Judicial Council Technology Committee In-Person Meeting

May 23, 2018

ITEM 1

Chair Report

Hon. Marsha G. Slough
Chair, Judicial Council Technology Committee

Intelligent Forms Workstream — Status and Final Report

Hon. Jackson Lucky
Workstream Executive Sponsor

Ms. Camilla Kieliger
Senior Analyst, Legal Services; Workstream Project Manager

Please refer to materials e-binder for the Final Report document.

Intelligent Forms Workstream

Report to Judicial Council Technology Committee

May 23, 2018

Workstream charge

Survey Judicial Council forms usage and make recommendations on:

- Data integration

- Forms security issues

- Standardizing form definitions and delivery methods

- Alternatives to graphic forms

Members

Participants included appellate and trial courts of all sizes, and IT and operations expertise

- **Hon. Jackson Lucky, ITAC Executive Sponsor,** Superior Court of Riverside County

- Felix Castuera, 1DCA

- Kelli Beltran, Orange

- Amber Bravo, Butte

- Mark Donaldson, San Bernardino

- Giancarlo Esposito, Yolo

- Elke Harris, Los Angeles

- Ryan Hurlock, Sacramento

- Kelley Stieler, Contra Costa

- AJ Tavares, Orange

- Rick Walery, San Mateo

Judicial Council

- Camilla Kieliger, Project Manager

- Patrick O'Donnell, Legal SME

- Karen Cannata, Document Assembly SME

- Mark Gelade, Web Services SME

- Jenny Phu, Web Services SME

Current state of forms

- Outdated password protection
- 8.5" x 11" "graphic" PDF
- Difficult to integrate with CMSs
- Inconsistent data naming conventions
- No accessibility standards
- Do not function well on mobile devices

1: Certified forms (p. 10)

Protect Judicial Council forms by applying a "signature" that will allow users to verify a form's authenticity.

2: Data population API (p. 11)

Separate data from format to allow:

- Data gathered via web forms, third-party apps (ex. tenants' rights, parenting time), and EFSPs – as alternatives to PDFs

- Submitting data files to "forms server", receiving merged and certified Judicial Council form in return

An API is like an electrical outlet.

What would it be like to power a hair dryer without an outlet?

- Open wall

- Unsheath wires

- Splice wires together

- Understand all the wires in the wall

The outlet is a service that conforms to specifications.

- sockets deliver 120 volts of alternating current (AC) operating at 60Hz

- Sets expectation on behalf of consuming devices and provider.

Cisco*live!*

3: Accessibility (p. 13)

Forms development must include accessibility standards to comply with federal and state laws, as well as information technology best practices.

4: Update governance (p. 14)

Forms are updated frequently, but changes can be difficult to identify.

- Identify *types* of changes by using conventional numbering schemes ("v1.0.0")

- Work with stakeholders on guidelines for documenting changes ("change log")

5: Prioritize, implement upgrades (p. 16)

- Develop a prioritization method for tackling form updates

- Select pilot projects and implement solutions in iterative process

- Develop a data naming standard consistent with NIEM/ECF

6: Evaluate dynamic forms (p. 18)

Test dynamic forms to:

- Grow/shrink according to user input

- Replace unused fields with "not applicable" message

- Eliminate attachments

- Generate exclusively from forms server

7: Evaluate document assembly (p. 20)

Interview-based form solutions are developed locally, creating possible duplication of effort. A clearinghouse may:

- Save programmer time

- Increase consistency

- Given resources, allow for a review component

Next steps

- JCIT to investigate basis for next steps (report back)
- Possibly issue RFI to investigate options
- Small project: Build – Launch - Learn - Revise
- Seek to obtain funding for development and deployment
- Launch Phase II once funding identified

Anything else JCTC would like considered?

Requested action:

- Provide feedback on recommendations
- Support ITAC's acceptance of the Workstream report and next steps
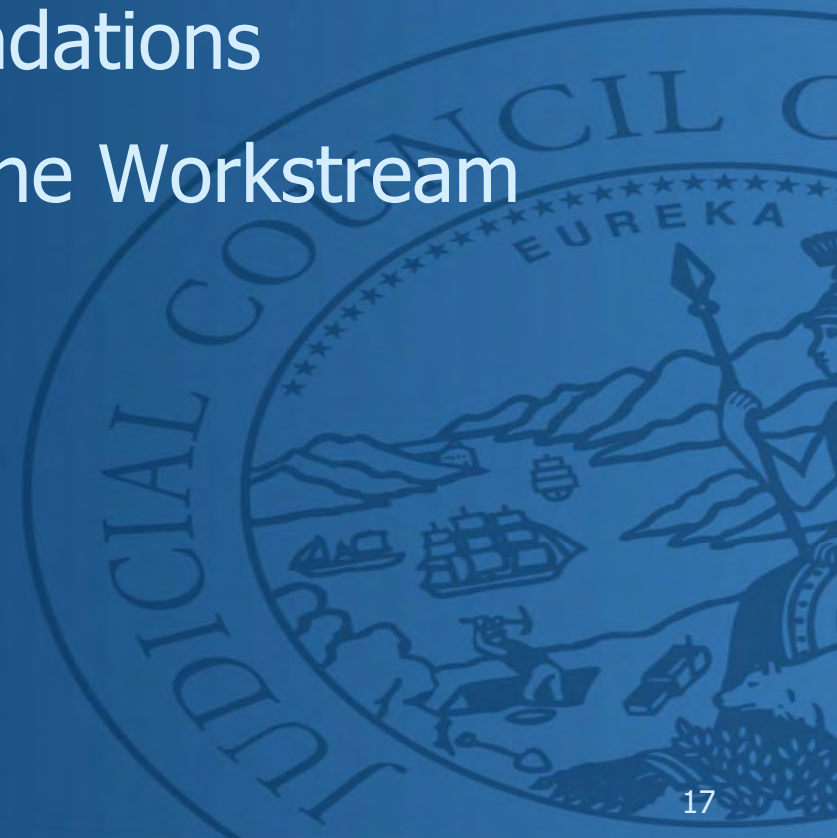
Video Remote Interpreting Workstream Update

Hon. Samantha Jessner
Workstream Executive Sponsor

Mr. Douglas Denton
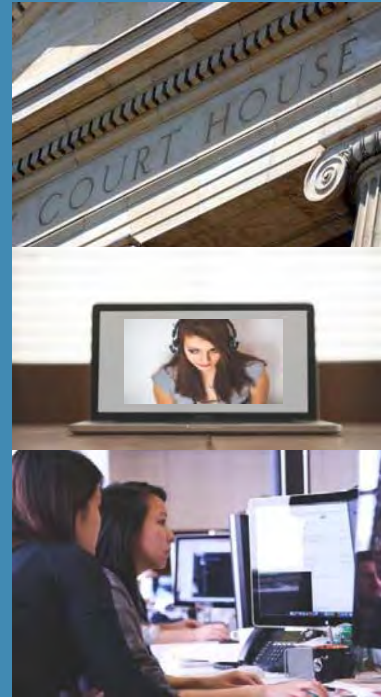Supervising Analyst, Court Operations Services

Video Remote Interpreting (VRI) Workstream Update

Presented by:

Hon. Samantha Jessner,
ITAC Executive Sponsor

Mr. Douglas G. Denton, Supervising
Analyst, Language Access Services
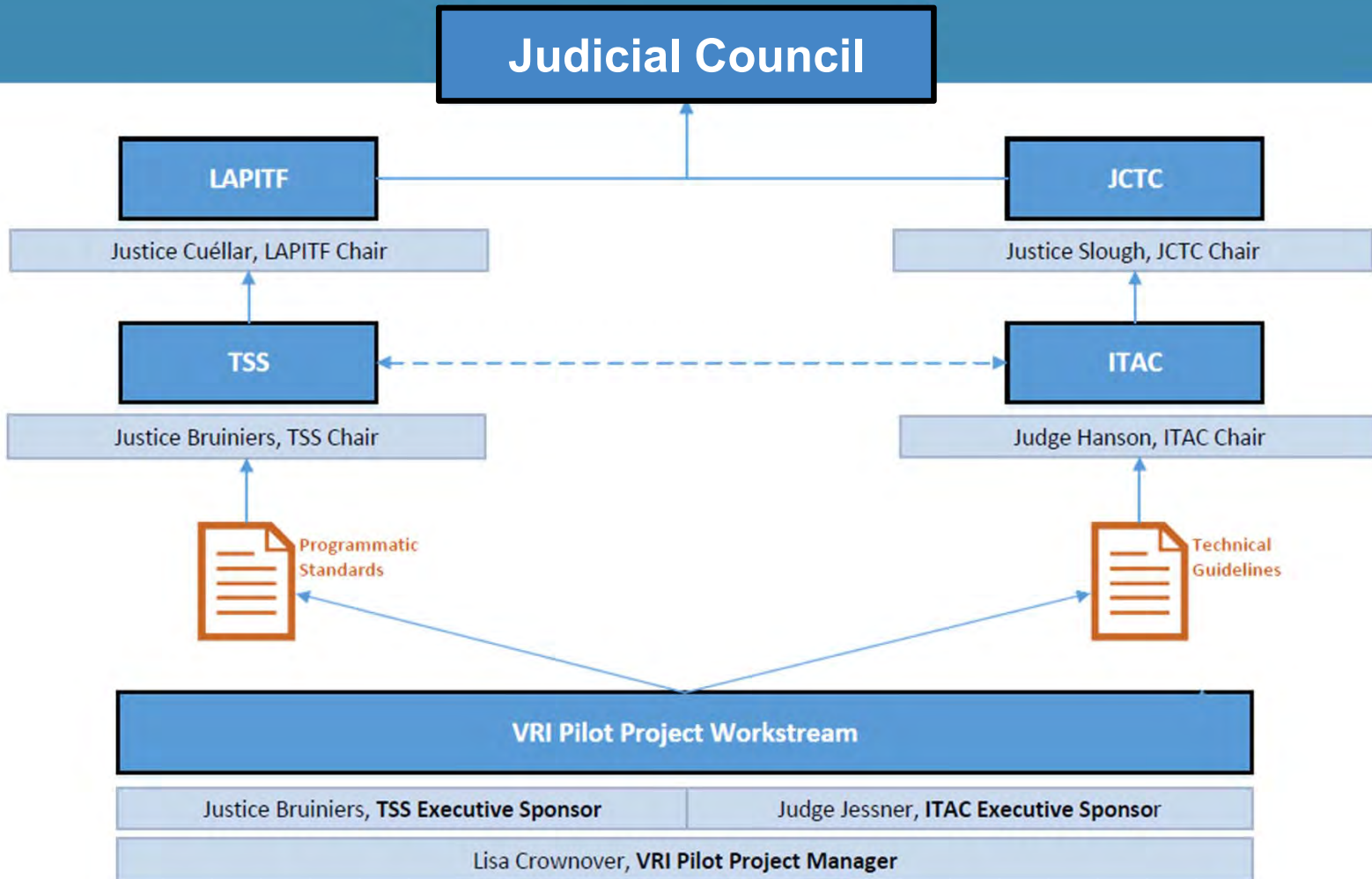
May 23, 2018

Language Access Plan - Recommendations

LAP Recommendation #16: Conduct a pilot project, in alignment with the Judicial Branch *Tactical Plan for Technology*. This pilot should collect relevant data on:

- due process issues,
- participant satisfaction,
- whether remote interpreting increases the use of certified and registered interpreters as opposed to provisionally qualified interpreters,
- the effectiveness of a variety of available technologies, and
- cost-benefit analysis.

LAP Recommendation #14: Establish minimum technology requirements for remote interpreting

Governance Structure

Judicial Council

LAPITF

Justice Cuéllar, LAPITF Chair

TSS

Justice Bruiniers, TSS Chair

Programmatic Standards

JCTC

Justice Slough, JCTC Chair

ITAC

Judge Hanson, ITAC Chair

Technical Guidelines

VRI Pilot Project Workstream

Justice Bruiniers, **TSS Executive Sponsor**

Judge Jessner, **ITAC Executive Sponsor**

Lisa Crownover, **VRI Pilot Project Manager**

VRI Workstream Team

Tasked to:

- Consult on development of VRI **training** for all stakeholders;

- Review SDSU **evaluation** report at conclusion of pilot;

- Develop proposed minimum VRI **technical guidelines**;

- Provide input on **programmatic and usage guidelines**; and

- Recommend **new rules of court** to develop, and/or appropriate statewide use of VRI following the pilot

Video Remote Interpreting Pilot Project

The VRI Pilot kicked off in three counties:

- Ventura - January 22, 2018
- Merced - January 23, 2018
- Sacramento - February 21, 2018

Case types: Felony and traffic arraignments, civil (short matters)

Two Vendors per county:

A Video Remote Interpreter's workstation, located in the Interpreter's Office at the downtown Sacramento Superior Court , connected to the Carol Miller Justice Center, Sacramento, CA.
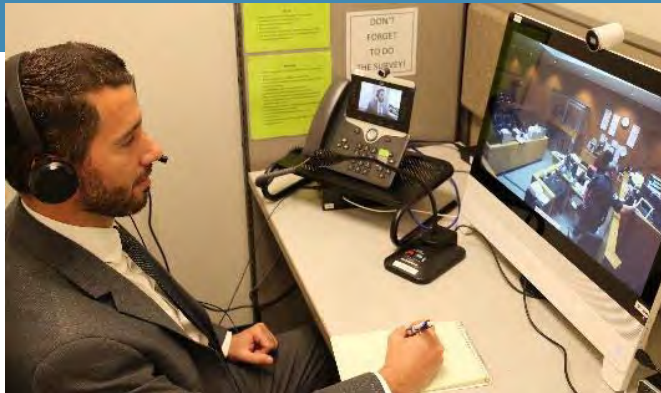
Training

Training consisted of:

- Mock trials
- Use of VRI equipment
- Hardware and software tutorials
- Training documentation
- Collection of data / feedback

Mock trial at the Carol Miller Justice Center in Sacramento, CA, to test the use of VRI equipment with a remote interpreter.

Sacramento County

Interpreter Joey Tobin at the Sacramento Interpreter workstation, Sacramento Courts.

Arraignment setting using video remote interpreting equipment with a remote interpreter in Sacramento County. The defendant communicates with the interpreter by phone, and can see the interpreter on the courtroom monitor and on a video phone located directly in front of the defendant. The video phone makes face-to-face phone calls possible, and also allows attorney-client communication between the defendant, his/her attorney, and the interpreter.

Merced County

Following a live hearing, Judge Bacciarini interacts with interpreter Rosa Lopez via video remote interpreting equipment in a Merced Courtroom.

Judge McCabe presiding over a mock trial to test and train court staff on VRI equipment in a Los Banos Courtroom.

Superior Court CEO Linda Romero-Soles, Merced County, participating in a mock trial using VRI equipment as a training exercise.

Ventura County

Mock trial using video remote interpreting equipment with a remote interpreter in Ventura County.

Interpreter Ramon Valdivieso at the Video Remote Interpreter workstation in Ventura County.

Independent Evaluation

San Diego State University (SDSU) Research Foundation was contracted as an independent evaluator and is currently collecting VRI pilot data, as outlined in the Language Access Plan, to inform us of:

- Due process issues
- Participant satisfaction
- Use of certified and registered interpreters
- Effectiveness of technologies

Pilot Phases and Next Steps

- **Phase 1 – Intra-Court:** Courts are using their own interpreters via VRI internally (within their county)

- **Phase 2 – Inter-Court:** Courts will soon share interpreters with other pilot courts via VRI (county to county)

- **Findings and recommendations** will be developed for the Judicial Council in Fall 2018

- Update the LAP's **VRI programmatic guidelines**

- Update the Judicial Branch **VRI minimum technical standards**

- Develop **Leveraged Purchase Agreements**

Questions & Answers

http://www.courts.ca.gov/VRI.htm

Ability-to-Pay Tool Program Overview

Ms. Shelly Curran
 Director, Criminal Justice Services

Ms. Martha Wright
 Supervising Analyst, Criminal Justice Services

Please refer to the materials e-binder for a Project Fact Sheet and Rule of Court.

Criminal Justice
Services Office

"Price of Justice" Initiative

Ability to Pay Determinations

JCC's Ability to Pay Project

- US DOJ "Price of Justice" grant award
- October 2016 - 2019
- Traffic/infraction focus
- Key project goal – Develop an Ability to Pay "tool"
- Partner courts: Santa Clara, San Francisco, Shasta, Tulare, Ventura
- Workgroup

Context: New Rules of Court

- California Rule of Court: 4.107 , 4.108 and 4.335
- Implementation **May 1, 2017**
- Requires reminder notices
- Requires advisal of right to request an A2P determination
- Allows defendants to request an A2P determination at any time while the judgment remains unpaid
- Authorizes using online interfaces to enter into installment payment plans

Futures Recommendations

- *Civil adjudication of minor traffic infractions*—Would create a civil model for adjudication of minor vehicle infractions that would free up court and law enforcement resources and simplify procedures for defendants, as well as create online processing for all phases of traffic infractions.

- **May 18, 2017,** Chief Justice recommends action on traffic and 3 other recommendations

- Futures Traffic Working group is created

Context: New Forms

Optional form Created and Approved

- The Traffic Advisory Committee, the Criminal Law Advisory Committee, and the Advisory Committee on Providing Access and Fairness proposed two optional, plain-language Judicial Council forms to assist in implementing rule 4.335
- Forms available for statewide use as of **April 1, 2018**
- TR-320/321

What's Really Needed?

Key project deliverable/goal:

Develop Ability to Pay "Tool"

- User Stories
- Process Mapping
- Research
- Interfaces?
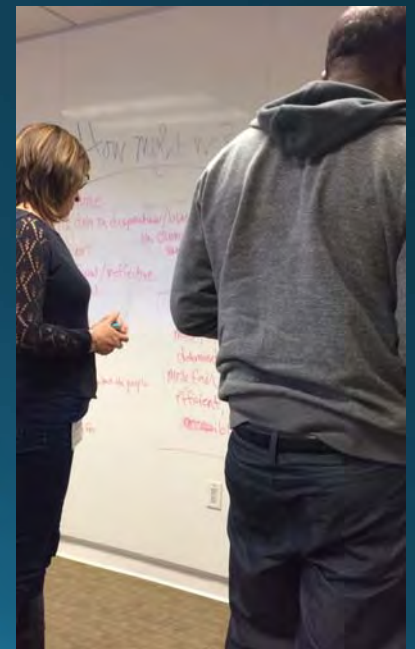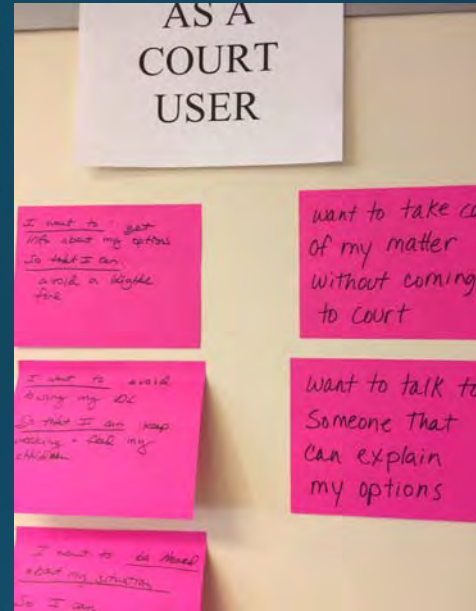
Guiding Principles

- Accessibility
- Simplicity
- Accuracy
- Verification

Identified Needs

- Expand and Improve On-Line Options
- Request (litigant) and Process (judicial officer) Ability to Pay Determinations
- Mobile Enabled
- Public Benefits Verification

Development Strategy

- Buy off the shelf?
- Customize?
- Find developers to prototype?
- Contract for maintenance?
- Interfaces?

Development Strategy

- RFP process

  - Develop prototype
  - Basic functionality
  - User testing
  - Deployment
  - Turnover

    - Selected a vendor, July 2017

The Modules

Project Approach (Agile Methodology)

SAMPLE SPRINTS

- Defendant's Module
- Judges Module
- Payment Module
- Integration to CMS'
- Data Point Collection
- Admin Module

UCD Methods:

- First Click Testing
- Interviews/Surveys

Global Justice Solutions

Identify
Analyze
Design (if needed)
Configure/Customize/Develop
Test/Deploy (includes Usability Testing)

SPRINT

Leverages User Centered Design (UCD) Principles
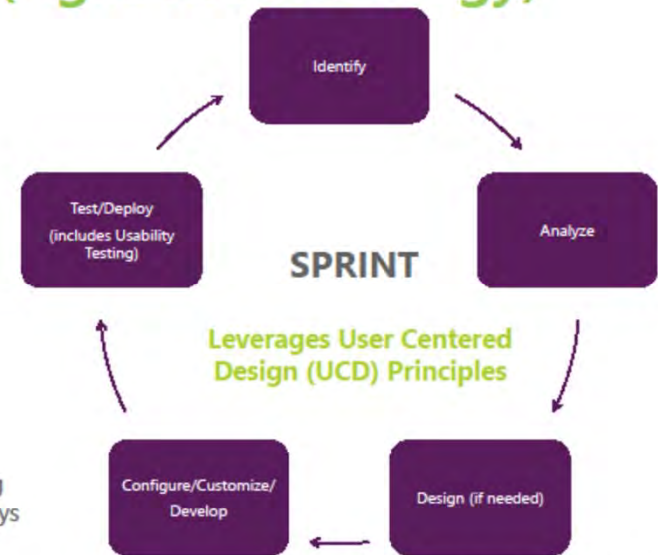
CALIFORNIA COURTS
THE JUDICIAL BRANCH OF CALIFORNIA

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Prototype to Date: Defendant Module

Prototype to Date: Defendant Module

- The questionnaire walks the user through eight sections of questions:
  - Benefits status
  - Income details
  - Household size
  - Monthly expenses
  - Narrative
  - Request to court
  - Plea
  - Supporting documents
  - Declaration under penalty of perjury
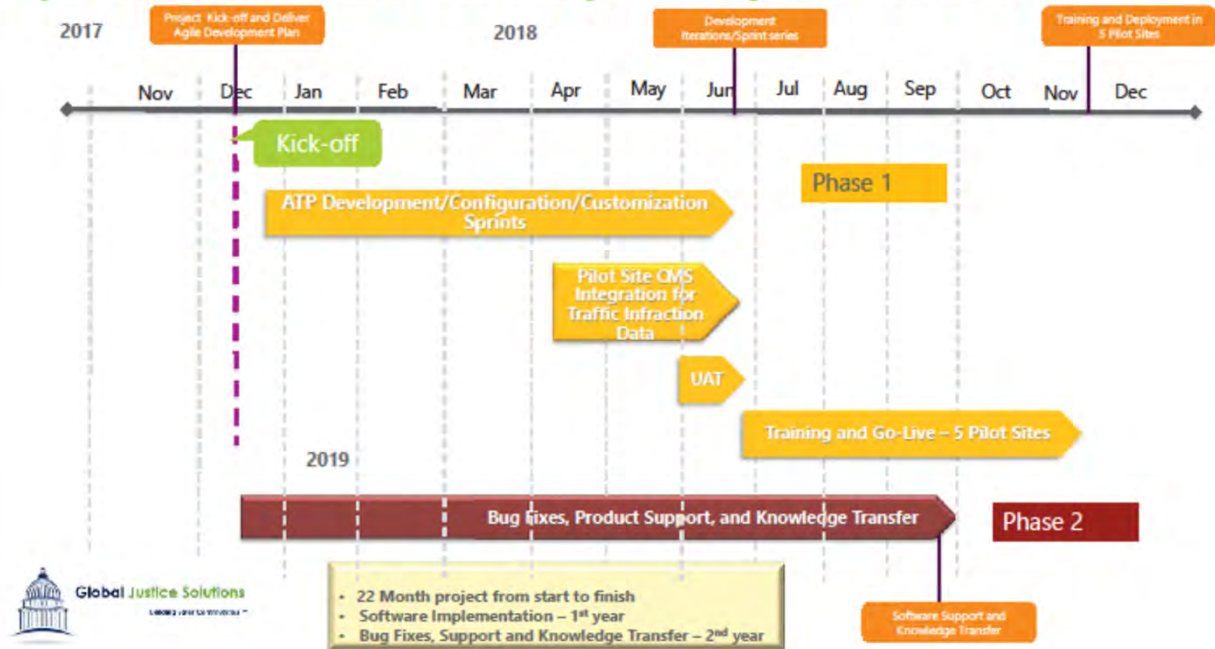
Prototype: Judicial Officer Module

- Submissions Que
- Review litigant provided information
- Review calculator recommendations
- Individual court "settings"
- Review order

Timeline

Project Roll-out Timeline Summary with Key Milestones/Deliverables

Project Evaluation

Evaluate Ability to Pay Tool

- # of interactions; violation type; user demographics
- Initial fine/fee; tool recommendation; final order
- Payment plan compliance
- Court staffing time required (Judicial Officer log in/out time stamps; system admin time stamps)
- User survey

What's Next?

- Continue development and integration work

- Deployment late summer

- Monitor Trailer Bill status – Possible allocation to forward Futures recommendation re on-line processing

- Plan potential enhancements and on-going maintenance