certified interpreters approved by the Supreme Court of Ohio are arranged by our Clerk's office as necessary. This service is available for anyone not able to speak or understand English. Sign language and captioning is available for deaf individuals.

Any person who requires special accommodations because of a handicap or disability shall notify the Court of his or her special requirements at least ten (10) days before a scheduled Court appearance. The Court shall comply with all reasonable requests for assistance without additional cost.

O. Victim Services

The Court does not utilize any specific applications for victim services. However, the Court recognized that victims have a right to appear and be heard, have an advocate, and seek victim services. Victims may request special accommodations in the exercise of those rights resulting in the Court utilizing one or more of the applications referenced in the plan (e.g., appearing remotely).

P. Website

The Court uses the following application in the development and maintenance of its website:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County website	To inform the public of all court proceedings and information regarding court related departments and activities.	Self-explanatory or on website	Warren County IT department

The Warren County online website contains information and contacts for our Court. Links are also included for other Warren County entities along with a campus map and phone numbers.

Changes to website must be made through the Warren County Webmaster.

FUTURE IMPLEMENTATION PLANS

New Application	Purpose	How Users Receive Instructions	Dept/Role Responsible	Funding Secured (Yes/No)
Expand e-filing	Allow for direct import of filings directly into the case management system.	In person training	Juvenile Clerks, IT Coordinator	No
Implement Workflow	Allow Juvenile Court to pass documents electronically within the case management system, alleviating the need to print documents for processing.		IT Coordinator, Proware staff	Yes

New Hardware	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)

Wish List

Kiosk – Add a kiosk and large tv screens for directing visitors and providing information on courthouse proceedings, locations and assistance.