

Judicial Information Systems Council Meeting (JIFFY)
Meeting Minutes

Judge Karen Mitchell, Chair

Judicial Information Division
505-476-6900
Thursday, March 17, 2016
9:34 - 11:30 a.m.

JIFFY Voting Members Present:

Judge Karen Mitchell, Chair
Judge Duane Castleberry
Judge Henry Alaniz
Tobie Fouratt
Judge J. Miles Hanisee
Brenda Castello
Ian Bezpalko
Judge Mark T. Sanchez (video)
Jason Jones (phone)
Judge Sarah Singleton
Lynne Rhys
Jim Noel
Judge Alan Kirk
Dennis Jontz

Non-Voting Members Present:

Justice Petra Jimenez Maes
Gregory Saunders

Guests Present:

Orlando Ulibarri (video)
Colleen Reilly
Frank DiMaggio (video)
Oscar Arevalo
Karl Reifsteck (video)
David Vermooten
Jonathan Ash
Phillip Gallegos (video)

JID Staff Present:

Genevieve Grant
Annie Hall
Tim Elsbrock
Renee Cordova
Steve Harrington
Wesley Reynolds
Suzanne Winsor (video)
Margarita Terrell
Pat Mente

I. Approval of Agenda. Judge Mitchell called the meeting to order at 9:34 a.m. Greg Saunders requested including a report on Cash Remediation for Jury, otherwise the agenda was accepted as presented.

II. Budget and Revenue.

JID Revenue Pipeline. Oscar Arevalo presented the “*JID Revenue Pipeline*” and reported that there is a projected deficit (p1) of \$244,807 in FY16 compared to FY15 of SCAF revenue collections. Comparing February 15 to February 16 the numbers are down \$170,000. The collection by source (p2) shows that MVD is down significantly. Mr. Arevalo was told that officers were writing tickets for more than the statutory amounts before their new case management system was implemented. The new system is able to track the tickets and MVD is giving refunds to people who overpaid on tickets. Red Light Camera collections are down \$15,000 from last year. The increase in district court collections is probably due to an increase in civil filings in district court. Total collections from the magistrate courts are down approximately \$400,000 when comparing the first half of FY15 to FY16. Almost 70% of the decline was in fines collected. Some budget capacity was moved around (p3) and the projected fund balance at the end of FY16 is \$1,084,572. Everything is on schedule to have the funds from the computer enhancement fund (p6) expensed by the end of FY16.

Action Item: Oscar Arevalo to present to JIFFY at the April 21 meeting the figures from MVD collections to AOC/JID going back a few years.

III. Informational.

Update on Tyler E-file Contract. Gregory Saunders conveyed that Artie Pepin took the Tyler E-file contract to the Supreme Court for approval as it was currently negotiated. Mr. Pepin will provide JIFFY with an update on the fee structure at the April 21 meeting.

- Judge Singleton pointed out that Tyler put out a press release concerning the work they are doing in Texas with pro-se e-filing and how it is being provided for free for all of the legal aid providers including Guide & File and this was implemented in one year. NM Judiciary has been working on this for the past three years and does not have the same capabilities as Texas.

- Colleen Reilly reported that the Business Manager for Guide & File said that there are four interviews complete in New Mexico. At this time a user could come in and fill out the form in the self-help center in Albuquerque and it will electronically file. There is a print and file option where a user goes through the form and then it would print out a form that follows court standards and that could be manually filed at the court. This is awaiting approval.
- Note: The Guide and File workflows are currently being worked on by AOC.

Action Item: Colleen Reilly will research e-filing in Texas and New Mexico and bring back a report to JIFFY in April as to why New Mexico is so far behind Texas in the implementation of the various e-filing programs by Tyler and if Texas has any suggestions on how to avoid any mistakes that they made in their e-filing implementation.

Cash Remediation for Jury. Mr. Saunders explained that NM Judiciary received \$100,000 from the Computer Enhancement Fund to do cash remediation between the three jury systems and the Share system. The judiciary requested a delay so that the \$100,000 could be used for the new system that will be implemented. DFA will not grant an extension for cash remediation but DFA has also not set a completion date. This project is not on the Parking Lot or JID's roadmap, so when the mandate comes from DFA, it may present some challenges in terms of scheduling.

IV. JIFFY Subcommittee Activities.

Judges User Group. Judge Singleton stated that OJUG did not meet this morning because not enough responses have come back regarding the survey sent out to the courts on free process which was the only item on the agenda. Judge Singleton requested that anyone affiliated with a court, remind their court manager or lead worker to respond to Judge Singleton's email regarding free process.

Forms Committee. Judge Mitchell related that the Forms Committee met Tuesday and will create a probation violation packet for magistrate courts which will consolidate a number of other packets. Tobie Fouratt will assist Chris Preston in creating a master packet list in order to keep track of the packets that are in the courts and what forms are in each of the packets. There are some proposed rule changes for 2016 and new forms will be put into Odyssey or modified to make them more automation friendly. Joey Moya brought the criminal contempt form to the committee and they will work on that as well.

Data Standards. Judge Mitchell stated the Data Standards Committee did not meet. There were tasks that needed time for staff to complete in order to have information that is needed for the next meeting. Judge Mitchell referred to the handout entitled “*Data Standards Committee Presentation to JIFFY for Discussion/ Approval March 17, 2016*”. Definitions for the terms “*trial*” and “*hearing*” were adopted. It was agreed that the data standards documents would include a definition section. One of the overarching guides is that results of hearings and trials should only capture what is happening at the hearing or trial, not the outcome of the case. Result codes should be kept as simple as possible and only specific to the results of that hearing. Under the definition section are listed the basic categories that shall be included in the Data Standards document. The categories are Definitions, General Case Processes, Criminal Case Issues, Civil Issues, Children’s Court, a category called DV, PQ, DWI and Other Unique Case Types and Court Communications. It was agreed that under Civil Issues the word “*sentences*” will be changed to “*judgments*” and collection enforcement case closure will be added. Under Children’s Court “*delinquency*” will be added. Judge Mitchell explained that when Data Standards began there were a list of approximately 60 issues that JID was receiving inquiries about and some that the committee brought to the first meetings. The committee decided that the 60 issues could be categorized into 5-7 areas that would address all of those issues in one of the categories.

- Judge Mitchell asked if it is appropriate for Data Standards to examine the categories listed from start to finish as standard operating procedures for a typical case. The second question was, should the issues under each category, be included under those categories? In a criminal case there would

be a standard operating procedure for how to open a case, process a case and close a case. Under Criminal Case Issues there might be a subsection to handle things such as probation violations or amending a charge.

- Judge Kirk suggested that things such as DWI and DV cases be listed under “*Criminal Case Issues*” in a sub-category.
- Judge Singleton recommended that probate and family cases might be listed in their own separate category or be listed under the “*Unique Case Type*” category.

Judge Singleton moved to approve the definitions of “*Hearing*” and “*Trial*” as set forth by the Data Standards committee on the handout entitled “*Data Standards Committee Presentation to JIFFY for Discussion/ Approval March 17, 2016*”. Tobie Fouratt seconded. No opposition noted. Motion carried.

- Judge Mitchell introduced the handout entitled “*New and Retained Odyssey Hearing Result Codes*” that the Data Standards Committee is suggesting be the new standard for the courts. Judge Mitchell reiterated that hearings and trials should only capture what occurred at the hearing or trial, not the outcome of the case. The result codes were streamlined to make it less complicated for clerks. The code “*Commenced and Continued*” is not to be used for abuse and neglect cases. “*Failure to Appear – Case Participant*” is when someone other than a party fails to appear for a hearing. The handout shows in which courts each code is available and whether they are used for trials or hearings or both. There are a total of eight magistrate and district court clerks on the Data Standards Committee and all of the clerks have taken these codes back to their courts and have started using them with great success.

Action Item: JID will look into including the hearing code result sheet in the help section for a clerk who is in the minutes at a hearing.

Judge Castleberry moved to have JID send out the handout entitled “*New and Retained Odyssey Hearing Result Codes*” and ask the courts to use these codes

for a period of ninety days and report back how the codes are working in their court. Following the ninety day trial period, JID will run reports as to which codes are being used. Judge Singleton seconded. No opposition noted. Motion carried.

Action Item: JID will send out the handout entitled “New and Retained Odyssey Hearing Result Codes” to all courts and ask the courts to use these codes for a period of ninety days and report back how the codes are working. Following the ninety day trial period, JID will run reports as to which codes are being used and bring the information back to the Data Standards Committee for any needed revisions.

- The next Data Standards meeting will be April 21, 2016 following JIFFY.

IT Budget Strategy Committee. Judge Sanchez reported that the committee has reviewed data compiled by JID from BCMC, magistrate courts and district courts on their IT expenditures for three years. JID compiled that information for the committee. The goal was to arrive at a figure that represented the current employee annual sum of IT expenditures which would be acceptable to the majority of the courts. There was some disparity in the data and the consensus of the committee members was to meet and further examine the data.

- Mr. Saunders added the second part of the process is to look at total IT costs for NM Judiciary and the portion of these IT costs that the committee thinks needs to be budgeted into the courts as well as an allocation plan for that cost.

Online Access Subcommittee. Brenda Castello explained that there was a meeting scheduled yesterday and there were a number of members of the committee that were unable to attend the meeting. Scheduling has been an issue; however a meeting will take place in April.

V. CIO Report. Mr. Saunders noted that JID had been recruiting a DBA for many months and one has been hired in a junior position. Marla Gabaldon is moving

from the municipal courts IT group to the network group. Recruiting continues for an IT Specialist for VNOC for the Water Rights position. An IT Specialist has been hired for Systems and will start next week. An IT Developer Sr. position is being moved from the Development Team to the Business Analyst Team. This position will assist with the new jury system and NCIC uploads mandated by the legislative session and do more statistical reporting to relive the workload on Joe Vigil. Recruiting continues for an IT Developer and for the Water Rights on the Business Analysts Team.

- The visitors from Maine expressed sincere appreciation for all of the time and effort by everyone who hosted them and introduced them to all of the different Tyler products utilized by the NM Judiciary.

New Jury Contractor. Contract negotiations are in progress with the new jury contractor Courthouse Technologies.

Genevieve Grant

File & Serve. Ms. Grant explained that an upgrade was performed on File & Serve Tuesday night to address issues such as the nightly stamp not working properly.

Odyssey 2014.3. The first demo was held by Tyler for district and magistrate court staff to review the functionality included in Odyssey version 2014.3 and are doing their business process mapping and making recommendations on how that functionality can fit into the current business process. The rollout date of October 17, 2016 is still on schedule.

Record Proper. Record Proper will be rolled out to two districts per month from now until October 2016 and will be fully rolled out to meet the pilot of the Supreme Court for Odyssey 2014.

Supreme Court Appellate Pilot and Workflows. The Supreme Court Appellate Pilot and Workflows are still under review. The pilot and workflow will be refined in the joint application session scheduled for the week of May 9-13, 2016.

Court of Appeals. Court of Appeals is on schedule to roll out on June 19, 2017.

Session Works. There is a new version of Session Works which addresses issues with latency, document downloading and synching of notes between master and slave. There is a recorded training of Session Works that can be put up on the internet that judges can watch to reinforce their knowledge of Session Works until the issues have been resolved.

Magistrate Court Scanning. There are four courts being rolled out in April in conjunction with the MVD Disposition Suspense and Clearance.

Water Conversion. The Business Analyst Team is without a Water Rights IT Specialist. That project has been given to Jane Davenport and Laura Orchard to roll out into Odyssey the weekend of April 8-11, 2016. Odyssey will be down the evening of April 8 and part of the day on April 9.

OPA/SOPA. There was discussion about limiting the access attorneys were granted to the cases in which they were directly involved with. This would entail creating 9000 users in Odyssey to offset the 9000 File & Serve users and then the security setting could be implemented to only allow attorneys access to cases in which they are the attorney of record. It would take the Business Analysts working eight hours a day, three weeks to complete. An alternative could be to have someone set up the users, and the security could be programmatically set up. The Online Access Subcommittee will evaluate and recommend to JIFFY whether to move forward on the ability to restrict cases at this point in time.

Civil eFile. The Supreme Court had 959 cases with associated fees and the amount of funds collected totaled \$63,215 from June 2015 to February 2016. The Court of Appeals had 369 cases with associated fees and the amount of funds collected totaled \$46,125 from June 2015 to February 2016. This data is being rerun to validate.

Supervision Configuration. JID staff is working with BCMC to accommodate the Risk Assessment Instrument. 2nd JDC is would like to duplicate the BCMC Supervision module and 2nd JDC is handling this initiative.

OSTicket. OSTicket is JID's internal helpdesk tracking system that is used for all courts. That is being redesigned and a user can email helpdesk@nmcourts.gov and a ticket is automatically created in OSTicket. At the end of March, this will be sent out to all courts, where hopefully courts will login directly into OSTicket to log their issue and that ticket will go directly to the correct team that handles those types of issues.

- Mr. Saunders commented that JID will be hiring a contractor to do front end triage for Helpdesk and that person is scheduled to begin on April 1, 2016. JID would like all user issues logged in OSTicket in order to have accurate statistics and to enable JID to focus on problem areas.

Portal. Ms. Grant has asked Tyler to provide a demo of Portal to determine if there is a workaround to the three change request items.

VI. Additional Attachments.

E-Pay Updates. Mr. Saunders noted that from September 2015 through January 2016 the collections for e-pay were all in the \$300,000 range. In February the e-pay collections jumped to \$396,000.

VII. Future Meetings. The next meeting will be held on April 21, 9:30 a.m., at the Judicial Information Division in Santa Fe.

The new meeting calendar for 2016 will reflect the date changes for June and July.

The new dates: June 23, 2016
July 14, 2016.

VIII. Adjourned. Judge Mitchell adjourned the meeting at 11:30 a.m.

