

# Miami County Juvenile and Probate Court Technology Plan

In accordance with Local Rule 34, this Technology Plan provides an overview of the MIAMI COUNTY JUVENILE & PROBATE Court’s utilization 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 their 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
Henschen & Assoc.	Case management software utilized by Court staff	Vendor Training materials	Court Staff

The Court uses Henschen as its case management system. Henschen contains docketing, case-related financial information, and other case specific information. This application is used by Court staff, including clerks and probation officers. Employees are trained by other staff.

## B. Clerk of Court Functions

The following applications are used in the performance of clerk related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
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Henschen & Assoc.	Case management software utilized by Court staff	Hands on training by other staff	Court Staff
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Probate Court provides online access to case information and court documents through an integration of Henschen and CivicPlus, the County’s website host. The public must agree to terms and conditions before entering the online case information website. The terms and the Court’s privacy policy align with Superintendence Rules 44-47 that restrict public access to certain types of case information, as well as policies under Ohio Court Security Standard 16 that protect confidential information.

### C. Detention Center Management

The Court uses the following applications in managing its detention center:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Shelby Computer Connection	Detention database	Hands on training	Superintendent
Doc-u-dose	Prescription management system	Hands on training	Medical staff/ Supervisors
Dockworker	Electronic filing System	Hands on training	Superintendent
Webex/Zoom/ Go to Meetings/ Collaborate space/ Skype	Videoconference Detention hearings	Hands on training	Court staff

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Shelby Computer Connection created a detention database for the center, which tracks data, create reports and allows for forms to be filled in on wireless devices. Only detention staff have access to this database.

Doc-u-dose is a prescription management system that helps track and control a youth’s total drug regimen with specially designed color-coded medication dosage packets. Individuals' medications are placed in the packets based upon time of day, day of week, and day of month that the medication should be taken. Packets are printed with the youth’s information and filled by medical staff and shift supervisors disperse medication as trained annually.

The Center uses Dockworker for its electronic filing system, where all detention documents (training files, personnel files, resident files, etc.) are scanned and filed electronically and backed up on the county server. Only administration are assigned log in to this information and trained how to utilize this program.

The center does detention hearings with multiple juvenile courts, all using a different videoconferencing platform, the information is not recorded and not retained.

## D. Dispute Resolution

The Court currently does not have dispute resolution proceedings.

## E. Evidence Management

The Court currently does not have an electronic or digital application to manage the receipt, distribution, and retention of evidence.

## F. Filing

The following applications are used 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
Fax machine	Accept Court filings	Website – local rule	Clerk staff
Court email	Accept Court filings	From clerk	Clerk staff

The Court accepts filings by either fax or as an attachment in an email to the Court’s email address. The Clerk’s then print out the filing for processing.

## G. Fiscal

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen & Assoc.	Running reports	Hands on training	Court staff
Munis	County’s accounting Software	Hands on training	Auditor

Peachtree	Both courts' fiscal management	Hands on training	Fiscal officer
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The Court uses Henschen, Peachtree and Munis to perform financial management and accounting functions. The Court uses Munis, the County’s accounting system, to do all fiscal items and payroll. The fiscal officer, who serves both courts, is the person trained and responsible for using these systems.

## H. 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
JAVS	Digital recording	Hands on training	Clerical staff
Webex	Conduct remote hearings	Sheet provided by the clerks	Clerical staff
Solstice Client	Presentation of exhibits	Sheet provided by the clerks	Clerical staff

JAVS is the digital recording application the Court uses to record court proceedings that are conducted in the courtroom. Parties seeking a recording of a hearing or case must make the request from the clerks, consistent with Juvenile Local Rule 5, or Probate Local Rule 11. Staff is given user instructions to learn how to use the application.

The Court utilizes Webex 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. Participants are provided instructions on how to log on to Webex. Staff is trained using tutorial videos on the vendor’s website.

Solstice Client is a web based platform available in the main courtroom, which allows the party to share exhibits, including streaming content to a large (75”) monitor in the courtroom.

## I. Human Resources

The Court currently does not use any applications to perform human resource functions.

## J. Interfacing with Other Entities

The Court integrates with the following applications (e.g., clerk of courts if separate, Ohio Courts Network, Bureau of Criminal Investigation, Bureau of Motor Vehicles, county jail or correctional facility, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Courts Network	Case disposition	Vendor training materials	Court staff

The Court interfaces with Ohio Courts Network. Instructions for use are provided by the vendor.

### K. Jury Management

The Court does not use any application for jury management.

### L. Probation

The Court uses the following application to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen	Probation case Management	Hands on training	Chief Probation Officer

The Court uses Henschen to help probation monitor its case load.

### M. Public Access

The Court uses the following applications to provide access to the public (e.g., live streaming of hearings, online docket access, online calendar, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen & Assoc.	Case management software utilized by Court staff	Hands on training by other staff	Court Staff

Probate Court provides online access to case information and court documents through an integration of Henschen and CivicPlus, the County’s website host. The public must agree to terms and conditions before entering the online case information website. The terms and the Court’s privacy policy align with Superintendence Rules 44-47 that restrict public access to certain types of case information, as well as policies under Ohio Court Security Standard 16 that protect confidential information.

## N. Records Management/Retention

The Court uses the following applications to manage and retain records (e.g., document imaging, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen	Document Imaging	Hands on training	Clerks

The Court uses imaging as part of its record retention policy. Images are then kept on the court's server.

## O. Special Accommodations

The Court uses the following applications to provide services for participants needing special accommodations (e.g., Language Line, virtual remote interpreting, assistive hearing):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Language Line	Foreign language Interpreter services	Supreme Court's website	Court Staff

## P. Victim Services

The Court does not utilize any specific applications for victim services. However, the Court recognizes 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 this plan (e.g., appearing remotely).

## Q. Website

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CivcPlus	Website development and host	Vendor training materials	Assigned court staff

The Court's website is developed and maintained by the County's IT department. The Court has pages on this website and has the ability to change the content on its own pages. Selected staff have been granted access and the ability to modify the content on the webpage.

## FUTURE IMPLEMENTATION PLANS

Using the operational categories set forth above, the Court intends to acquire and/or implement the following technologies over the next 3 years.

### A. Clerk of Court Functions

New Application	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)
Henschen	Digital notifications sent by clerk staff & probation	Court staff	Yes – Supreme Court tech grant

### B. Public Access

New Hardware	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)
New case management System	Paperless/ allows e-filing	Court Staff	Yes

### Wish List