

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: JUSTICE PARTNER PORTAL (JPP)

DATE OF IMPLEMENTATION/ADOPTION: JUNE 2017

(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 The Justice Partner Portal (JPP) provides privileged remote case access to court justice
- 2 partners that have a validated "claim" to view sensitive case information. This claim
- 3 based mode of information sharing utilizes a series of attributes to associate rights with
- 4 appropriate users that can then view case data and documents. The attributes relate to
- 5 established association with a case record (e.g., attorney of record, social worker
- 6 assigned etc.), organizational affiliation (e.g., governmental organization with a signed
- 7 memorandum of understanding to share information with the Court) and current
- 8 employment and role. Once attributes are authenticated, information is shared through
- 9 a secure transport protocol that is consistent with a user's claim. It is not uncommon for
- 10 different users from the same organization to have claims for viewing different levels of
- 11 information.
- 12 JPP is now available to a variety of County justice partners in areas of Juvenile
- 13 Dependency, Probate, Family Law, and Traffic. It extends access to court information
- 14 beyond the locations and business hours of the Court. Over 4,000 users in over 20 local
- 15 governmental agencies are now using the system 24 hours a day, 7 days a week.

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) 633-0126
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-Irby	DATE 7/6/2018 TELEPHONE NUMBER (213) 633-0127 EMAIL swirby@lacourt.org
DEPARTMENT HEAD'S NAME AND SIGNATURE Sherri 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.

The Problem or Need for the Program: Case information (data and document) sharing in the Juvenile Justice system is challenged by the highly confidential nature of the underlying cases. Historically, Juvenile Dependency information sharing in Los Angeles County was transferred through a common, shared system. Over time, the number of county agencies and departments that used the same databases declined. This presented information sharing challenges. In addition, providing juvenile case access for non-county partners was constrained by case access rules narrowly interpreted to require information sharing only within courthouse locations. When the Court replaced its outdated juvenile dependency case management system (CMS), a new way of securely sharing information was required.

One of the challenges in information sharing is establishing claims to information that a given user can apply to system access. For the Court, a "claim" defines what rights an individual has to information based on their "role" (litigant, agency employee, none), their affiliation (employee of Department of Children and Family Service or Probation, member of the public), and their context (at the courthouse, connected through a county network or remote access).

In Los Angeles County, where approximately 100,000 employees work for 35 County agencies and departments, managing all the attributes of a claim is a significant undertaking, requiring that system access be appropriately and securely delegated.

The Justice Partner Portal (JPP) provides the framework and ability to securely manage shared case data and documents with justice partners in Los Angeles County. Access for other privileged users (e.g., non-government attorneys, litigants, self-help organizations) is managed through related identity and access capabilities.

Description of the Program: JPP provides secure access to case information based on user claims. It provides access to case information, calendar information and provides a convenient way of searching for related information.

JPP is used by several government agencies in the County to view court information in Probate, Family Law and Juvenile Dependency cases. JPP is attuned to heightened security concerns surrounding access to juvenile case information.

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Description of the Program: JPP provides secure access to case information based on a user's claim. This access to documents associated with cases and calendars provides a convenient mechanism for searching and accessing critical information.

JPP is currently accessed almost 20,000 times a day, by thousands of employees who work for 28 different agencies. The information is shared through a simple, secure web portal that allows the authenticated user to see case information consistent with their claim. To establish the claim, a series of steps are completed:

1. The justice partner must sign a memorandum of understanding (MOU) acknowledging they will use the information responsibly and consistently with court policies and the law.
2. The justice partner must work with the Court to determine roles (managed through active directory groups that are under the control of the justice partner) for different access levels within their organization.
3. The justice partner's information technology department must add/delete users to/from these groups through their normal identity management processes.
4. The justice partner must terminate/suspend rights of any individual who terminates service with the organization (permanently or temporarily) or who has a role change that no longer requires access to privileged information.

In exchange for assuming the responsibility for managing access to confidential court systems, the Court provides detailed information consistent with each established active directory group.

This means that a social worker (or attorney or operations manager) who works for a given agency with a signed MOU (#1) and works with Juvenile cases (#2) and is actively employed by the organization (#4) and specifically granted access to juvenile information (#3) can obtain privileged remote access to Juvenile case information based on their claim.

As an added layer of protection, each inquiry into the system is logged. This allows individual organizations (and the Court) to monitor access to privileged information. Organizations are required to view these audit logs to ensure access is actively managed. Should information be inappropriately shared, the Court has the ability to identify all users who view a given case file or specific document.

The coupling of claims management and auditability provides "fine grained" control capacities to ensure that individuals (or groups of similar users) can only see information consistent with their claim. This claim can consist of rights that vary from those of other employees in their organization.

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Finally, the system is web-based and information is transmitted using secure protocols. The physical constraints that previously existed, and limited information sharing to court hours at specific courthouse locations was eliminated. JPP is now accessible from anywhere, at any time, provided the user has valid credentials to substantiate their claim.

The net result is that justice partners now have access to more information than they did before, in a more secure manner, with the added flexibility of 24/7 system availability from any location.

The Results/Success of the Program: JPP is used every day to aid justice partners in managing cases that will be handled by the Court. For Juvenile Dependency alone the system is queried 20,000 times a day, by juvenile justice workers from 28 organizations. While the bulk of access occurs between 8:00 am - 5:00 pm Monday - Friday, over eight (8) percent of inquiries occur when the Court is closed. This represents on average over 1,000 inquiries every day that could not have been supported before JPP.

Worthiness of Award: JPP is an essential component of the Court's modernization efforts. Sharing information is key to the effective administration of justice. Securely sharing case information with justice partners helps the entire system work more efficiently. A quote from Randall Harris, Principle Deputy of Los Angeles County Counsel, states JPP's worthiness as an award-winning program;

"I can't even begin to compliment the portal team highly enough. They have been extremely responsive, helpful and professional. The portal finally gives us access to the information we need and is easy to navigate. Thank you so much for providing this excellent tool, as it has really helped our staff do their jobs!"

In addition, based on the success of the Los Angeles vision and implementation, the Court received an Innovation Grant from the Judicial Council of California to expand the JPP capabilities to serve as a foundation for a statewide portal that could eventually benefit all courts, government agencies and users of Court services in California.

The National Association of Counties ("NACo") selected the Justice Partner Portal (JPP) project to receive a 2018 Achievement Award in the category of Information Technology. The Court recently learned that the National Association for Court Management (NACM) will honor JPP with a 2018 NACM Court Technology Solutions Award.

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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 Justice Partner Portal is squarely aligned with County strategic goal III.2.1: Establish a shared information management platform to enable County departments to identify common clients, securely share and exchange data to coordinate service delivery, and perform data-driven analytics to achieve outcomes in support of Board Priorities and other Countywide initiatives. The Court developed JPP in response to requirements for an upgraded case management system, and the movement to electronic case files. Once case information (data and documents) were made electronic, the Court created JPP to allow County partners to also access case information remotely. Case files were previously only viewable at specific courthouse location during business hours. JPP frees access to rightful reviewers, at the times and places most convenient to them and their business aims.

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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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