Warren County Common Pleas Court
Technology Plan

In accordance with Local Rule 4.06, this Technology Plan provides an overview of the Warren County Common Pleas Court's utilizations 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 its 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
Benchmark	Case management software utilized by Court staff and Clerk of Courts.	Manual Benchmark Binder Clerk of Courts	Clerk of Courts Benchmark liaison Court Administrator Clerk of Courts
AdGators	Check in software on kiosk used by Prosecutor's office, defense attorneys, probation officers, pretrial officers, electronic monitoring officers and visitors.	Signage above kiosk	Court Administrator Special Projects Coordinator Bailiffs in area

AdGators	Electronic board located outside of each courtroom for public viewing of each Judge's daily docket.	Self-explanatory	Court Administrator IT Department Special Projects Coordinator Administrative Assistant to Court Administrator
ezJustice OCSS System	Case management system utilized by Court Services department.	Onsite Training	Director of Probation Experienced staff

The Court uses *Benchmark* as its main case management system. The Court's *Case Management Plan* outlines the case management schedule designed to ensure the timely disposition of cases. *Benchmark* contains docketing, case-related financial information and internal case notes. This application is used by both Court staff and the Clerk of Court's Office. Employees can receive access to a testing site on which to practice.

AdGators kiosk software – Used in the attorney waiting room for tracking who has arrived or is waiting for court proceedings. The software notifies designated judicial staff that attorneys, probation officers and specific others have arrived and the proceeding can begin.

AdGators Electronic dockets – Files are downloaded nightly from the *Benchmark system* and updated regularly throughout the day. They are checked against paper dockets to ensure accuracy.

ezJustice *OCSS System* is used in Court Services to track case-related information and internal case notes. (Probation Module)

B. Clerk of Court Functions

The Clerk of Courts uses the following applications to perform its clerk-related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Benchmark	Court-Case Management	Vendor training materials	Clerk of Courts Staff
	Public – online case information	Contact with Clerk's Office and website directions	Clerk of Courts Staff
	Attorneys – online access with log-in	Contact with Clerk's Office and website directions	Clerk of Courts Staff
nCourt	Clerk & Attorneys – Payment software for credit cards	SOP Clerk's manual	Clerk of Courts Staff
onBase	Recorded Journal Entries and Notary Certificates	Self-explanatory	Clerk of Courts Staff

Benchmark allows the Clerk's office to scan and organize filings and enter case information needed for monthly reports such as: the Supreme Court report, Inactivity (dead list), and for tracking Indigent Application fees (Ohio Public Defender report), for tracking sealed cases, filing court documents, attorney access to records, accepting payments and compiling fees into reports.

nCourt is a program that Benchmark uses to process credit cards.

onBase is a program rarely used but worked with an old system. It can still be used to access journalized filings and recordings.

C.   Evidence Management

The Court currently does not have any technological application for the management of evidence.

D.   Filing

The Court and Clerk of Court use the following applications 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
E-filing (criminal)	Electronic court filings	Website	Clerk of Courts
E-filing (civil)	Electronic court filings	Website	Clerk of Courts and Link on Court Rules

The Clerk of Courts accepts filings electronically in accordance with Local Rules 4.04 & 4.05. Instructions are on the Clerk's website and in the appendix of the Local Rules. Case filings are entered daily into Benchmark by deputy clerks from sources such as – the mail, front counter, e-filing, e-mail (civil and criminal only). Filings by prosecutor's and judge's staff are handled mostly through Benchmark (Prosecutor's Office may still file paper forms). Those offices can scan filings directly into Benchmark and direct them into the Clerk's Queue, which are accessed throughout the day. There is an electronic time-stamp method built in for e-files. Summons and Writs that are issued by the court are pulled from Benchmark and have a seal and an electronic signature of the deputy clerk. nCourt now accepts payments for new and existing payments.

The Attorney General works with the program to download tax liens into Benchmark. When initiated by the deputy clerk, it automatically creates case numbers with the image of the filing for each lien loaded into the system. The Clerk's office then will print each one out and file them in a monthly folder for liens.

E.   Fiscal

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Tyler Technologies MUNIS/Time & Attendance	Payroll & Accounting software	Manual, instructions on website	Auditor's Office
Pioneer Benchmark	Court fees & fines	Guide	Clerk of Courts
PayGov	Processing credit card payment	PayGov	CIP staff

	for drug screens		
MS Excel	No pay list tracking	Self-explanatory	CIP staff
Benchmark	Mark/upload payment status	Manual	CIP staff
MUNIS for EM	Pay-in for EM fees	Human Resources staff	EM designated staff
ezJustice Jury	Juror payment	Manual	Jury Commissioner/Fiscal Officer

The *MUNIS* system for payroll and accounting is administered by the Auditor's office. The Administrative Assistant to the Court Administrator uses the software for biweekly uploads of payroll information.
Pioneer *Benchmark* fees and fines is used exclusively by the Clerk of Court's office to process payments received and furnish current account balances.
Clerk's office – All payments received are directed by the Benchmark program to a legal or adult probation account for management. The bookkeeping reports used are Account Balance Listing, Bank Balance Listing, Outstanding hold (open items), and the Daily Close Out report (cashier report). Balances on each case must be calculated manually as the GL codes have not been programmed to balance. Cost bills are mailed out at the close of a case.
With the new addition of the nCourt credit card readers, this payment information is then pulled from the nCourt website and directed into the Benchmark bookkeeping reports.
PayGov – System used for processing credit cards transactions for the payment of drug screens.
Excel/Benchmark – No pay tracking and uploading payment status for drug screens.
MUNIS is used by EM for payments made towards EM fees.
ezJustice Jury – Process juror payments for Petit & Grand Jury

F. 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
Justice AV Solutions (JAVS)	Video and audio recording	Guide, help desk	Court Administrator Bailiff for each courtroom
Zoom (Courtrooms 2-3-4 & Hearing rooms D & E)	Conducting remote hearing/appearances	Online vendor training materials	Court Administrator Bailiffs
ELMO (JAVS)	Presentation software	Verbal instruction through bailiffs	Court Administrator Bailiffs Judicial Staff

Polycom (JAVS) (Courtroom 2-3-4 & Hearing rooms D & E)	Software for video arraignments and to run Zoom calls to jail/prisoners	Pamphlets, verbal	Court Administrator Judicial Staff

JAVS is the digital recording application the Court uses to record court proceedings that are conducted in the courtroom.
The Court utilizes *Zoom* 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.

G. Human Resources

The Court uses the following applications to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County Website	Online employment applications, job descriptions and instructions to submit applications are located on the county website.	With each application or job description	Department Head or Designee
Tyler Technologies	Self-serve MUNIS for staff	Human Resources staff	Human Resources
Tyler Technologies/Payroll/Time & Attendance	Payroll processing/time sheets	Manual	Department Head/Designated staff

The Warren County website contains job applications and job descriptions. User instructions are part of each job notification.
MUNIS self-serve for staff provides access to staff payroll information and access to county insurance member information.

H. Interfacing with Other Entities

The Court integrates with the following applications:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Courts Network	Case disposition and offender reporting	Vendor training materials	Experienced staff
Ohio Community Supervision System (OCSS)	Offender supervision and reporting	Internal training	Court Services
Bureau of Criminal Investigation	Statutory reporting requirements	Vendor training materials	Court staff

| | | | Clerk of Courts staff |

The Court interfaces with the above-listed applications. Instructions for use are available from the vendor.

I. Jury Management

The Court uses the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
ezJustice Jury	Jury management system utilized by court staff	Manual	Jury Commissioner Designated staff

The Court utilizes the *Jury Mark* software from Pioneer Benchmark to manage its jury services in accordance with its jury management plan set forth in Local Rule 6.08. Prospective jurors receive instructions on how to access the questionnaire in the jury service notification letter.

J. Probation

The Court uses the following applications to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Community Supervision System (OCSS)	Offender supervision and reporting	Internal training	Court Services
OHLEG	Reports of criminal history	Online	Director of Probation Designated staff
LEADS	Research criminal history	Must test to complete certification	TAC or Assistant TAC
Tri-Tech (Warren County jail)	Gather incarcerated information	In-house	Warren County Jail
CCIS/ORAS Portal	Data entry of cases for ODRC	Online, manual	ODRC Bureau of Community Sanctions
Justice Web	Gather arrest history from data providers that contribute to the database	Online	Designated Staff
Ohio Automated Rx Reporting System (OARRS)	Monitoring of pharmaceutical prescription history	Online	Designated staff

Redwood Laboratories	Substance laboratory analysis and reporting	In-house	Designated staff
Forensic Fluids	Substance testing and analysis	In-house	Designated staff
CQE	Clients requesting CQE	Website, clerk's office	Designated staff
ICOTS	Information transfer between states	Online manual	Designated staff
Behavioral Interventions – GEO	Management and tracking of supervised clients on electronic monitoring	Via internet by means of desktop, laptop and smart phone	Designated staff
Homewav	Inmate/client communication system via video	In house, online	Designated staff
ICSolutions	Inmate/client communication system via telephone	In house, online	Designated staff
Power DMS	Policy Management System	Online	Court Services, Judicial staff
PowerReady	Training Management System	Online	Court Services staff
Carey Group	Officer Interventions	Online	Designated staff
Relias	Web-based training curriculum	Online	Court Services, Judicial staff

OCSS – In December 2022, CPC Court Services will begin training and ultimately using this case management system that has been adopted in over 65 jurisdictions statewide. Pioneer Benchmark program will still be referenced but will no longer be the primary case management program for CPC Court Services. Pioneer's case management system for the court will continue to be utilized.
OHLEG – This program consists of a considerable number of queries; however, it is primarily used by law enforcement. CPC Court Services has a handful of users, and they rarely access the site's OHLEG SE for verifying criminal and traffic histories statewide.
LEADS – The program is managed by the Ohio State Highway Patrol. There are approximately twelve active operators within CPC Court Services who are certified to use the program, which, for their purpose specifically is to run records, not enter data.
Tri-Tech – This is the jail management system run by the Warren County Sheriff's Office. Users can access a variety of information and can run reports.
CCIS/ORAS Portal – Per certain grant requirements, data must be entered and/or removed within a specific window. Access is granted by the Ohio Department of Rehabilitation and Correction for both CCIS and ORAS. For access to the ORAS Portal, certification is required. Once this occurs, multiple assessments are accessible and can be entered into the Portal. That data is visible to users statewide and can assist in determining supervision and case plans.
Justice Web - Data is provided by a number of courts and jails. The data the CPC is most interest in is arrest and incarceration histories. This is a local staff-only tool that is not accessible to the public.
Redwood Laboratories/Forensic Fluids – Primary labs that CPC Court Services utilizes for urine testing and verification. Drug tests are entered

| here as well. |
| CQE – The Ohio Certificate of Qualification for Employment Online Petition Website. This tool is used for clients to request a CQE and for staff to grant the CQE which reports to ODRC. |
| ICOTS – Interstate Compact Offender Tracking System – Nationwide system used for transferring community control between states and reporting information between receiving and sending states. |

K. Public Access of Court Hearings

The Court uses the following applications to provide access to the public of court hearings:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
YouTube	Live stream of courtroom proceedings	Link to application	Court Administrator Designated staff
JAVS	Live stream to Old Grand Jury room, new conference room & court administrator area to allow for access for public to view court proceedings	JAVS tech	Court Administrator Designated staff

| Court streaming of Courtrooms 2, 3 & 4 is available for the public on the YouTube website. JAVS provides a remote feed to the Old Grand Jury room, new conference room & court administrator area to allow for access for public to view court proceedings. |

L. Records Management/Retention

The Court uses the following applications to manage and retain records:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Benchmark	Scan images and journalize	Self-explanatory	Clerk's Office

| Internally, staff can track an individual's work for a given period of time, or can track filings by date, and/or by filing code. Staff can track case parties by date of birth, SSN, ORC code or partial names. |
| On the docket, depending on the rights given to a user, staff can seal cases, docket lines and/or images. Judges and administrators have access to these, while other users are blocked. There is nothing that the public can see on the website that has been sealed or hidden. At this |

time, the public website does not allow images of filings to be visible. Attorneys can sign up for a username and password to gain access to images.
The Clerk's office is working with the Archives Department for guidance to properly follow the Records Retention Schedule and follow procedures and court orders for storing, microfilming, and/or destroying records.

M. Special Accommodations

The Court uses the following applications to provide services for participants needing special accommodations:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Language Line / Affordable Languages / Translations Unlimited / Deaf Choice	Foreign language interpreter services. Sign language interpreter for deaf.	Supreme Court's website	Court staff
Assisted Listening Devices in all 3 courtrooms	The assisted listening devices provide capability to hear proceedings for those with hearing difficulties.	Court staff	Court staff

In-person certified interpreters approved by the Supreme Court of Ohio. This service is available for anyone not able to speak or understand English. Interpreters are made available for numerous common and uncommon languages. Sign language and captioning is available for deaf individuals.

N. Victim Services

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

O. Website

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County website	To inform the public of all court	Self-explanatory or on website	Warren County IT department

	proceedings and information regarding court related departments and activities.		

The Warren County online website contains information and contacts for Common Pleas Court. Information available for access includes rules & forms, jury duty, specialty courts, Community Control, court case inquiry, internship, court costs, employment opportunities and virtual Courtroom directory. Links are also included for other Warren County entities along with a campus map and phone numbers. Changes to website must be made through the Warren County Webmaster.

FUTURE IMPLEMENTATION PLANS

New Application	Purpose	How Users Receive Instructions	Dept/Role Responsible	Funding Secured (Yes/No)
Benchmark	To keep a running balance on cases for fees, restitution, attorney fees and court costs.	Instructions	Clerk's Office	No

New Hardware	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)
Quadient	Incorporate into Benchmark for recording and tracking certified mail	Clerk's Office	No
SecureWave/Hiplink	Provide panic buttons, strobes, emails and notifications for court security	SecureWave, Telecom	Yes

Clerk's Office – Moving forward with a project involving the Post Office and Quadient; it will provide more efficiency in the processing and organization of the certified mail and parties involved would have better access to tracking numbers. The deputy clerks would not have to spend as much time with phone calls, locating mail receipts and research, and preparing inquiry requests to the Post Office.
SecureWave is a combination of hardware/software that will allow staff to be informed of major incidents in the courthouse by use of strobes outside of the entrances and courtrooms, panic buttons, email notifications and onscreen alerts.

Common Pleas

Check-in Kiosk – replace front information desk with a kiosk for directing visitors and providing information on courthouse proceedings, locations and assistance. Also text notifications to remind of upcoming meetings, hearings or trials.

Jury Payment Kiosk – to compensate jurors for their service at the end of a trial.

Clerk of Courts

Personal ID redaction program to expedite public access to online records.

Public terminals set up for e-filing with access to fillable forms.

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