

# Wood County Common Pleas Court Technology Plan

In accordance with Wood County Common Pleas Court General Division Local Rule 2.07, Wood County Probate Court Division Local Rule 5.3, Wood County Juvenile Court Division Rule 33, and Rule of Superintendence 5(E), this Technology Plan provides an overview of the Wood County Common Pleas Court's utilization 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.

The purpose of this Plan is to:

- Define how the courts use 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 courts 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 courts

## A. Case Management

The courts use the following applications to manage their 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
CourtView	Case management for Clerk of Court and Court staff	Training environment, internal training	Experienced staff
Microsoft Outlook	Court scheduling	Internal training	Court clerical staff
FilePRO	Record management	Internal training	Experienced staff
Appointment Reminder	Sending reminders to court participants	Internal training	Experienced staff

In accordance with Local Rules 4.01 and 5.03 of the General Court Division, the Court uses *CourtView* for their case management system. This system contains case dockets, case-related financial information, and case notes. Training on the system is conducted utilizing both vendor-supplied materials as well as a training site on which users can practice.

*Microsoft Outlook* is used internally as the primary method of scheduling hearings.

In accordance with Local Rule 26.1 of the Wood County Probate Court Division, the Court utilizes *FilePRO* for the storage and recall of all official court records.

*Appointment Reminder* is used by the courts to send text-based notifications to court participants of upcoming hearings, or other official proceedings.

## B. Clerk of Court Functions

The following applications are used in the performance of Clerk-related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CourtView	Case management for Clerk of Court and Court staff	Training environment, internal training	Clerk of Court System Administrator
OnBase	Document management	Internal training	Clerk of Court System Administrator
Point & Pay	Web-based payment system	Clerk of Court website	Clerk of Court staff

The Clerk of Courts Office uses *CourtView* to manage the documentation of cases. The system also contains information for the courts to use, to submit case dispositions to the Supreme Court of Ohio. Training within the Clerk's office is conducted via the training application, where training dockets have been replicated from production using experienced office staff to guide in the processes.

*OnBase* is a document management system that is used across multiple County entities to exchange documents. It is centrally managed through the Clerk of Courts Office and directly interfaces with *CourtView*, *CourtView eAccess*, and *CourtFileNow* to connect electronic documents directly to the docket entry for the case information.

The courts use *Point & Pay*, a web-based portal, to receive payments made to the Court for court-related fees and fines. The portal is accessible directly from a link posted on the Clerk of Court's website.

## C. Detention Center Management

The Juvenile Court Division uses the following application in managing its detention center:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CourtView	Juvenile case and detention center management	Internal training; vendor training material	Juvenile Court Clerical Director

In accordance with Local Rule 20 of the Juvenile Court Division, The Juvenile Court uses *CourtView* to manage information on both juveniles housed inside the juvenile detention center and for juvenile case management. The system allows detention center personnel, medical personnel, and court personnel access to a youth's case including medical services received, treatment plan, and case information. Access is restricted based on the user's role and training is provided by experience court and/or detention center personnel.

#### D. Dispute Resolution and Mediation

The courts use the following application to conduct dispute resolution proceedings (e.g., online dispute resolution, online mediation, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Zoom	Conduct virtual mediations	Court provided documentation	Court Administration

The courts use *Zoom* video conferencing to provide virtual mediation services. Parties may request virtual mediation upon referral of mediation by the Court itself. The Court Administration Office initiates contact with involved parties to determine time and date of a mediation, creates the Zoom meeting, and subsequently sends out the notice of meeting to each party.

#### E. Evidence Management

The General Court Division uses the following application to manage the receipt, distribution, and retention of evidence:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Microsoft Excel	Logging of evidence into inventory	Internal training	Court Reporter

The Court utilizes *Microsoft Excel* for the management of evidence provided to the Court. Record retention of exhibits, logging into inventory, maintaining timelines and dispositions are all functions of the Excel system.

#### F. Filing

The following applications are used 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
CourtFileNow	e-Filing of court documents and submission of electronic payment	Clerk of Court website, internal training	Experienced staff, Clerk of Court System Administrator
Microsoft Outlook	Receiving of criminal case filings	Clerk of Court website	Experienced staff
Fax Machine	Receiving of criminal case filings	Common Pleas Court website	Experienced staff

In accordance with Local Rule 3.02 of the General Court Division, the Court uses *CourtFileNow* as the application to manage the electronic submission of filings to the Court. It provides the ability for parties to submit electronic payment and the ability to electronically sign submitted documents for filing. The system is a web-based system accessible to users and access to the system is maintained by the Clerk of Courts Office.

In accordance with Local Rule 3.03 of the General Court Division, all e-mail filings from attorneys, courts, and the general public are handled through the *Microsoft Outlook* application. Specific instructions regarding e-filing procedures can be found on the Common Pleas Court website. All e-mail and facsimile filings are handled directly through Outlook by the Clerk of Court's Office.

## G. Fiscal

The courts use the following applications for financial management and accounting:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
FINQ	Accounting software	Vendor training materials	Experienced staff, County Auditor
Microsoft Excel	Spreadsheet software	Vendor training materials	Experienced staff
Point & Pay	Web-based payment system	Clerk of Court website	Clerk of Court staff
OnBase	Document Management	Internal training	Clerk of Court System Administrator
Five Point	Web	Internal training	Juvenile court staff

The courts use *FINQ* as their financial management and accounting software. The software is used to create and track purchase orders and invoices submitted to the Wood County Auditor's Office.

*Microsoft Excel* is used to prepare budgetary reports, spending forecasts, and miscellaneous financial spreadsheets. Staff is provided with training on the applicable spreadsheets utilized within their job duties and general training on the application itself is provided by the vendor.

The courts use *Point & Pay*, a web-based portal, to receive payments made to the Court for court-related fees and fines. The portal is accessible directly from a link posted on the Clerk of Court's website.

The Clerk of Courts Office uses *OnBase* as a document management system in the application of certain fiscal processes. The application houses copies of documents such as appropriations, bill backs, strategic budget, etc., prepared in relation to their office budget.

*Five Point* is an accounting software utilized by the Juvenile Court Division for processing of payments for Court-related fees and fines.

## H. Hearings

The courts use the following applications to conduct hearings and related proceedings (e.g., remote hearings, digital recording software, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Zoom	Conduct virtual hearings	Court provided documentation; email	Court clerical staff
Case CATalyst	Court reporting, transcripts	Vendor training materials	Court Reporter
BIS Digital	Digital recording	Internal training	Court staff

The courts use *Zoom* to allow participants in court proceedings to appear remotely. This video-conferencing application leverages real-time audio and video functionality so that the Court and all participants can communicate as if all parties were physically together within the courtroom.

*Case CATalyst* is the stenography application used by the Court Reporters to document court proceedings.

*BIS Digital Software* is used by Wood County Probate, Juvenile, and Domestic Relations courts for the recording, playback and archiving of official proceedings.

## I. Human Resources

The courts use the following application to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Wood County website	Employment opportunities and forms	Website materials	Human Resources

The County website provides access to all employment opportunities currently available with the County. Provided are instructions on how to apply for a position, employee benefits, as well as a link to the County application for employment.

A county-wide payroll application is managed jointly between Human Resources and the Wood County Auditor's Office.



## J. Interfacing with Other Entities

The courts integrate with the following external applications and/or services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Courts Network	Centralized location of statewide case information	Internal training	Clerk of Court System Administrator
FileZilla	Reporting of case type summary; dispositions	Internal training	Experienced staff
Bureau of Criminal Investigation	Record validation	Internal training	Clerk of Court System Administrator

*Ohio Courts Network* is the application used by the courts to submit all case information to the State of Ohio's centralized data repository, housed by the Bureau of Criminal Investigations. This information is used by court jurisdictions across Ohio.

The courts maintain a monthly and annual report detailing the type of cases handled, as well as the disposition of all cases. This information is submitted utilizing *FileZilla* to the Supreme Court of Ohio. Additionally, the Clerk of Courts Office uses *FileZilla* to submit reports such as State Tax Liens and Court Costs Collections to the Ohio Attorney General's Office.

The courts use the Bureau of Criminal Investigation's portal to validate required records have been properly entered into the system. This function is administered specifically by the Clerk of Courts Office staff.

## K. Jury Management

The courts use the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Jury Systems Incorporated	Juror questionnaire management	Printed instruction	Court Administration
Common Pleas Court website	Juror instructions and information	Website material	Experienced staff

In accordance with Local Rule 8.04 of the General Court Division, Local Rule 4 of the Juvenile Court Division, and Local Rule 5.2 of the Probate Court Division, the courts use *Jury Systems Incorporated* (JSI) to manage jury services. The application provides the ability to distribute jury service notifications to prospective jurors, as well as manage the online questionnaire process for each prospective juror. Printed on the notification is a customized QR Code and URL (website), either of which will direct the recipient directly to the online questionnaire.

Prospective jurors can use the Common Pleas Court website to access a comprehensive list of frequently asked questions, instructions for appearance, and educational videos related to jury service. A link to the online questionnaire is also provided on the website.

#### L. Juvenile

The Juvenile Court Division maintains a separate set of Local Rules that pertain specifically to Juvenile Court proceedings and can be found on the Juvenile Court Division website at <https://www.co.wood.oh.us/juvenilecourt/>.

#### M. Probate

The Probate Court Division maintains a separate set of Local Rules that pertain specifically to Probate Court proceedings, and can be found on the Probate Court Division website at <http://www.probate-court.co.wood.oh.us/rules.php>.

#### N. Probation

The courts use the following applications to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Community Supervision System	Probation case management	Vendor training material	Chief Probation Officer
CourtView E-Access	Web-based docket search	Clerk of Court website, internal training	Clerk of Court System Administrator

The *Ohio Community Supervision System* (OCSS) software systems allows for Probation staff to properly manage offender activities, such as automated check-ins, drug screen history, case notes, compliance with court orders, and court activity. OCSS additionally provides a document management system where staff can automatically generate and prepare the necessary documents for the courts and the Probation Department, while an individual is under community control supervision.

#### O. Public Access

The courts use the following applications to provide access to the public (e.g., online docket access, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Clerk of Court Website	Provides online docket access	Clerk of Court website	Experienced staff
CourtView E-Access	Web-based docket search	Clerk of Court website	Experienced staff

The courts provide access to case docket information through the Clerk of Court's website. The website contains a link to the County *CourtView E-Access* web-based portal, through which users can search and access case docket information directly.

#### P. Records Management/Retention

The courts use the following applications to manage and retain records (e.g., document imaging, court proceedings, etc.)

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CourtView	Retention of official court records	Training environment, internal training	Clerk of Court System Administrator
OnBase	Document management	Internal training	Clerk of Court System Administrator
CourtFileNow	e-Filing of court documents	Clerk of Court website, internal training	Experienced staff, Clerk of Court System Administrator

The courts use *CourtView* for the storage and recall of all official court proceedings. All cases heard through the Juvenile Court are managed and retained in accordance with Local Rule 19 of the Juvenile Court Division.

*OnBase* is used by the courts for document management and storage.

The application *CourtFileNow* is used for the e-filing of Court documents, and it retains court dockets and images in one location. It mirrors the information from *CourtView* and *OnBase*.

#### Q. Special Accommodations

The courts use the following applications and equipment to provide services for participants needing special accommodations (e.g., remote language interpreting, assistive hearing, etc.):

Application/Equipment	Purpose	How Users Receive Instructions	Dept/Role Responsible
Listen Technologies	Hearing assistance device	Vendor instruction material	Bailiffs and clerical staff
Language Line	Interpreter for limited English-speaking participant	Internal training material	Experienced staff

*Listen Technologies* hearing assistance equipment is used in all courtrooms to allow case participants and visitors, with a hearing impairment, the ability to hear courtroom proceedings by utilizing specialized listening devices. These devices are also used during court proceedings to allow participants (i.e., jurors, attorneys, prosecutors, defendants, etc.) to better hear audio that is presented as part of the official proceedings.

*Language Line* is used for participants who require special accommodations for limited or no English-speaking abilities. An interpreter is presented through the use of telecommunication conferencing equipment, translating between Court personnel and the participant.



#### **R. Victim Services**

The courts do not utilize any specific applications for victim services, however, the courts recognize 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 courts utilizing one or more of the applications referenced in this plan (i.e., Zoom for remote appearance, etc.).