

JUDICIAL BRANCH

Oregon Judicial Department

Chief Justice Recommended Budget 2015-17

Oregon Branches of Government



Oregon Judicial Department

Mission Statement

As a separate and independent branch of government, our mission is to provide fair and accessible justice services that protect the rights of individuals, preserve community welfare, and inspire public confidence.

Goals

- Access: Ensure access to court services for all people
- Trust and Confidence: Earn the public's enduring trust and confidence
- **Dispute Resolution:** Help people choose the best way to resolve their disputes
- Partnerships: Build strong partnerships with local communities to promote public safety and quality of life
- Administration: Make courts work for people

What We Do

Oregon state courts strive every day to provide impartial justice completely and without delay, while being open and accessible to all Oregonians.

COURTS ARE AT THE CORE

of the Critical Path to Preservation of Public Safety, Protection of Families in Crisis, and Economic Stability of Oregon



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4



Major Budget Drivers and Environmental Factors

The court system is a reactive institution by design. "Everything" can come through our doors. We resolve the disputes that parties bring to the courts.

Law Changes

- State and federal laws and constitutions (rights, remedies, crimes, and mandates)
- Ballot measures and initiatives
- Case law decisions
- Jurisdiction and venue changes
- Procedures in civil, criminal, family, and other case types

Economic and Demographic Factors

- Adult and juvenile crime rates
- State's economic and employment health (poverty and unemployment levels)
- Demographic factors and changes (i.e., population growth, age, and diversity; number of children under age of 18)
- Prevalence of substance abuse, poverty, domestic violence, and other social stressors
- State / Federal revenue and funding stream changes

Workload Drivers

- Volume and type of court filings
- Case complexity (i.e., seriousness or severity, number of claims, number of parties, procedural steps and hearings)
- Increases in self-represented parties (pro se)
- Availability and adequacy of technological management tools
- Increases in treatment court services
- Demand for data and information
- Statutory deadlines, timelines, and priorities

Criminal Justice Partner Activity

- State and local law enforcement levels (arrest rate and investigation)
- District attorney and public defender staffing levels
- District attorney charging decisions, including felony vs. misdemeanor vs. violation
- Availability of jail and prison space
- Availability of pretrial, probation, and post-prison supervision services and staffing levels
- State and local human services staffing and services levels
- State and local prevention, intervention, and treatment resources available including substance abuse and mental health services

Chief Justice Budget Priorities

IMPROVE ACCESS TO THE COURTS AND TIMELY JUSTICE BY:

- Maintaining courts open every judicial day and operating at effective levels of case processing, with adequate judicial resources
- Completing implementation of Oregon eCourt in remaining 17 Circuit Courts and the Tax Court and institutionalizing maintenance by funding infrastructure support
- Funding Judicial Compensation at POCC recommended level + CPI
- Increasing court staff support for families, self-represented parties, and protected persons
- Funding permanent court staff for drug and other specialty courts
- Providing safe and suitable court facilities

Ongoing Challenges

- Delivery of core court services by fewer court staff has resulted in:
 - Reduced daily public service counters and phone coverage hours
 - Longer public wait times and fewer court services to provide assistance
 - o Delays in scheduling, entry of judgments, and warrant recalls
- Increased numbers of self-represented litigants entering the court system with fewer court resources to provide assistance
- Uncertain funding sources to support successful Treatment and Specialty Courts
- Implementation of the Oregon eCourt Program in courts operating with insufficient resources
- Address serious life / safety and security issues that exist in many court facilities

Court Structure and Administration

OJD Court Jurisdiction Structure



- Effective January 1, 1983 the Legislature consolidated Oregon's district, circuit, and appellate courts into a unified, state-funded court system known as the Oregon Judicial Department (OJD). Municipal, county, and justice courts continue outside of the state-funded court system and control.
- The judges of the Supreme Court, Court of Appeals, Tax Court, and Circuit Courts are elected for six-year terms.
- There are 27 judicial districts comprised of one or more counties. (See map next slide)

Oregon Judicial Districts



There are 27 judicial districts with a circuit court in each county.

Supreme Court

- Seven Justices; elected statewide; select Chief Justice; hear cases en banc (as one panel): State Court of Last Resort
- Discretionary review of Court of Appeals decisions; accept or deny petitions for review
- Required Review (statutorily mandated jurisdiction)
 - Direct appeals in death penalty cases
 - Appeals from Tax Court decisions
 - Review of attorney discipline and judge discipline
 - Review of ballot measure titles
 - Prison and energy facility siting disputes
 - Other direct review cases
- Discretionary Review with original jurisdiction
 - Habeas corpus
 - Mandamus
 - Quo warranto
- **Stats:** Average 900-1000 filings per year
- Programs: Appellate eCourt (electronic from filing to disposition); electronic brief banks; web-casting of oral arguments; court outreach program to hold oral arguments in schools and communities



Court of Appeals (Intermediate)

- 13 judges elected statewide; usually sit in three-judge panels
- Must accept and decide all:
 - Appeals from circuit courts (criminal, civil, domestic relations, juvenile)
 - Appeals from state agency rules and actions
 - Appeals from local government decisions
- Part of the Appellate eCourt system
- Stats: Appeals filings range from 2600-3000 per year
- Programs: Appellate Commissioner's office; Appellate Settlement Program; Trading Benches Program; court outreach program to hold oral arguments in schools and communities

Tax Court

- Sole jurisdiction over matters arising under state tax laws
- Regular Division: One statewide elected Tax Court judge; presides over trials without a jury on matters of direct jurisdiction; appeals go to Supreme Court
- Magistrate Division: Three appointed Tax Magistrates; informal proceedings try or mediate all assigned tax appeals; appeals to Regular Division (except no appeal of small claims decisions)
- **Stats:** Last two years 1,152 appeals filed; 815 property tax / 337 income tax

Circuit Courts

- General jurisdiction trial courts
- Courts of record
- 27 judicial districts

Public Safety

- Felonies and misdemeanors
- Violations
- Juvenile delinquency
- Protective orders (stalking, domestic violence, elder abuse)

Economic Functioning

- Establish and collect debts
- Foreclosures
- Interpret and enforce contracts
- Personal injury
- Landlord / tenant
- Consumer protection
- Employment disputes

Families in Crisis

- Dependency (child abuse and neglect)
- Child support
- Domestic relations (divorce, child custody, adoption)
- Termination of parental rights

<u>Other</u>

- Civil commitment
- Post conviction
- Probate
- Guardianship / conservatorship

Stats: Average 542,000-552,600 cases a year or over 1 million cases a biennium; each case can require many activities and events in pre-trial, trial, and post-judgment phases; some (e.g. juvenile) last many years

Circuit Court Functions

- Provide appropriate and timely dispute resolution
 - Docket management and case management
 - Treatment / Specialty courts dockets
 - Arbitration / mediation programs (e.g. Family, Small Claims, FED, etc.)
 - Settlements, jury, and court trials; expedited or informal proceedings
- Assist self-represented litigants (in-person and self-help)
- Provide ADA and language services for proceedings
- Appoint and / or preside over statutory advisory committees (criminal justice, family law, court security / emergency preparedness)
- Maintain public outreach activities
- Coordinate with OJD initiatives (legislative, outreach, docket management, access to justice, etc.)
- Adopt Supplemental Local Rules (SLRs) to structure local processes in accordance with Chief Justice's statewide Uniform Trial Court Rules (UTCR)
- Maintain positive relationships with government agencies and community partners

Treatment and Specialty Courts

- <u>Benton</u>: Adult Drug
- <u>Clackamas</u>: Adult Drug, Community, Domestic Violence, DWI, Family Dependency Treatment, Juvenile Drug, Mental Health
- <u>Clatsop</u>: Adult Drug, Family Dependency Treatment, Mental Health
- <u>Columbia</u>: Adult Drug, Family Dependency Treatment
- <u>Coos</u>: Mental Health
- Crook: Adult Drug
- Curry: Mental Health
- <u>Deschutes</u>: Domestic Violence, Family Dependency Treatment, Mental Health
- **Douglas**: Adult Drug, Domestic Violence
- Harney: Adult Drug
- Hood River: Adult Drug
- Jackson: Family Dependency Treatment
- Jefferson: Adult Drug, Mental Health
- Josephine: Adult Drug, Mental Health
- <u>Klamath</u>: Adult Drug, Family Dependency Treatment, Juvenile Drug, Veterans

- Lane: Adult Drug, Juvenile Drug, Veterans
- Lincoln: Mental Health, Domestic Violence
- Linn: Domestic Violence, Family Dependency Treatment, Juvenile Drug
- <u>Malheur</u>: Community, Juvenile Drug, Mental Health
- <u>Marion</u>: Adult Drug, Family Dependency Treatment, Juvenile Drug, Mental Health, Veterans, Other
- <u>Multnomah</u>: Community, Domestic Violence, DWI, Mental Health, Veterans, Other
- Polk: Adult Drug
- <u>Union</u>: DWI, Family Dependency Treatment, Juvenile Drug
- Wallowa: DWI, Juvenile Drug
- <u>Wasco</u>: Adult Drug, Family Dependency Treatment
- <u>Washington</u>: Adult Drug, Juvenile Drug, Mental Health
- <u>Yamhill</u>: Adult Drug, Family Dependency Treatment, Juvenile Drug, Mental Health, Other

Case Filing in Circuit Courts

Case Category	2011 (OJIN)	2012* (OJIN/OECI)	2013* (OJIN/OECI)
Civil	68,997	70,090	75,187
FED	23,452	22,562	20,004
Small Claims	73,673	76,075	70,259
Dissolution	17,176	17,397	16,790
FAPA	10,818	10,181	9,649
Other Dom. Rel.	19,925	17,701	17,459
Felony	31,086	31,980	32,464
Misdemeanor	59,589	57,529	53,029
Violation	214,654	211,504	215,080
Juvenile	14,013	12,924	11,783
Mental Health	8,871	9,459	9,582
Probate	10,347	10,196	10,642
Total	552,601	547,598	541,928

*Footnote: 2012-2013 – uses two system case management systems that have different counting events, so not direct correlation.

Circuit Court Filings by Case Type, 2013



- Felony case filings have the greatest proportional impact on the courts, requiring extensive use of combined staff and judicial resources
- Violations, Small Claims, FED cases represent large numbers of filings but require comparatively less judicial and staff resources per case; violations also represent 75% of the fines revenue collected by OJD
- Juvenile, Civil, Domestic Relations cases constitute a greater percentage of judicial time than staff time to process these cases

Translating Filings into Workload

Oregon Circuit Courts in CY 2013

Percent of Cases Filed in 2013

% Judicial Workload Generated

% Staff Workload Generated



Office of State Court Administrator (Unified State Court System Infrastructure)

- Assist and support the Chief Justice in carrying out statutory statewide administrative duties
- Court administrator for the Supreme Court, the Court of Appeals, and Tax Court
- Through division managers, deliver infrastructure services to the courts (budget, accounting, legal counsel, technology services, security, human resources, audit, education)
- Provide statewide personnel plan administration and enforcement
- Prepare and submit budget requests, legislative reports, and fiscal impact statements for state court system
- Implement budgets and legislative changes affecting OJD
- Survey court administrative methods, business, and conditions
- Provide statewide public information services regarding the courts and statistics
- Provide education, training, and technical assistance programs for judges and staff
- Manage grants
- Set retention schedules, policies, and standards for court records
- Administer Citizen Review Board (foster care review) program and Juvenile Court Improvement Program
- Administer Certified Shorthand Reporter Program
- Administer Court Interpreter Certification Program and services
- Ensure compliance with federal and state "entity" legal requirements for OJD

OFFICE OF THE STATE COURT ADMINISTRATOR (Organization/Main Areas of Responsibility) (January 2015) Oregon eCourt **Chief Justice** Executive Sponsors Internal Auditor Oregon eCourt Program State Audits Liaison Financial and Implementation of Statewide State Court Compliance Audits Program and Subproject Delivery Administrator Risk Assessments and Transition through Special Investigations 2016* (ETSD, OETO, BFSD) Office of the State Court Administrator Office of Education, Juvenile and Family Appellate Court Business and Enterprise Executive Legal Human Training, and Court Programs Services Division Technology Services Counsel **Resource Services** Fiscal Services Division Outreach Services Division Division Division Division Division Citizen Review Boards Judge Ed. Programs Appellate Courts HR Advice/Tech. OJD Budget Mgmt. Automated Systems OJD Communications OJD Counsel Advice (CRB) Records Office Asst. Staff Ed. Programs • IT Enterprise Mamt. Central OJD Reception AG Services Accounting Systems Juvenile Court (COA/SCt.) OJD Personnel Rules Statewide Conference Coordination Improvement Program · Capital Assets Mgmt. • IT Network Security & Support Services Appellate eFiling • EE & Labor Relations (JCIP) & Meetings Support OJD Litigation Mgmt. • IT Desktop Support OJD Policy Coordination Revenue OJD Publications Classification and Juvenile Statistics OJD Outreach OJD Tort Claims Administration IT System OJD Mail Services Compensation Programs VAWA Grants Maintenance Records Issues OJD Contracts/IGAs Mandated Payments State Law Library Communication Prgms for Legis/Media/Public Payroll/Benefits OJCIN Online Family Law • IT System Programs Intergovernmental OJD Fee Schedules Personnel Records Accounts • IT System Training Relations (Fed./St.) • Family Court Programs OJD Legal Opinions Oregon eCourt Personnel Policies Collections Program Videoconference and OJD Legislative Self-Represented Communication, Org. Change, & Training* Subpoena Job Recruitments Litigant (SRL) Services Program Wireless Services Coordination Procurement Services State ADA Coordinator • Workers' Comp. Probate Webmaster Services Contract Payments • OJD Forms Liability Issues Claims Civil/Criminal Law • E-gov't Services Management Grants Management Guardianship & Bankruptcy Court Issues Worker Safety Conservatorship CREW Committee ACP/Verification Prgm. Helpdesk Issues Judicial Conference • HR Committees and Support Soldier/Sailors Relief Oregon eCourt Fiscal Project Management Annual Report Boards • Pro Tem Judges Prgm. Act Issues Services* Office Business Process FMLA/OFLA Issues CIO - Oregon eCourt • UTCR Committee Facility IGAs Documentation & Prgm. Administration & •CSR Program Training Support Security & Emergency Preparedness Office Court Language Access Services Security, Emergency Preparedness, & Business Continuity Program Interpreter Testing/Training Court Security Plans Certification/Renewal Physical & Location Security/Events Professional Code of Conduct • Emergency Response Trailers Sign/Language Interpreter Services & Scheduling Court Incident Reporting Translations

Security Training

Security Management

Security Standards

KWC:jm/OSCA Org-Main Responsibility 2015-01

Remote Video Interpreting Services

• OJD LANGUAGE Access Plan

Major Court Governance and Reform Initiatives 2013-15

OJD Court Administration Overview

- <u>Chief Justice</u>: Supervises the state court system, appoints the Chief Judge of Court of Appeals, Presiding Judges of the circuit courts, and the State Court Administrator
- <u>State Court Administrator</u>: Chief Operating Officer, exercises OJD administrative authority and policy leadership for the Chief Justice and the courts carried out through division directors and staff
- Presiding Judges: Oversees the local docket management and operations of circuit courts, appoints and works with the Trial Court Administrator
- <u>Trial Court Administrators</u>: Manages day-to-day operations of assigned circuit court and its programs and services
- Judicial Conference and Committees: Groups established by statute, Chief Justice Order, policy, or charter that study the organization, jurisdiction, procedure, practice, and methods of the administration and operation of the courts and make recommendations for improvement

OJD Governance and Advisory Structures



Court Reengineering and Efficiencies Workgroup (CREW)

- Began 2010 to provide a structure to evaluate and improve judicial organization and administration
- Subcommittees
 - <u>Communication</u> Best methods / systems to distribute and exchange with stakeholders, attorneys, the public
 - <u>Business Processes</u> With Odyssey, evaluate how we can improve workflows and docket procedures in a consistent statewide manner
 - Organization and Structure Changes to promote effective ways to deliver timely judge sharing and remote judging services statewide
- Recent Actions:
 - Adopted OJD Strategic Plan 2014-2019
 - Adopted Oregon Docket Management Initiative and statewide principles
 - Manage and review interactive forms for statewide consistency
 - Promote consistency in business processes

OJD 2014-2019 Strategic Plan

- Identifies key strategic areas and action items for five vision goals
- Continues strategic areas and objectives from 2009-13 Strategic Plan
- Aligns with CREW and Chief Justice priorities
- <u>Highlights / Examples</u>:
 - Implement the Oregon eCourt Program Plan
 - Implement a Court Facilities Renewal Plan
 - Adopt State Docket and Caseflow Management Principles
 - Improve Public User Services for Self-Represented Litigants
 - Provide Continuity and Stability for Treatment Courts
 - Promote Juvenile Court Improvement
 - Automate Performance Measure Data Collection



Budget Structure and Changes



OJD Budget Components General Fund

Judicial Compensation

Operations

- Supreme Court, Court of Appeals, and Tax Court
- Circuit Courts
- Office of the State Court Administrator

Mandated Payments

- Trial and Grand Jury Compensation
- Interpreters
- ADA Compliance
- Oregon eCourt Maintenance



OJD Budget Components (By Fund Type and Source)

General Fund

- Debt Service
- Third-Party Collections
- Pass-Throughs (County Law Libraries and Mediation Funds; Council on Court Procedures; Oregon Law Commission)

Other Funds / Federal Funds

- Security and Facility Funding (CFA)
- State of Oregon Law Library (OF)
- Publications (OF)
- Application Contribution Program (OF)
- Technology Fund (OF)
- Citizens Review Board / JCIP Grants (OF/FF)
- Other Grants (OF)
- Oregon Courthouse Capital Construction Improvement Fund (OCCCIF) (OF)
- Legal Aid Pass-Through (OF)

Judicial Department Permanent Staff by Biennium

Significant permanent staff losses during recession



Revenue and Collections

OJD Biennial Revenue

Revenues consist of:

- Statutory filing and case fees (to GF)
- Court fines (to CFA)
- Restitution (to Crime Victims / Other)
- Funds from other state agencies and grants (to Other)
- Publication sales and subscriptions (to Other)

continued...

OJD Biennial Revenue

■ General Fund ■ CFA ■ Other



Revenue Changes, 2009–2015

- 2009-11
 - HB 2287 increased revenue by approximately \$30 million through increased fees and offense surcharges to replace GF shortfalls
- 2011-13
 - HB 2712 continued the revenue levels from HB 2287, but directed the revenue to GF and CFA
- 2013-15
 - GF and OF projected revenues remain stable
 - Projected CFA revenue decline may be caused by:
 - Decline in revenue from original HB 2287 surcharges and assessments; revenue was directed into the CFA in 2012 and collections on those cases had mostly been completed
 - · Fewer violations cited into circuit courts
 - Collection referrals temporarily delayed during Oregon eCourt go-live activities
- 2015-17
 - OF revenue projected to increase
 - Projected GF and CFA revenue decline may be caused by:
 - Decline in violations and other non-criminal case filings
 - Collection referrals temporarily delayed during Oregon eCourt go-live activities

2015-17 Estimated Revenue Distribution

\$264 million Total Funds



Collection Systems

Court Staff

 Cashiering, setting payment plans, initial collection letters, monitoring drivers license sanctions and reinstatements.

OSCA Staff

- **Centralized Debt Management:** Assign delinquent debt to DOR or private collection firms, maintain statewide debt management automation.
- Continuous Referral: Assigned all delinquent and inactive debt, "stale debt," to outside collections; over 70% of outstanding receivables currently placed for collection.
- Other Collection Activities: Use of tax refund intercept, wage garnishments through DOR / PCFs, and license sanctions reinstatement.
- Provide Assistance: Assist court staff with collections / accounting functions, support financial system, perform analysis of financial and collections data.
- Develop Efficiencies: Develop and pilot innovations for implementation at a statewide level (i.e., Central Violations Bureau, Automated License Sanctions, Electronic Deposit, Electronic / Online Payment).


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Budget Overview Current Service Level

2015-17 Chief Justice Current Service Level

(by funding source in millions)



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2015-17 Chief Justice Current Service Level All Funds



2013-15 LAB v. 2015-17 CSL



\$ millions

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2015-17 CSL Changes from 2013-15 LAB

• <u>General Fund</u> changes (+6.78%):

- Debt Service (+\$6 million)
- Staff Personnel Plan Adjustments and Phased in Court of Appeals Panel (+\$10 million)
- Classification Study of Manager/Technical (+\$1.8 million)
- State Government Service Charges (+\$4 million)
- Inflation (+\$2 million)
- Flexible Benefits (+\$3 million)

• Other Fund changes (-68.92%):

- 2013-15 Oregon eCourt Program (-\$24.5 million)
- 2013-15 OCCCIF (-\$38 million)
- Supreme Court Building (-\$4.4 million)
- State Court Facility Account (Capital -\$3.5 million)

Budget Overview Chief Justice Recommended Budget Policy Option Packages

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Major Elements of Chief Justice Recommended Budget

Continue Services from 2013-15

- Fund the Current Service Level budget
- Renew services funded in 2013-15
 - Finish implementation of Oregon eCourt
 - Local courthouse replacement and improvement

Chief Justice Priorities for New / Restored Funding

- Provide resources to support and maximize benefits from Oregon eCourt system
- Continue progress toward appropriate judicial compensation
- Seismic and system upgrades for century-old Supreme Court Building
- Stabilize court security funding for circuit courts
- Improve court services by adding judicial and staff resources
- Help families in crisis access justice
- Stable funding for Treatment Courts



Policy Option Packages (\$ in millions)

GF OF TITLE FTE PKG **DESCRIPTION & PURPOSE** COST COST Oregon eCourt Debt Debt service requirements for new bond sales to support continued 301 \$2.9 Service Oregon eCourt development and implementation. Complete the implementation of Oregon eCourt, provided funding 22.24 302 Oregon eCourt Program \$17.3 through the sale of XI-Q bonds. **Courthouse Capital** Construction & Debt service and cost of issuance associated with increased bonding 303 \$3.8 \$1.1 Improvement Debt sold during 2015-17 biennium. Service Courthouse Capital Funds to be distributed to counties for the state match portion for 304 **Construction &** \$34.9 courthouse replacement projects. Improvement 305 Judicial Compensation \$4.9 Salary increases for judges; assumes a two-stage implementation. New Judgeships and 306 \$0.8 3.36 Three new judicial positions and support staff in trial courts. Support Staff Centralized Family Law 307 \$0.5 3.0 Increased resources to support the Family Law Program. Program **Continued Effective** Support for drug court coordinators and related positions, allowing Circuit Court Programs 15.75 308 \$2.8 program security and success. (Drug Courts) Support Effective Circuit Trial court resources to assist Oregonians in accessing the courts when Court Programs (Family \$1.1 8.85 309 they choose to be self-represented. Law/Pro Se Facilitation)

Policy Option Packages (\$ in millions)								
PKG	TITLE	GF COST	OF COST	FTE	DESCRIPTION & PURPOSE			
310	Circuit Court Public Service Staff	\$2.3		18.4	Funding to achieve minimum service-level requirements at the local court level.			
311	eCourt Technical Ops, Training and Business Process	\$1.2	\$3.3	20.26	Permanent staff support for Oregon eCourt (Odyssey) Operations as implementation is completed and training, maintenance and support move to the GF.			
312	Treatment / Specialty Courts Grant Funding		\$3.3	14	Authority and expenditure limitation for grants that either extend into the 2015-17 biennium or are expected to be renewed.			
313	Restore Local Court Security Account Funding Levels		\$2.5		Restores funding through the Criminal Fine Account to local security accounts to match 2009-11 funding levels.			
314	Local Court Facilities Infrastructure		\$3.7		Funding from the Criminal Fine Account for priority life-safety and other projects in county courthouses.			
315	Supreme Court Building Preservation and Seismic Retrofit		\$19.8		Capital Construction funds and bonding authority to perform further replacement, renovation, and seismic upgrades to the Supreme Court Building. An additional \$10 million is required to meet the seismic event level planned for the State Capital Building.			
316	Judicial Resources Pro- Tem and Hearings Referees	\$2.7		4.55	Additional resources to circuit courts in the form of Pro Tem judge support and new Hearings Referees to reduce case backlog and days t trial.			

Oregon eCourt Program

Policy Option Package 302 – Oregon eCourt Program (\$17.3 million OF, 22.24 FTE): Funds complete implementation of the program in the 2015-17 biennium. The Oregon eCourt Program is a comprehensive business transformation and service delivery initiative, launched in 2008.

Policy Option Package 301 – Oregon eCourt Debt Service (\$2.9 million GF): Required debt service for additional bond funding for program activities funded during the 2015-17 biennium.

Policy Option Package 311 – Oregon eCourt Technical Operations, Training, and Business Process (\$1.2 million GF, \$3.3 million OF, 20.26 FTE): Provides permanent staff support for Odyssey operations as implementation is completed and training, maintenance, and support move to the General Fund. Increases capabilities to provide resources to circuit courts as operational process and information technology infrastructure changes are made to leverage the full capabilities of the new Oregon eCourt Odyssey system.

Judicial Compensation

Policy Option Package 305 – Judicial Compensation (\$4.9 million GF): Enacts Public Officials Compensation Commission recommendations with a cost-of-living adjustment for Oregon's 194 elected judges, who remain among the lowest-paid state judges in the country. 2015 HB 2338

Expected Outcomes of Package: The requested funding will move judicial salaries closer to the national median and help ensure that the State of Oregon can continue to attract qualified candidates, and promote a diversity of expertise among Oregon's trial and appellate judges.



Judicial Compensation

CIRCUIT COURT JUDICIAL SALARIES
(July 1, 2014 – NCSC)RankingStateAmountImage: District of Columbia\$ 199 100

I	District of Columbia	\$ 199,100
2	Hawaii	\$ 189,456
3	Illinois	\$ 187,018
4	California	\$ 184,610
 	US Average	\$ 159,334
 26	Arizona	\$ 145,000 POP #305
27	lowa	\$ 43,907 \$144,342
 41	WestVirginia	\$ 126,000
42	Kentucky	\$124,620
49	Oregon	\$ 119,468*

*Oregon salaries increased to \$124,468 effective 1/1/2015

JUDICIAL BRANCH

Helping Families Access Justice (OSCA)

Policy Option Package 307 – Centralized Family Law Program (\$0.5 million GF, 3.0 FTE): Restore resources to support the state court Family Law and Protected Persons Programs.

Expected Outcomes of Package: Restore centralized family law resources in the Office of the State Court Administrator to:

- Provide program and analyst support for state court programs for selfrepresented and self-help persons in areas of domestic relations, other family law, guardianship, and conservatorship (protected persons)
- Create consistent and up-to-date tools, materials, to support court program operations in family law, guardianship and conservatorship, and forms
- Provide support for legislative interactions and task forces
- Coordinate improvement efforts for OJD and service partners and volunteers in family law, guardianship, and conservatorship
- Enhance coordination between OJD and service partners on intersecting processes and programs (e.g., DOJ Child Support, parenting, and visitation)
- Oversee mandated Appropriate Dispute Resolution (ADR), Family Law Mediator qualifications rules

Helping Families Access Justice (Circuit Courts)

Policy Option Package 309 – Support Effective Circuit Court Programs (Family Law/Pro Se Facilitation) (\$1.1 million GF, 8.85 FTE): Provides trial court resources to assist Oregonians in accessing the courts when they choose to be self-represented. (Companion package to POP #307)

Expected Outcomes of Package: In-person resources will be available in the courthouse to assist parties in navigating the judicial system for family law matters and for self-represented and self-help litigants. Court Facilitators help individuals by providing materials, forms, and resources. Court Facilitators help make court processes more efficient by judges having the necessary and complete forms and documents for matters before them with self-represented persons.



Fund Treatment / Specialty Courts

Policy Option Package 308 – Continue Effective Circuit Court Programs (Drug Courts) (\$2.8 million GF, 15.75 FTE): Provides GF support for drug court coordinators and related positions, allowing program stability and success.

Expected Outcomes of Package: Due to the complex, multifaceted nature of drug courts, stabilized funding for coordinator positions will ensure effective programs are maintained and consistent reporting is performed so that best practices can be measured and replicated.



Policy Option Package 312 – Treatment / Specialty Courts Grant Funding (\$3.3 million OF, 14 FTE): Provides authority and expenditure limitation for grants that either extend into the 2015-17 biennium or are expected to be renewed. This entire Other Funds limitation is needed if POP #308 is not accepted to continue providing Treatment / Specialty Court functions performed by OJD employees.

Expected Outcomes of Package: If POP #308 is approved, this policy option package can be reduced to approximately \$0.5 million to provide the Other Funds limitation for existing grants into 2015-17 biennium not covered in POP #308.

Improve Court Services (Judicial Resources)

Policy Option Package 306 – New Judgeships and Support Staff (\$0.8 million GF, 3.36 FTE): Funds three new judicial positions and support staff in circuit courts. 2015 HB 2337

Expected Outcomes of Package: Adds one new judicial position and support staff in Marion, Washington, and Multnomah Circuit Courts.



- The last increase in elected judicial positions in these three counties was the 2001-03 biennium
- The last increase in any circuit court judgeships was in the 2005 session (elected position terms commenced Jan. 2007)
- Since 2001, population has risen by approximately 220,000 residents (represents over half the population growth in Oregon during time period)
- Weighted judicial workload studies conducted each biennium consistently qualify these courts' needs for more than two judgeships each no matter the level of case filing fluctuations annually
- No other court has similar trends over the past decade
- Each of these courts has space for courtroom and offices

Improve Court Services (Judicial Resources)

Policy Option Package 316 – Judicial Resources Pro-Tem and Hearings Referees (\$2.7 million GF, 4.55 FTE): Funds additional resources to circuit courts in the form of Pro Tem judge support and new Hearings Referees to reduce case backlog and days to trial.

Expected Outcomes of Package: Provides Hearings Referee positions in Deschutes, Josephine, Marion, and Linn Counties and specific Pro Tem judge funding in nine counties to reduce case backload and reduce disruptions in court calendaring and trial assignment. These judicial resources are in addition to requests for new judgeship positions in POP #306.

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These courts have demonstrable needs for on-going dedicated supplemental judicial resources to keep dockets current. Pro Tem and Referee positions allow for full and/or part-time assistance as needed for, specific caseloads and coverage hours or for multiple locations. This allows coverage to be arranged for times when courtroom space is available or adjustments as case filings fluctuate.



Improve Court Services (Staffing)

Policy Option Package 310 – Circuit Court Public Service Staff (\$2.3 million GF, 18.4 FTE): Provides funding to achieve minimum service-level requirements at the local court level.

Expected Outcomes of Package: Due to significant FTE reductions in court operations staff during the past recession, while circuit courts are open on most business days, many are not operating full hours of service. Service issues during peak access times at counters continue to impact Oregon's busiest courthouses. This package is designed to add additional clerical positions, to be assigned by the Chief Justice, to deliver the following service-level requirements:

- Ensure a 72-hour maximum for timely entry of court documents for enforcement of legal rights and judgments
- Ensure a 24-hour maximum for timely entry of recall of arrest warrants notifications
- Support a minimum of 7 hours of daily public and telephone access to court services

Safe and Suitable Courthouse Facilities

Policy Option Package 314 – Local Court Facilities Infrastructure (\$3.7 million OF): Provides funds from the Criminal Fine Account for priority life-safety and other projects in county courthouses.

Expected Outcomes of Package: Fund projects prioritized in coordination with the Association of Oregon Counties (AOC) Court Facilities Task Force. Includes fire alarm systems, fire sprinkler systems, ADA access, electrical upgrades, safety and security upgrades, and other critical building systems. Actual expenditures are based on engineering studies and competitive bids.





Safe and Suitable Courthouse Facilities

OJD State Court Facilities and Security Account 2013-15 Funding \$3.55 Million – Five Projects

Union County Courthouse Replacement \$2 million



1930 era hospital worst rated courthouse



New County Courthouse Spring '15 groundbreaking



- Curry County Courthouse Roof Replacement \$150,000
- Life/Safety and Access Projects \$1.4 million
 - Gilliam County Fire suppression system and alarms
 - Curry County Fire suppression system and alarms
 - Columbia County Elevator replacement / ADA

<u>Safe and Suitable Courthouse Facilities</u> State Matching Funds for Courthouse Replacement

Policy Option Package 304 – Courthouse Capital Construction and Improvement (\$34.9 million OF): Provides state bonds for matching funds for county courthouse replacement projects.

Policy Option Package 303 – Courthouse Capital Construction and Improvement Debt Service (\$3.8 million GF, \$1.1 million OF): Provides debt service and cost of issuance associated with increased bonding sold during the 2015-17 biennium. This is a companion package to POP #304.

Expected Outcomes of Packages: This package completes the Jefferson courthouse, continues the Multnomah project, and provides initial funding for projects in Lane, Hood River, Tillamook, and Crook counties.

<u>Safe and Suitable Courthouse Facilities</u> State Matching Funds for Courthouse Replacement

2015-17 Planned Courthouse Replacement Projects

- Ongoing project funding from projects approved in 2013-15
 - Multnomah County \$24.6 million
 - Jefferson County \$2.5 million (finish project)
- New projects \$7.8 million
 - Crook County
 - Hood River County
 - Lane County (planning)
 - Tillamook County
- Bonding / limitation for bonded funds only

Jefferson County Courthouse



Multnomah County Courthouse



Safe and Suitable Courthouse Facilities

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Policy Option Package 315 – Supreme Court Building Preservation and Seismic Retrofit (\$19.8 - \$29.8 million): Provides Capital Construction funds and bonding authority to perform further renovation and seismic upgrades to the Supreme Court Building.

Expected Outcome of Package: This

investment will replace all of the critical interior building systems and preserve this historic building for future generations, provide comfort and safety for building occupants and the public.

Safe and Suitable Courthouse Facilities

Policy Option Package 313 – Restore Local Court Security Account Funding Levels (\$2.5 million OF): Restores funding through the Criminal Fine Account to local security accounts to match 2009-11 funding levels.

Expected Outcomes of Packages: Restores funding lost during the 2013-15 biennium due to Legislative changes to local security funding through Criminal Fine Account and funding received from justice and municipal courts in Oregon. The shortfall at this time is anticipated to be a one-time impact, and funding from justice and municipal courts may reach pre-legislative changes from CFA in the future, but will not make up lost revenue.



Chief Justice Budget Priorities

IMPROVE ACCESS TO THE COURTS AND TIMELY JUSTICE BY:

- Maintaining courts open every Judicial day and operating at effective levels of case processing, with adequate judicial resources
- Completing implementation of Oregon eCourt in remaining 17 Circuit Courts and the Tax Court and institutionalizing maintenance by funding infrastructure support
- Funding Judicial Compensation at POCC recommended level + CPI
- Increasing court staff support for families, self-represented parties, and protected persons
- Funding permanent court staff for drug and other specialty courts
- Providing safe and suitable court facilities

Oregon eCourt Overview and Policy Option Packages

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The Vision

Oregon eCourt will give courts and judges the tools they need to provide just, prompt, and safe resolution of civil disputes; to improve public safety and the quality of life in our communities; and to improve the lives of children and families in crisis.

Better Access Better Information Better Outcomes

What is Oregon eCourt?

- OJD business transformation process started in 2008
- Replace aging Oregon Judicial Information Network (OJIN) system
- Electronic courthouse available 24/7
- Efficiency replace 50 million pieces of paper each year
- Real-time access = time savings for customers and stakeholders





The Past: A Brief History

- OJD Technology Committee convened in 2004 to develop the Oregon eCourt concept
- Launched Oregon eCourt in 2008 after legislature accepted the OJD business case and provided funding
- Adopted Single-Solution Provider (SSP) strategy in 2010 single vendor provides all components
- Selected Tyler Technologies, Inc., through a competitive RFP process
- Completed 37 legislative program review deliverables in 2011-12
- Implementation started in 2012 with pilot and early-adopter courts

Benefits From Oregon eCourt

For Courts

- Replaces 30-year old OJIN system
- Makes court processes more efficient automate processes and instant access to current information
- Use improvements from national network of Odyssey users

For Litigants and Stakeholders

- 24/7 ability to file documents and access court information
- Increased statewide consistency in court processes
- 'Intelligent' forms assist self-represented litigants file pleadings
- Improve integrations to send / receive court information
- Simplified search function in a person-based system

For the Public

- More efficient and effective court system
- Ability to make payments online
- Enhanced security to protect information

SSP Approach



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Intelligent

Session Works

Clerks / Judges

Forms

Case Management

Content Management

Financial Management Jury Management



Partner Integrations



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<u>eFiling – File and Serve</u>

- File and Serve is integrated with the Odyssey system
- Numerous training options and availability for filers and courts
- Mandatory eFiling effective December 1, 2014 in current Odyssey courts; 60 business days after go-live for future courts
- System is convenient and easy to use
- Quick reference guides, FAQs, and file code reference guide for proper filing
- Statewide rejection policy to support consistency through the courts and to our customers

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Case Category	14-Jan	14-Feb	14-Mar	14-Apr	14-May	14-Jun	14-Jul	14-Aug	14-Sep	14-Oct	14-Nov	14-Dec	15-Jan
Civil	348	330	373	451	713	647	1,909	2,779	3,619	4,928	5,144	15,667	19,743
Contempt of Court	0	6	1	8	8	13	18	46	53	56	66	267	311
Criminal	221	206	282	458	485	397	765	958	1,199	1,651	2,297	6,957	8,004
Family	208	269	300	436	434	524	1,077	1,546	2,149	2,603	3,003	7,879	10,422
Probate or Mental Health	195	126	196	213	254	236	646	1,164	1,595	2,419	2,564	5,163	5,412
Total	972	937	1,152	1,566	1,894	1,817	4,415	6,493	8,615	11,657	13,074	35,933	43,892

Note: Some eFilings submitted during the last part of the month are not reviewed by court staff until the following month; therefore, the total filings attributed in this report for the previous month might vary slightly from what was previously reported.

OJIN Screen – example

3 Session A - [24 x 80]								
File Edit View Communication Actions Window Help								
Host: OJN400 Port: 23 Workstation ID: S								
	JPC 7/10/12 3:15 PI							
Case Register Yamhill County District C								
Case# 88SC0695 Metropolitan Agencies Inc.	/Rucker Darla Jean							
Small Claims Contract								
ROLE PLAINTIFF	ADDRESS & PHONE							
1 Plaintiff Metropolitan Agencies Inc								
ROLE DEFENDANT	ADDRESS & PHONE							
1 Defendant Rucker Darla Jean								
2 Defendant Rucker Darla Jean								
3 Defendant Baker Darla Jean								
Also Knwn Baker Mrs William D								
ENTER DT FILE DT EVENT/FILING/PROCEEDING	SCHD DT TIME ROOM							
ENTER DT FILE DT EVENT/FILING/PROCEEDING 1 4/21/90 8/23/88 Claim	SCHD DT TIME ROOM							
Case Cause: MONEY OWED								
2 4/21/90 8/23/88 Complaint								
3 4/21/90 8/23/88 Payment of Filing Fee								
Initial								
36.30	+							
F5=DSPATY F7=DSPCASFIN	F10=BROWSE FWD F11=BROWSE BCK							
MA								
1902 - Session successfully started	Adobe PDF on Documents*.pdf							
	70							
Odyssey Screen – example

CV080042						
<u>File View Tools H</u> elp						
🐝 odyssey		CV080042 Summary Detal Parties Events Service Hearings Conditions Causes Disposition	Time Stds Financial Prot. C			Save Exit
Case Manager Home		A & E SECURITY AND ELECTRONIC VS. FORTALESA INC_			Appeal 01/25/2008	
Searches Find a Case Find a Party Find a Hearing Find a Group Find a Citation	~	Causes			Contract Yamhill 0.00	Discositions
Court Administration	~	Contrology Contrology	Action	Amount	01/25/2008 12,497.12	DISPOSITIONS
	~	Most Recent Events & Hearings 05/08/2012 Court Notes Comment: file was E-transmitted to COA; 07/14/2011 Order (Judicial Officer: Tichenor, Carroll J) Comment: w/motion to release deposit on undertaking; Court Action: Signed; Court Action Date: 06/14/203	Case Summery	04/29/2008 Revi 04/30/2008 Revi	ew Arbitration - Eligible ew Arbitration - Assigned ew Answer - Counterclaim	
Bonds Find a Bond	~	Signed: 06/14/2011 06/09/2011 Bond (Judicial Officer: Tichenor, Carroll J) Court Action: Signed; Court Action Date: 06/09/2011;		10/20/2008 Revi	ew Telephone Call - Incoming ew Fast Track	
Warrants Find a Warrant	*	Date 2: 06/09/2011 05/20/2011 Hearing - Objection 9:00 AM		01/26/2009 Revi 03/11/2009 Revi 04/06/2009 Revi	ew Fast Track	
Queues	05/04/2011 Objection Comment: to Sufficiency of undertaking on appeal; Room: XRDY; Party: Defendant FORTALESA INC_ 05/04/2011 Affdavit Comment: in support of Def s ORS obj.; Party: Privately Retained BRIDGES, JOHN 04/26/2011 Motion				View More Actions Due	
Administration		Comment: for stay of execution of judgment; Party: Plaintiff A & E SECURITY AND ELECTRONIC 04/26/2011 Declaration Party: Privately Retained WALTERS, ERIN C <u>View more events</u> <u>View more hearings</u>				

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9/14/2012 2:27pm Messages 🔳 🗐 - 📑 🛄 🌗

2:27 PM

SessionWorks – Judge Edition



Taking a Court Live



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Implementation Process

Preparation

Implementation Go Live

Preparation:

- Core group in each court extensively trained on Odyssey system
- Court identifies / documents local court business processes, workflows, and queues (docketing, calendaring, local reporting, local data needs, local partner integrations)
- OSCA conducts a technical assessment of equipment / capacity needs
- Implementation:
 - Core court group tests numerous data conversions from OJIN to Odyssey
 - End User Training occurs four to six weeks prior to go-live date (dockets reduced but maintain active court schedules and customer service)
 - No input in OJIN or Odyssey and manual financial receipting for a few days prior to go-live weekend
- Go-Live:
 - Input all pending case information from prior week into the Odyssey System (Sunday)
 - Court begins in new system on Monday (no more OJIN)
 - ETSD, OETO, BFSD, and Tyler provide two weeks of on-site go-live support

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Implementation of Oregon eCourt



Oregon eCourt Roll-Out Schedule

Quarter	2012	2013	2014	2015	2016	
st		Jackson (March) 🗸	Benton Polk (January)	Lane Lincoln (March)	oln Tax Court	
2 nd	Yamhill (June)		Multnomah (May)	Deschutes Klamath Lake (June)	Baker Morrow Grant Umatilla Harney Union Malheur Wallowa Morrow	
3 rd		Clatsop Columbia Tillamook (August)		Hood River Coos Wasco Curry Gilliam Wheeler Sherman (September)		
4 th	Crook Jefferson Linn (December)		Douglas Josephine Marion (December)	Clackamas (December)		

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Accomplishments By The Numbers

- 2 Number of Oregon appellate courts using new case management and eFiling systems
- 3 Number of years since first pilot court started using Odyssey
- 14 Number of circuit courts now using Odyssey, and where eFiling and online document access is available
- 25 Percent of all payments to OJD made in January 2015 using ePay
- **36** Number of counties in which ePay, OSP eCite, and intelligent FAPA forms are available
- 63 Percent of all OJD cases migrated to Odyssey

continued...

Accomplishments By The Numbers

- 744 Number of statewide and local court processes documented
 - 1,464,800 Number of dollars paid in January using ePay
 - 5,238,513 Number of documents migrated into Odyssey
 - **15,282,651** Number of OJIN cases migrated into Odyssey
 - **Countless** Reference guides, online help system pages, and web pages developed

<u>What's Left To Do – 2015-17</u>

- Finish statewide implementation in Tax Court and 17 circuit courts
- Go-live events every three months
 - 2015: March, June, September, December
 - 2016: March, June
- Complete development of 100+ identified statewide business processes
- Complete roll-out of eFiling in all counties (implementation, training, and outreach)
- Establish permanent support for ongoing maintenance, training and other functions







Oregon eCourt Debt Service



By end of 2013-15 \$42.3 million of issued debt will be retired

Oregon eCourt – POP (301/302)

Policy Option Package 302 – Oregon eCourt Program (\$17.3 million OF, 22.24 FTE): Final funding to complete Oregon eCourt implementation. The Oregon eCourt Program is a comprehensive business transformation and service delivery initiative, launched in 2008.

Policy Option Package 301 – Oregon eCourt Debt Service (\$2.9 million GF): Required debt service for additional bond funding issued in 2015-17 biennium to complete implementation activities.

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Expected Outcomes of Package: Completion of the initial system development and configuration for core components; finish implementations in Tax Court and all remaining circuit courts; all remaining courts will finish end user training; documentation, configuration, and implementation of local court processes; support for yearly software upgrade which requires analysis, testing, review, training, and documentation.

Oregon eCourt – POP (311)

Policy Option Package 311 – Oregon eCourt Technical Operations, Training and Business Process (\$1.2 million GF, \$3.3 million OF, 20.26 FTE): Provides permanent staff support for Odyssey operations as implementation is completed and training, maintenance, and support move to the General Fund. Provides central resources to support circuit courts as operational process and information technology infrastructure changes are made to leverage the full capabilities of the new Oregon eCourt system.

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Expected Outcomes of Package: Centralized core support for all statewide and local business processes, technical analysis and support, software upgrades, statewide training to ensure consistency and efficiency, and ongoing outreach services for business partners and the public. Statewide consistent and reliable documentation of statewide business processes and regular education and training which is essential to maintain, improve, and support all performance measures set for the Oregon Judicial Department.



OJD Key Performance Measures:

- Rely on consistent business processes and data entry
- Will benefit from process analysis and efficiency changes
- Require ongoing technology and business processes education and training of judges and staff
- Need the support from Policy Option Package 311



Online Help System – example

OJD Business Processes v.3.2 - Interr	et Explorer provided by Oregon Judicial Department
Ca S = 😨 http://ojdodyprod/H	elp/CM/Custom/index.htm
File Edit View Favorites Tools	Help
👷 Favorites 🛛 🍰 🍘 Abiqua Fo	rest Products, In 😥 APS Products Mobile Sol 💋 Bark I Mt. Scott Fuel Co. B 🍘 Califor
OJD Business Processes v.3.2	
🍅 Contents 🥝 Search 🕒 Glossary	
2	
Welcome What's New	
? References	
Appeals Arbitration	OJD Business Processes Documentation
Bankruptcy Calendars and Hearings	
Change of Venue or Transfer	What's New?
Contempt	Wildt 5 New :
Court Administration Court Appointed Counsel	Version 3.2 - Odyssey 2013 (released 02/19/14)
Document Management Due Dates and Time Standards	New topics and updated topics include:
Exhibits Family	Version 3.1 - Odyssey 2013 (released 12/24/13)"
Felonies and Misdemeanors Financial	
Sorms	New topics and updated topics include:
Soint and Several	Manufaction 0.0. Ontraction 0.04.0 (million and 4.44.010.04.01

Online Help System

(Business Process example)

🕐 Search 🏾 📔 Glossary

How to Use the OJD Custom Help System What's New ? References Appeals Arbitration Bankruptcy Calendars and Hearings Case Close Change of Venue or Transfer Civil Court Administration Court Appointed Counsel Document Management Due Dates and Time Standards Exhibits > Family Felonies and Misdemeanors Amended Charging Instrument ? Extradition Initiating Felony/Misdemeanor Cases Misdemeanor Cases Filed as Violation: ? Not a True Bill ? Secret Indictment ? Waiver - 60 Day Rule Arraignment Case Close Criminal Charges ? Charges Overview Adding Additional Statutes Adding Charges for Inchoate Crim Adding Criminal Charges ? Changing the Charge Degree 2 Lesser Included Offense ? Predicate Charges ? Removing Counts Treated as a Lesser Charge at Ser Custody and Release > Dispositions Domestic Violence Probation

Set Asides > Temporary Dispositions

Joint and Several Juvenile

License Sanctions Local Business Processes

Financial Forms

Mediation

Home > Felonies and Misdemeanors > Criminal Charges > Changing the Charge Degree



OJD Business Processes Documentation

Changing the Charge Degree

In this Topic Hide

- After Filing but Prior to Sentencing
- After Successful Completion of Probation

At Case Initiation

At Sentencing

Changes to the degree of a charge examples include:

- Misdemeanor reduced to a violation
- Felony reduced to a misdemeanor

After Filing but Prior to Sentencing

- 1) Go to the Charges (F12+C) tab of the case.
- Click Amend and select the charge to amend.
- In the Reason text box, select Accusatory Instrument Filed.
- In the GOC drop-down list, select DA Elect.
- Select the degree from the Degree drop-down list to match the new penalty type.
- 6) Click Save (Alt+S).

After Successful Completion of Probation

- If the Defendant's charge is reduced down after the successful completion of probation, go to the Disposition (F12+O) tab.
- 2) Click Disposition.
- Select the disposition of the charge to modify.
- 4) Select the charge to change the penalty type.
- Select the appropriate degree.
- Click Continue (Alt+C).

POP 311 Supports

- Business process and training functions to support law changes and maximize the benefit from Oregon eCourt
 - Provide legal analysis and feedback on statewide business processes to ensure statewide consistency
 - Ensure accuracy and legality of business processes for the courts to maintain and increase court standardization and efficiencies; law changes affect forms, codes, data entry, reports, etc., and required continuous training
 - Support court efficiencies and performance improvements through business process analysis and training
 - Participate in national networking, analyze improvements from other users
- Technical services to maintain the Odyssey system:
 - Provide Help Desk for users
 - Test and implement periodic patches and annual updates
 - Perform general system support and maintenance
- Business services support
 - Centralize accounting services to relieve courts and achieve efficiencies

Court Users' Perspective

Robert Kleker

- Jackson County Trial Court Administrator
- Chair, Change Control Workgroup

Oregon eCourt is making the courts' internal work easier and more efficient, and we are expanding the tools that will apply those benefits to the work of the legal community, public safety agencies, social service agencies, and the public at large. These internal and external improvements will provide **better access**, **better information**, and **better outcomes** for all Oregonians.

- Chief Justice Thomas A. Balmer



COURTS ARE AT THE CORE

of the Critical Path to Preservation of Public Safety, Protection of Families in Crisis, and Economic Stability of Oregon



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93