

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: SUPERIOR COURT & DCFS JUVENILE DEPENDENCY EFILEING

4 DATE OF IMPLEMENTATION/ADOPTION: MAY 20, 2020

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE **COVID-19 IMPACT AWARD ONLY**. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: _____ Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? _____ Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Dependency Efiling Project (Project) was implemented by the Superior Court of
 2 California, County of Los Angeles (Court) in collaboration with the Los Angeles County
 3 Department of Children and Family Services (DCFS). The Project expedited access to
 4 court documents, significantly reduced the time needed to review documents filed by
 5 DCFS and eliminated the need for DCFS to make 7-10 paper copies of the court
 6 packets per child for court hearings. The Project allows for dependency related
 7 documents, reports, and petitions to be electronically filed from the DCFS Case
 8 Management System (CMS) into the Court's CMS, known as Odyssey. Upon
 9 acceptance of the documents, essential metadata is transferred from the DCFS CMS
 10 into Odyssey, significantly reducing manual data entry. Over 580,000 documents have
 11 been efiled since implementation, with approximately 400,000 documents auto-filed,
 12 requiring no staff intervention to review and accept the documents. In addition to the
 13 staff time savings, the project allowed the Court to eliminate a contract with a scanning
 14 vendor for a savings of \$826,920 annually. Overall, the Project has greatly improved
 15 the efficiency of case processing for dependency cases.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$ 826,920	\$	\$ 826,920	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Superior Court of California, County of Los Angeles 111 N. Hill Street, Los Angeles, CA 90012		TELEPHONE NUMBER 213-633-0127
PROGRAM MANAGER'S NAME Glenn Pauley EMAIL GPauley@lacourt.org		TELEPHONE NUMBER 714-319-5548
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Sylvia White-Irby 		TELEPHONE NUMBER 213-633-0127 EMAIL SWIRBY@LACOURT.ORG
DEPARTMENT HEAD'S NAME AND SIGNATURE Sherri R. Carter, Executive Officer/Clerk of Court 		TELEPHONE NUMBER 213-633-0112

****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame**. Use Arial 12 point font.

This project faced several challenges that were overcome by the teams at the Court and DCFS, including:

- 1) Getting DCFS Certified as an Electronic Filing Service Provider (EFSP) with the Court's CMS vendor, Tyler Technologies.
- 2) Detailed sessions to map the Court's CMS codes to the vendor's efilng system for error-free efilng submissions.
- 3) Testing of the Court's Dependency efilng scenarios, ensuring that all the codes were performing as expected.
- 4) DCFS having to train their staff (while remaining cognizant of union-related concerns pertaining to new project work) to integrate new business processes established due to COVID-19 protocols that required the agency to perform remote training.

1 – Before the Court and DCFS could begin heavy testing for the project, the Court's CMS vendor required DCFS to become a certified EFSP. The DCFS IT team created their own customized programs using Application Programming Interfaces (API) to send filing information into the efilng programs where a court clerk could review the filing information and then approve it. The APIs eliminated the need for DCFS staff to manually enter the case information into the Odyssey File and Serve application, which would have been extremely cumbersome.

To overcome this challenge, the Court Project Manager organized bi-weekly meetings with Tyler Technology (the Court's CMS vendor) and the DCFS IT team to review the steps necessary to become certified. These discussions were productive and continued simultaneously while other project tasks were in progress. The work resulted in the documentation of key certification steps for DCFS and created a solid professional network among the Court IT, DCFS IT and Tyler EFSP certification team. Once the DCFS team was ready to have all the key APIs tested, the teams set up a certification testing schedule and plan. This allowed DCFS to complete their certification so the programs could be used in a production environment.

2 – Another key challenge to the Dependency efilng project involved the code mapping of the Court's Dependency filing and financial codes to the various efilng rules and settings in the Tyler efilng product. The Court Operations teams met for weeks, performing the research and analysis to fill out a spreadsheet containing

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all the filing and financial codes in scope for the project. These codes were loaded into the Tyler EFile and Serve (EFS) and Odyssey File and Serve (OFS) product so detailed testing could be completed.

The solution to this challenge was to make sure the Operations teams were communicating with one another, making sure they understood the business process in the CMS for each of the codes being reviewed.

3 – Testing was a collaborative effort involving DCFS and the Court. The Court gave DCFS team a set of scenarios including all the codes that required testing. Once the CMS code configuration was loaded in the test OFS system, DCFS started submitting various filings through their custom programs utilizing the vendor e-filing APIs. The Court’s test team looked for the test filings in the OFS program, where clerks were able to review the filing documents and metadata, then confirm the cases were created or updated in the Court CMS.

The project team confronted the testing work by carefully constructing the test plan and discussing it in detail with the DCFS IT team. Then the teams began executing the test scripts, including the approval and rejection of various filing scenarios. The Court also utilized an experienced set of analysts to perform the documentation and triage of defects. All of the groups communicated very well with each other to report defects and coordinate the retesting of fixed defects. The smooth work dynamic of the DCFS, Court and Tyler teams resulted in a very successful testing effort prior to the go live.

4 – Since DCFS’ own e-filing system was new and concurrently deployed to all 19 DCFS offices during the COVID-19 pandemic, it was not an option to schedule training at the DCFS offices. There were over 5,000 DCFS staff to train on e-filing. Each DCFS office had its own e-filing procedures, which added complexity to the training efforts. It was a huge undertaking by Juvenile Court Services (JCS) Division and IT Division as different tasks for e-filing were completed by different DCFS staff. Training and e-filing tasks had to be carefully assigned in cognizance of union concerns. To overcome these challenges, a user guide, FAQs, and an e-filing video were developed and provided to all DCFS staff involved with e-filing. In addition, a virtual WebEx training was provided to 5,000+ DCFS staff located in 19 DCFS regional offices. A dedicated help desk email address was also developed to assist DCFS staff with technical inquiries related to e-filing to promote timely e-filing of court documents.

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This project began before the COVID-19 pandemic, and once the implications of the pandemic on in-person filing became clear, the e-filing team moved up our project go-live date several weeks so that the Court and DCFS could benefit from the technology and keep all judicial officers, court and DCFS staff, litigants, and justice partners safe. With strong customer entry restrictions now being enforced at the courthouses, the e-filing process set up the Court and DCFS perfectly to allow remote work and processing of Dependency filings. Much of the training was done remotely and once the project went live, many of the clerks reviewing the inbound filings and accepting them into the CMS were able to accomplish that work from their home office. The new process also greatly reduced the need for DCFS staff to manually deliver the paper files to Children’s Court to be processed. In addition, the Los Angeles Dependency Lawyer and Children’s Law Center attorney agencies could submit all their subsequent filings and proposed orders electronically.

The implementation of e-filing provided quicker access to documents and eliminated a backlog of documents needing to be scanned and quality-control checked. E-filing also significantly reduced the data entry backlog of reports and other documents that were identified as auto-file eligible.

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

The e-filing system satisfied LA County Strategic Plan as follows:

COLA GOAL III: REALIZE TOMORROW’S GOVERNMENT TODAY

Our increasingly dynamic and complex environment challenges our collective abilities to respond to public needs and expectations. We want to be an innovative, flexible, effective, and transparent partner focused on public service and advancing the common good.

STRATEGY III.3 - Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability: Continually assess our efficiency and effectiveness, maximize and leverage resources, and hold ourselves accountable.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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Court Savings: Once the Dependency e-filing project was implemented, the Court no longer had to pay a vendor to scan the Juvenile Dependency paper files coming in from DCFS.

Estimated 12-month savings due to discontinuation of vendor scanning:

Monthly savings: \$68,910

12-month total savings since implementation: \$826,920

DCFS Savings: Letter size paper usage for all DCFS offices from post e-filing implementation have been greatly reduced from pre-implementation. DCFS staff time has also been reduced as making copies of court documents and delivered to DCFS JCS for distribution is no longer required. Delivery service was eliminated as copies to DCFS JCS are not made after post implementation of e-filing.

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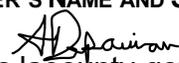
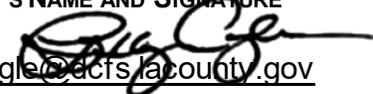
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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS DEPARTMENT OF CHILDREN & FAMILY SERVICES 425 SHATTO PLACE, LOS ANGELES, CA 90020	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE Arman Depanion  EMAIL: <u>depana@dcfs.lacounty.gov</u>	DEPARTMENT HEAD'S NAME AND SIGNATURE Bobby D. Cagle  EMAIL: <u>Bobby.Cagle@dcfs.lacounty.gov</u>
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____