

Quality and Productivity Commission
32nd Annual Productivity and Quality Awards Program
"Innovating for Impact"

2018 APPLICATION

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

NAME OF PROJECT: JUDICIAL BENCHVIEW

DATE OF IMPLEMENTATION/ADOPTION: MAY 2016

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No


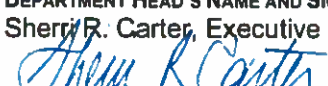
EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 Paper has historically been at the heart of the judicial process. Documents are filed in
 2 paper. Case documents are stored in case files. Case files are moved around the
 3 courthouse for review by judicial officers, court attorneys, staff and the public. Judicial
 4 officers rely on the integrity of the case file because it is the official record of the Court.
 5 The elimination of paper is foundational to the new "digital court" strategy. A key
 6 stakeholder is the judicial officer. To that end, the Court developed the judicial
 7 BenchView (JBV) application to simplify and improve judicial interactions with the
 8 Electronic Case File (ECF). JBV enhances the ECF through instant access to calendars
 9 and cases across the county, improved case and document searching, the ability to add
 10 private electronic annotations and, through the integration of ancillary information, to
 11 streamline the adjudicative process.
 12 JBV is transforming the way judicial officers interact with the ECF; both on the bench
 13 and in chambers, in preparation for hearings. The majority of judicial officers fully utilize
 14 this invaluable tool, and now use it effectively in Probate, Family Law, Juvenile
 15 Dependency and Traffic 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
\$ N/A	\$ N/A	\$ N/A	\$ N/A	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Superior Court of California, County of Los Angeles 111 North Hill Street, Room 105 E Los Angeles, CA 90012		TELEPHONE NUMBER (213) 633-0112
PROGRAM MANAGER'S NAME Snorri Ogata, Chief Information Officer		TELEPHONE NUMBER (213) 633-0126 EMAIL sogata@lacourt.org
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-Ibby 		DATE 7/6/2018 TELEPHONE NUMBER (213) 633-0127 EMAIL swirby@lacourt.org
DEPARTMENT HEAD'S NAME AND SIGNATURE Sherril R. Carter, Executive Officer/Clerk of Court 		DATE 7/6/2018 TELEPHONE NUMBER (213) 633-0112

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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.

Problem or Need for the Program: Courtroom hearings historically have involved paper-driven processes. While the underlying court case management system (CMS) has been electronic for years, to facilitate more efficient administration of cases, this dependency upon hard copy documents had been in place for over 200 years.

The paper process presents many deficiencies. Prior to JBV, official case files were processed as single, physical case files. That single file was used by all individuals involved in the case, including: judicial officers, judicial assistants, court clerical staff, court research attorneys and members of the public. Because everyone interacted with a single file, multiple challenges existed to maintaining case file integrity, including; decreased timeliness in receiving files for review, misfiled documents and files, lost documents and files and the compromised confidentiality of documents with each handling of the file. While other systems and processes (e.g., public computers, case access systems) provided limited access to electronic case files for non-judicial officers, making this case information available to judicial officers emerged as a top priority.

In addition to the associated inconveniences, managing paper case files is costly. The costs associated with paper files include: case jackets, case file storage (active case files at the courthouse, historical case files in Archives), paying runners to transport documents and files between storage and requesting individuals and the cost of copying when multiple people require access to the same case file at the same time.

JBV represents a final and critical phase in the digital journey of these key files. As a modern case management system, it provides long needed access and sharing capacities. Scanning and electronic filing provides integrity and access to all associated digital documents. JBV centralizes and opens the file sharing process to provide judicial officers with the most efficient and effective tool to date. Further, the ability to incorporate personalized case notes and annotations aid in the adjudicative process in a way not possible before.

Description of the Program: JBV became operational in May 2016, concurrent with the Court's CMS upgrade in Probate. It has since been successfully adapted to the unique nuances and requirements existent in Family Law and Juvenile Dependency case types. All three case types now share the same core JBV functionality. Traffic JBV also benefits from this functionality, through a more data-centric perspective.

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So many benefits exist to file sharing through JBV:

- documents are available 24x7, even when someone else is viewing them,
- documents are securely and remotely accessible,
- documents are organized and presented with additional information fields to facilitate access (e.g., date filed, document description, who filed the document); this information historically required direct, physical inspection of the document,
- documents are easily filtered and sortable to streamline access,
- documents are available for electronic annotation (e.g., highlighting, bookmarking and text comments) to aid in judicial decision making. These annotations are not viewable by the public.

In addition, the JBV dashboard offers easy access to:

- both past and future hearing information,
- case party lists, including party type (e.g., attorney, litigant), relationship to other parties and language access needs,
- a secure place for judicial officer to capture information that often proves helpful in the decision making process,
- access to other documents that, while not part of the "official record". Are associated with the case by research attorneys or clerical staff,
- hearing documents that may be a subset of the overall case file, but that provide insight causal elements relevant to associated hearings,
- alerts when documents are filed, configurable by each judge, to highlight any document filings not previously considered, and
- related case access that is denotable, and easily retrieved whenever needed.

JBV provides the ability to move seamlessly between days, between courtrooms/departments (enabling judicial officers to review case files and cover hearings related to other judicial officers, in the case they are absent) and easy searches for documents based on case numbers or titles.

JBV has also been adapted to the unique requirements of each litigation type. For example, in Probate, hearings are often supplemented by probate notes that are compiled by Court Probate Attorneys to ensure completeness and accuracy of underlying files. In Family Law, easy access to an "at a glance" case summary sheet (e.g., when the initial petition was filed, length of marriage, case financial information) quickly organizes and orients judicial officers to core facts of a case.

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In Juvenile Dependency, where cases are managed at the child level, but hearings are managed at a family level (meaning a single hearing could cover multiple children), the system allows note taking at both case and family levels.

The Results/Success of the Program: Judicial officers in Probate, Family Law, Juvenile Dependency and Traffic assignments now use The JBV application every day. In Probate, Family Law and Traffic, the "official record" of the Court is the "electronic record." This means there are no longer any paper case files and no costs associated with obtaining case jackets, storing physical records or dispatching case runners. In Probate, the judicial officer and probate attorneys can simultaneously review the case file. The majority of judicial officers take advantage of JBV's note taking and annotation features. Many judicial officers can now also prepare their calendars while away from the Court, during non-traditional court hours.

The wide-scale adoption of JBV by judicial officers allows the Court to destroy paper, make the official record "electronic record," and to reallocate staff to other areas that further the goals of a digital court.

Worthiness of Award: The Los Angeles Superior Court is on its way to becoming a truly digital court, with its judicial officers operating as major contributors to the success of this vision through their widespread adoption of JBV as the primary and preferred source of access to case files. JBV provides judicial officers with all the resources they need to facilitate optimal decision-making. Feedback received by Judge David J. Cowan, Supervising Judge of Probate, best encapsulates the worthiness of the project:

"Implementing JBV in Probate has changed completely the way judges review and hear cases. We are now essentially a paperless court. Pleadings and briefs are reviewed online in chambers and on the bench. Related documents are all in the same place on JBV. Personal notes can be written and kept in the same program. Significant time is also saved in looking for and reading old or missing files or documents in voluminous cases that have often been pending for many years. Cases can also be reviewed after hours on laptops away from court when there has not been time to do so during the court day. JBV has allowed for the introduction of e-filing - which has in turn changed the practice of law for attorneys. In summary, JBV has allowed us to spend our time focused on doing the substantive work required of us as judges."

The National Association of Counties ("NACo") selected the JBV to receive a 2018 Achievement Award in the category of Information Technology.

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

The JBV project squarely aligns with County strategic goal III.2.3: Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency. JBV supports implementation of technological enhancements and acquisitions that increase efficiency (e.g. infrastructure, software, hardware, applications) including replacement of legacy systems. The Court developed JBV to operate in tandem with the development of parallel, upgraded case management systems and the movement to electronic case files. Once case information (data and documents) became digitized, JBV enabled judicial officers to access and utilize it with maximum efficiency and effectiveness.

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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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