Superior Court Integrates Document Management with Web Calendar, eFiling, eForms and Public Viewing for End-to-end Paperless Processes

ImageSource®

WITHIN THE NEW PAPERLESS ENVIRONMENT, CLERKS EASILY SEARCH FOR AND ORGANIZE ELECTRONIC CASE DOCUMENTS FOR JUDGES TO ACCESS ON TABLETS DURING HEARINGS. WHILE IN THE COURTROOM, ELECTRONIC VERSIONS OF FORMS ARE EXECUTED, SIGNED, APPROVED AND FILED.

ORGANIZATION
› Superior Court of California, County of Stanislaus
› www.stanct.org

INDUSTRY
› Government / Courts

SOLUTION
› Judicial Branch Paperless Court-room

CHALLENGE
› Inefficient manual processes for prepping, accessing and storing critical case information
› Proliferation of paper—running out of storage space
› EDMS did not allow for the searching of specific documents, was not flexible or extensible
› Misplaced and incomplete case documents caused delays

KEY BENEFITS
› Solution vetted by California AOC
› Eliminates paper & enables efficient processing of information
› Simple & easy to use interface
› Web-based capture technology is easy-to deploy & administer
› Individual documents are easily searchable
› Greatly reduces physical storage
› Replaces manual searches for paper documents or electronic documents buried in large files
› Web calendar integration provides flexible, intuitive access
› Electronic forms are complete & legible 100% of the time
› Technology can be extended to other departments, like HR & Fiscal

The Superior Courts of California have trial jurisdiction over all criminal and civil cases. There are 58 Superior Courts, one in each county, overseen by the Judicial Council of California (JCC, formerly AOC).

Scalable Document Management Sought
JCC set out to recommend a solution for Superior Courts to streamline paper-based processes, while accommodating increases in volume and the timely deployment of hundreds of new integrated applications. ImageSource's submission utilizing ILINX® technologies, was selected as an enterprise solution of choice.

The ILINX solution offers a cost-effective path for Superior Courts to replace paper-based processes with robust, scalable and easy-to-use functionality to automate not only courtroom processes, but any information process, in any department, from AP to payroll.

Incoming Documents Go Electronic
Stanislaus' paper-based court document processes required manual prepping, routing, copying and` colored tabs to help judges identify document types and forms that were filled out at hearings.

Locating a specific document remained a time consuming task . The sheer volume of case files resulted in storage cabinets lining hallways. Documents were scanned post process as one file and stored in an electronic filing cabinet.

Driven by a need for processing efficiencies, Stanislaus dove into an aggressive paperless initiative—a plausible feat utilizing ILINX technologies.

"The ILINX interface was a big selling point," stated Anthony Paradiso, IT Manager. "It's simple and easy to use."

ILINX Capture ingests content at various information gateways: scanned paper, electronic files, email (including attachments) and PDFs coming from other hubs in the court system, then delivered to a repository. The web-based solution enables IT to administer centrally and easily add users and processes.

Web Calendar Allows Immediate Access to Digital Case Documents in Courtroom
ImageSource guided the Court to integrate their existing web calendar with the document repository. Now, accurate and comprehensive metadata allows clerks to easily search for and organize documents associated with upcoming cases. If cases are added last minute, documents can quickly be compiled and easily added.

Judges and Commissioners access the web calendar on tablets in the courtroom. Cases can be filtered numerous ways, based on personal preference. Typically, cases are sorted by call time, then alphabetically. By clicking a case number, all associated documents are listed in a pop-up window. Prior to a hearing, Clerks select documents in the list that are critical to that event, which places them at the top of the list. If there are multiple defendants in a hearing, their associated documents appear in a separate sub-list. Heard cases can be checked by staff for a real-time hearing status.

Case documents are made available to attorneys they are representing via their personal queue on laptop computers.

eForms Extend Paperless Initiative

During the implementation of document management in Department of Child Support Services, ImageSource suggested they leverage the tablets and laptops being used in the courtroom by replacing paper forms with electronic forms.

Now, attorneys select and pre-fill electronic forms based on case requirements. Entering a case number automatically triggers a database lookup to populate empty fields. The partially-filled form is held in the attorney queue until court decisions dictate how it should be completed. Attorneys finalize the form utilizing drop-down menus that provide standard verbiage used in particular types of cases, and other time saving tools, such as pop-up calendars. Signature fields are provided, so that all parties can electronically sign forms during the hearing.

Finalized eForms are submitted to the Judge or Commissioner to verify content and sign using a stylus. They are then routed to the clerk to review and signature stamp. Active directory determines the unique stamp for individual clerks, based on their logon. The signed and stamped form is submitted to ILINX Capture workflow, where it is automatically indexed and delivered to the repository and an office file system. Simultaneously, a PDF version is automatically generated and opened in Adobe, from which a Clerk can print copies for all parties involved.

The Courts are now able to generate finalized forms that are 100% complete and 100% legible, in stark contrast from paper forms that were filled out by hand.

Extending Access to Justice Partners

Justice partners can now send eForms and other digital formats to the Court for validation and release to the repository. This provides a streamlined channel for some of the documents that Judges access during a hearing. In addition, justice partners can request documents electronically. Some, with credentials, have access to the repository to search and download specific documents.

Not only does this eliminate courier services and other physical means of retrieving documents, but these docu-

ments can be ingested and contributed immediately into case files.

Public Access via Kiosks & Web

The Court is now providing access to digital case files through self-service kiosks in the building lobby, allowing customers and partners to view documents in minutes instead of waiting in long lines at a request window. Sensitive files can be viewed at a confidential viewing station, controlled by Clerks. Now, with few resources required to work the records request window, the County has been able to reallocate labor and has decreased printing costs.

In addition, a public web portal is being developed, which will eliminate the need for the public and partners to physically come to the courthouse to view documents. Viewing can take place 24/7, and will not be limited by courthouse hours.

eFiling Integration Completes Circle

The County is rapidly processing state-generated electronic forms submitted online. Going through an ILINX workflow, they are approved or rejected, stamped, automatically indexed, submitted to the repository, bundled with associated documents and sent back to the state agency. Only two clicks are required—the rest of the process is automated. With the elimination of paper and labor, processing the forms has been reduced from hours to just minutes.

Secure System Expands Across Enterprise

Stanislaus is extending automation to other departments and Courts including Family, Traffic and Criminal, which processes hundreds of hearings per day.

To ensure case files are not lost, the Court has built a robust backup system with fail-safe redundancies. If an application or database server goes down, the load is automatically shifted to other servers until the issue is resolved. This occurs without any end-user disruption.

Stanislaus has been getting the most bang for their buck by utilizing the ECM technologies to develop projects on their own and create new applications. For example, e-stamping and e-signatures have also been used for mediation reports, and will be extended to administrative uses. New-found efficiencies will allow the Court to adapt to growing capacity, as well as repurpose employees to jobs that bring greater value to the organization.

Technology

ILINX

ILINX CAPTURE
Capture Information.
Any Place, Any Time.
A flexible, lean and highly adoptable web-based platform, ILINX® Capture empowers anyone in your organization to easily capture information in-process from a desktop, MFP or mobile device.
Perfect for ad hoc or transactional activities, ILINX automates the capture of information from both paper and electronic sources, converts it into functional information and delivers a variety of digital formats to the systems that manage your business processes.
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ILINX EFORMS
User-friendly, web-based electronic form software.
A powerful solution for the creation and deployment of electronic forms, ILINX eForms enables you to easily capture accurate information in-process from a desktop, MFD or mobile device. It provides a complete intuitive user experience including forms design, quick on-site data collection, centralized form and workflow management and extensive back-end system integration.

FileNet

IBM FILENET
IBM® FileNet® P8 Platform is a next-generation, unified platform, combining enterprise content management reference architecture with comprehensive business process management and compliance capabilities.
FileNet includes a comprehensive set of content and process management business services that can be consumed and deployed in a service-oriented architecture. It also includes multilingual system capabilities for decentralized, federated system architecture.
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