

Oregon eCourt The QUARTERLY



During Go-Live week, Presiding Judge William Cramer, Grant and Harney County Circuit Courts, demonstrated the new system for Oregon eCourt stakeholders in Grant and Harney Counties. Above with Jim Carpenter, Grant County District Attorney.

Mission Accomplished!!

Washington, Tax Court, and Eight Eastern Oregon Circuit Courts Nail Down the Statewide Implementation of Oregon eCourt

Implementation teams (Tyler, ETSD, OETO, and BFSB), judges, court administrators and staff, the legal community, public safety stakeholders, and court supporters rose to the 5-year long occasion as OJD’s technology project made headway (one or more courts at a time) to accomplish the implementation of Oregon eCourt’s “core system” in all 36 circuit courts and Tax Court. The final Go-Lives were completed in Washington and Tax Court on March 7 and in our eastern courts - Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union, and Wallowa on June 6.

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Training in Washington



Washington County Circuit Court's Go-Live

“Going through the Go-Live gave me a greater appreciation for the hard efforts our staff put into making this work so well. Special appreciation and ‘thank you’ to Mollie Croisan and her crew for all their help.”

~ D. Charles Bailey, Presiding Judge, Washington County

Richard Moellmer, Washington County Circuit Court's Trial Court Administrator, collected some thoughts on the go-live and its outcome for Washington judges and staff:

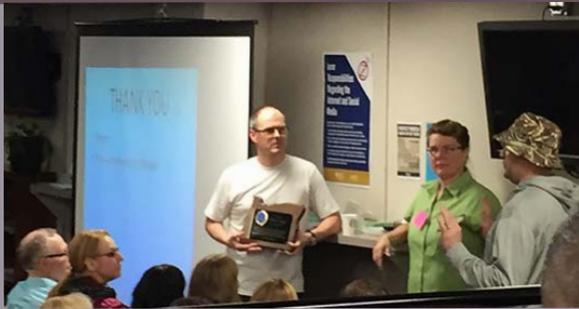
“Washington County and the Oregon Tax Court were next-to-last on the Oregon eCourt implementation schedule

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Washington Go-Live Week



because we have both been scanning court documents into a legacy IBM imaging system for 30 years. Consequently, our court's OJIN data and document conversion was a huge technical

challenge...and unqualified success. I am thrilled to report that Washington County's OJIN-era scanned documents dating back to the late 1980's continue to be available to us in Odyssey. Not

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only are our legacy documents available to us, they appear in the Odyssey Documents tab at the case level, organized by filing date and include a brief narrative description.”

“Because Washington County has decades of experience scanning court documents, our transition to Odyssey imaging of court documents has been smooth and natural. Receiving eFiled documents from attorneys and institutional users (e.g., District Attorney) is new for us, but we quickly adapted and immediately noticed a substantial decrease in conventionally filed paper documents that we must manage.”

“After five months using Odyssey, boxes of scanned and verified court documents will be recycled and shredded beginning in August. Our court records management time and effort is shifting from paper documents to electronic content. We have fewer new conventionally filed paper documents coming in and will now recycle and shred old court records as they are scanned into Odyssey.”

“Washington County did NOT use OJIN Uniform Criminal Judgment - UCJ before implementing Oregon eCourt. Odyssey UCJ and scheduling future hearings in the courtroom has been Washington

County’s most difficult change. Our local court culture of busy courtrooms, fast paced dockets and judges accustomed to moving quickly from case-to-case has not adapted easily to the demands and delay of Odyssey UCJ and scheduling future hearings.”

“We – and all Oregon Trial Courts – are now preparing for Odyssey Jury implementation in the Fall. Washington County continues to learn, adapt and grow with Odyssey.”



Implementation of Odyssey and File & Serve at the Oregon Tax Court

~ by Rocco Lieuallen Executive Administrator & Supervisor

The members of staff of the Oregon Tax Court share a dedication to public service, a high level of conscientiousness and a corresponding distaste for drama.

We are also aware of the fact that the court has a low profile, and we prefer it this way. Appropriately, the implementation of the new

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Tax Court Go-Live



case management systems went smoothly and without any inherent difficulties.

A major aspect of this placid transition was the fact that virtually all members of staff had taken active roles in configuration and had been anticipating go-live for over a year in advance of March 8, 2016. For that reason, there were no surprises—either pleasant or unpleasant—all members of staff knew what to expect, and how the program would perform. Business processes and policies were already in place and prepared to go forward. No last minute scrambling was required.

We bid a fond farewell to OJIN: court staff in general had (mostly) grown to love this ancient,

temperamental program. One particular member of staff wrote the following elegy:

Ode to OJIN

*DATYFIL UATYFIL you made me feel...
frustrated.
F10 this is the end
but it's too much to process.*

Similarly, the implementation of the mandatory use of File & Serve for licensed attorneys went forward with nary a bump. Many of our regular practitioners had previous experience with the

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circuit courts, and our staff members have seen electronic filings with very few necessary rejections or defects. Prior to go-live, the court arranged for OETO to present some get-acquainted informational sessions that were well attended, and to the court's knowledge, set the stage for another smooth transition for our litigants.

Our staff members are very impressed with the utility and performance of the new systems, especially the functionality of online documents. Praise from our judicial staff has included the comments "very useful" and "a major improvement over paper files and courtesy copies."

The court wishes to thank OJD, OSCA and its constituent divisions, especially OETO, BFS, and ETSD for all of their support, guidance and cooperation during and after go-live. It made for a relatively uneventful implementation, but as stated above, that is how we like that sort of thing to occur in the Oregon Tax Court. ■

Tax Court comment from post-implementation Lessons Learned session:

"Even though we (Tax Court) knew our [business] processes, getting together and writing them down opened our eyes. We realized that sometimes we did a process just to 'keep OJIN happy.' [So, we are] completely re-doing some of our processes."

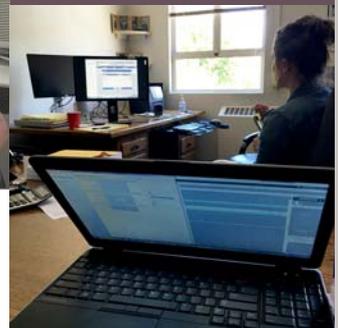
E-Day! Finally...The 24th Judicial District Went "Live" June 6

~ William D. Cramer, Presiding Judge, Grant/Harney Circuit Courts

It had been a long wait for us and a long process for Tyler and OETO. Those that were here to train and assist were relieved to have this done. It's tiring to take a court through this process, and to have done it multiple times could have caused the team to lose its edge. They didn't and we found the process worked.

A big thank you to OETO and Tyler and to the courts who went online before us. We know we benefited immensely as the process was constantly honed and improved. While almost two months later staff are still learning and improving processes and striving to become

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Go-Live Weekend



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Go-Live Week

more proficient, the cases in court are processing at the same pace as before, this includes UCJ's. Overall, it was a smooth transition and Odyssey has functioned well.

As the last of the courts to implement Odyssey, there is no need to pass on advice or things learned. I will say the entire transition was greatly facilitated by the positive attitudes and hard work put in by Tammy Wheeler, TCA and each member of my staff. As a small court, everyone had areas of responsibility, from establishing business processes for each case type, to quality control to make sure cases would migrate properly.

When most staff is cross-trained to do every type of case, the information to be absorbed is immense. But truly, throughout the transition process the questions were "how to make this work" and not "why are we doing this."

We haven't had time to catch our breath, and now eFile and the new jury program is upon us. We are confident and certain that as we move forward as a court, Oregon eCourt will make us more efficient. Part will be in becoming more internally proficient, in not needing to scan so many files for court, and in eFile being fully implemented. Some types of work take more time and always will, some less, but overall it's clearly a positive.

As we move forward, I am glad I attended some of the staff trainings to understand their workload. I have always appreciated their

work ethic - they have always made me look more professional than I am - but again they have exhibited grace under real stress. Not only were they taking on the implementation of Oregon eCourt, but had been under the shadow of the "occupation" of the Malheur Wildlife Refuge, and the many outside groups that made it unpleasant to even grocery shop in the community. Some staff had family members directly affected by threats of harm. That was six months of high emotions and emotional fatigue that still lingers. I am impressed by the work they do every day. Staff morale is exceptional.

The move to Odyssey was also the time to break down the final differences between how Grant and Harney courts did things. The remaining differences primarily were because of partner preferences, from District Attorney Offices, Parole and Probation, and treatment providers. We took this opportunity to work with partners in both counties and now have uniform processes.

A special thank you to Malheur County for traveling to Grant County for pre-implementation training and to OETO for placing it there. The burden you took upon yourselves lightened my staff's load. For the reasons above, thank you. For me personally, I enjoyed all the food everyone contributed and enjoyed getting to know the OETO and Tyler team and to spend time with the Malheur crew. ■



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Union/Wallowa Circuit Courts Survive a Doubleheader

~ Michelle Leonard, Trial Court Administrator

I never thought back in 2010 that I would ever find myself saying Odyssey was not our top priority. In 2014 we began the official ground work for our new court facility. The location of our new facility, while the most appropriate location for our court, became the center of a community uproar. Most of the uproar was due to misinformation and we thankfully prevailed. We broke ground for the new facility in April of 2015. This project consumed my time and that of our staff.

In the meantime, we also had to begin configuring for our Odyssey Go-Live. By end of January 2016, we were still not in our new building and it was crunch time. On Leap Day, February 29, 2016 we opened for business in our new location.

.....And oh yeah, there was this Odyssey thing to prepare for..... We had no idea how our new structure of staff in our new location was going to work with the virtual world we had been configuring. Not only did we not know what our staff would be doing in the new design of the building, we had no idea how that would translate into Odyssey. With amazing staff, the pre-planning in this regard proved to be successful.

I am so grateful we were able to move in before Go-Live, I can't imagine how horrible it would have been in our old court facility. It was an open inviting place, trainers and staff were able to get to one another with ease in our new space.

We think that our experience, even though we are still going through boxes and have not completely finished moving out of our old location due to having to take a break to Go-Live, the process did, and is, going very well. I attribute our success to our staff, they really embraced the pre-planning and training



Training

offered to them and went to work the minute they could to make our transition(s) successful. We are still having some hiccups as we work through the learning curve, but that is to be expected.

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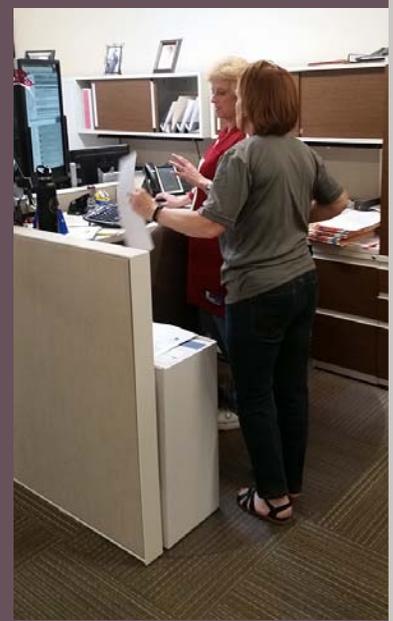
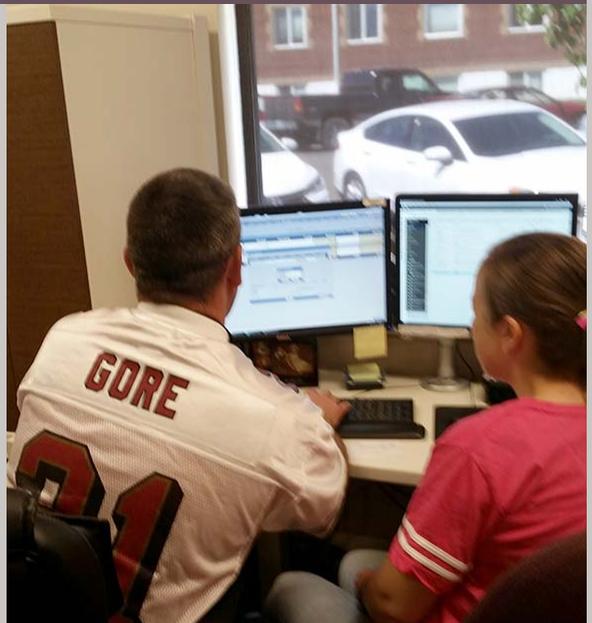
For our Willamette Court, the year was a long one, they had to travel for everything, including Soft Go-Live day. This was an incredible hardship on our regular operations in Enterprise, they are happy to be able to stay home for a while. They still have the learning curve to deal with, but we have some amazing trainers and resources that will help fill in any gaps along the way.

Some of our community partners are diving right in and loving the new way of business, while others don't like that things aren't the same. For those, it will take longer to adapt.

In 2016 we completed and moved into a new courthouse, configured and went live with Odyssey, and had two babies. A triathlon worthy of gold medals all-round.



Go-Live Week





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Go-Live Weekend in Malheur County Circuit Court



Presiding Judge Lung Hung (photo above) prepared breakfast, lunch, and afternoon snacks for the entire court (judges and staff) on Go-Live Weekend.



Malheur County Circuit Court judges and staff sport "Malheur Minions" Go-Live T-shirts.



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Umatilla & Morrow Circuit Courts Go Live

“All is well in the eastern bloc. The 6th District transition to Odyssey went extremely well and judges and staff have quickly and flexibly moved to utilize the many positive aspects of the electronic system. While there have been bumps, on the whole, Oregon eCourt is assisting in appropriate case management in pursuit of the Oregon eCourt vision.”

~ Daniel J. Hill, Presiding Judge, Umatilla & Morrow Counties



Umatilla & Morrow Group End User Training

Angelo Jordan, OJD Training Manager, Commented on Go-Live at Umatilla & Morrow:

“UCJ’s were done and completed on day one of Go-Live. Monday was actually a pretty busy docket, but the staff and judges were able to navigate through with very little delay. The same was true for the remainder of the week as well.

Morrow County had a very small crew there, but they did a wonderful job. They had over forty cases with TWELVE UCJ’s. They did an amazing job. They loaded up the docket that day to take advantage of help being there.”

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Oregon eCourt The QUARTERLY



Go-Live Umatilla & Morrow Circuit Courts





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Baker County Circuit Court Goes Live

After a year of preparation and training, Baker County Circuit Court staff and their judge took their court “live” on June 6, along with the seven other Eastern Oregon courts. Congratulations!!



Baker County Circuit Court's Historic Courthouse





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What's Next for Oregon eCourt?

~ Eve Dedek, Oregon eCourt Communications, OETO

OJD has met the challenges of deploying the core system of Oregon eCourt technology in circuit courts statewide and Oregon Tax Court. The core system currently provides a series of online services for common court transactions with the public such as ePayment on citations and cases; a growing list of online interactive forms (iForms) for the public using Oregon eCourt's Guide and File function; and court calendars and case records search services. Attorneys are now using OJD's new technology system in conjunction with mandatory eFiling, online access to case documents, and mandatory eFiling for appellate cases through a separate eFiling system.

Internally, circuit court business processes have been revamped statewide to coordinate with the new system, resulting in streamlined court data access and task-related efficiencies for judges and court staff; real-time data integrations with public safety partners, and centralized statewide financial management for the courts. Core online services have shortened long lines at court service counters, allowing court staff to assist self-help customers and others who contact the courts with complex issues.

Now begins the statewide operative phase involving maintenance, tweaking core components, court business processes, and policies for optimal performance of the system; implementation of additional capabilities and functions; building judge and staff technology skills; and adopting an online-based communication strategy with the public and our stakeholders. Ongoing investment in our new technology will be vital if we are to secure full utilization of the system's built-in capacities and benefits for citizens, stakeholders, and the courts. ■



Oregon eCourt Tech Tips

ODYSSEY FORMS TIPS FOR COURT STAFF: ~ Holly Rudolph, Judicial Forms Manager, OETO

Entering Domestic Relations Judgments

Oregon Health Authority requires the following information to be completed on all "Record of Dissolution or Annulment of Marriage/RDP" forms before submission to OHA:

- Top of Form:

Judgment type:	<input type="checkbox"/> Dissolution of marriage	<input type="checkbox"/> Annulment	<input type="checkbox"/> Dissolution of registered domestic partnership(RDP)
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- Court Section:

Judgment	20. Marriage/RDP declaration of the above named persons was dissolved on: (mm/dd/yyyy)	21. Date judgment becomes effective: (mm/dd/yyyy)
	22. Number of children under 18 whose physical custody was awarded to: <input type="checkbox"/> Husband/Partner A <input type="checkbox"/> Wife/Partner B <input type="checkbox"/> Joint (shared custody) <input type="checkbox"/> Other (specify) <input checked="" type="checkbox"/> No children	
	23. County of decree:	24. Title of court: Circuit
	25. Signature of court official:	26. Title of court official:
		27. Date signed: (mm/dd/yyyy)

We are required by statute to provide this information to OHA. There is no need to re-scan completed documents to the case record. Just print the form from the case, complete the required information, and send to OHA according to your normal practice.

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... ODYSSEY FORMS TIPS FOR COURT STAFF:

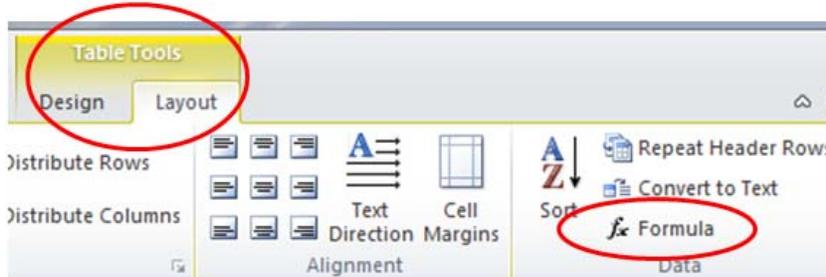
Using AutoSum in Money Judgments

If your Money Award Section looks like this:

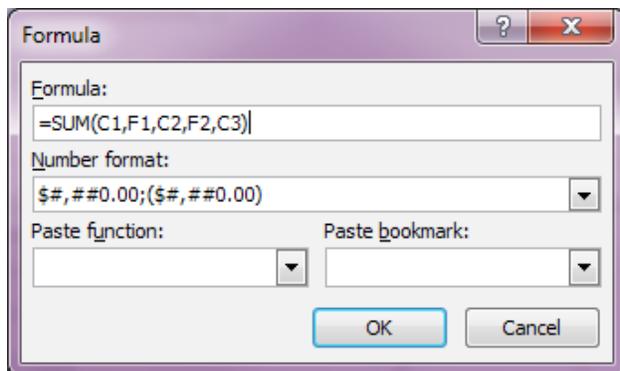
1. Money Award	\$	2. Prejudgment Interest	\$
3. Costs & Service Expenses	\$	4. Attorney Fees	\$
1. Prevailing Party Fee (listed at ORS 20.190)		\$	
The total amount awarded by this judgment is			\$ 0.00

You can use a Word AutoSum feature to enter the total of the judgment components:

1. Enter each component of the money award (cells 1 - 4; and 1), then click into the "total amount awarded" cell on the bottom right.
2. Click on the Table Tools/Layout tab on your editing bar:



3. From the Layout tab, click 'Formula' - DO NOT CHANGE THE FORMULA IN THE WINDOW!
Click "OK" or press "Enter."



4. The total will appear in the Total cell.

1. Money Award	\$ 10	2. Prejudgment Interest	\$ 10
3. Costs & Service Expenses	\$ 10	4. Attorney Fees	\$ 10
4. Prevailing Party Fee (listed at ORS 20.190)		\$ 10	
The total amount awarded by this judgment is			\$ 50.00