

California Courts News Transcript

Title: CCMS Program Overview

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Hello, I'm Judge Glen Reiser, Ventura Superior Court. I've been a judge since 1998. I was immediately intrigued by how technology could help me be a better judge. I studied, I practiced, and I wrote and published about how to use technology on the bench.

I'm a member of the Judicial Council's Court Technology Advisory Committee, as well as many other tech working groups and committees. I was a member of the software review and testing team for CCMS V-3. And we're now working on V-4. Let me show you a few things about CCMS.

Not long ago members of the Judicial Council spent the day in Santa Ana – to get an update on the California Court Case Management System.

Sheila Calabro, Regional Dir, CCMS Executive Sponsor: *"Now we want you to see something tangible, something that will work in your courts and benefit the people that we serve."*

They toured the Deloitte Consulting facility, where hundreds of people are working on development and testing of CCMS. And the group spent the afternoon in the Santa Ana courthouse in Orange County, to see firsthand how some elements of CCMS work. I'd like to share with you the information that was learned that day, and also answer some of the many questions about CCMS.

First, allow me to refresh your memory. In 2001 the legislature appropriated \$21million seed money from the general fund to begin building a statewide case management system for the courts. That was after 2 governors insisted they would no longer fund separate systems in each of the 58 counties.

Hon. Ronal M. George, Chief Justice of California: *"We really have to get out of the electronic tower of Babel that we have now with some dozens and dozens of individual systems that cannot communicate with each other and are not compatible with each other."*

Hon. Kim Dunning, Orange Presiding Judge: *"In 58 county courts we're probably conservatively talking about over 500 legacy systems that are going to be subsumed once we have CCMS."*

The current systems don't talk to each other, they're costly to maintain, and they are breaking down. Ventura, for example, supports 3 separate expensive case management systems. Los Angeles has a patchwork of software developed in the 1970s. San Diego can barely stay operational.

Hon. Kenneth K. So, San Diego Superior Court: *"We're running this 30 year old main frame, Cobol. The programmers are either retiring or deceased, and quite honestly, hoping that this does not crash is not a prudent plan."*

So the task of creating a statewide, transparent, integrated system was begun. After courts identified their needs, it was clear that no off-the-shelf software would have come close to working.

CCMS would have 3 main components: a case management system for the courts, for all case types; a portal for the public, and a data warehouse to generate statistical reports. In 2002 an Oversight Committee was formed, chaired by Sheila Calabro, Regional Administrative Director of the Southern Regional Office. It also includes the presiding judges of the five lead courts: Los Angeles, Orange,

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Sacramento, San Diego, and Ventura. The committee's job is to make policy and to be accountable for the overall success of the project.

Margie Borjon-Miller, AOC Assistant Division Director: *"Those are the lead courts that serve as our governance committee and have been instrumental with CCMS really since the very beginning."*

The CEOs of those 5 courts make up a Steering Committee, chaired by the AOC's Southern Regional Office. They're responsible for tactical decisions. And several more courts have been actively involved in the design; more than 200 court personnel altogether. In early 2008, 14 courts from the Small Court Consortium provided their input, and they continue to be active partners.

Alex Calvo, Santa Cruz CEO *"It really gives us an opportunity to make sure that we're going to get a product in the end that will work for all of the small courts. We're really happy that we have been invited in at this point."*

The approach was to be an incremental learn-as-you-go process, with court users literally guiding the development all the way through. First the courts listed 4,600 requirements – all the different things CCMS would have to do. Then came the design blueprint which was thoroughly reviewed.

Kevin Kelly, Deloitte CCMS Project Director: *"We had individuals all over the state of California scouring through every word, every sentence, every letter of that document to confirm that it conformed to exactly what they wanted this system to do."*

After development: integration testing to verify that each component works.

Kevin Kelly, Deloitte CCMS Project Director: *"And we have 16,900 scenarios that we're using to test this application."*

Next, court folks came back in to make sure the final product does what they want it to do. Some early versions of selected elements of what will become CCMS are already up and running. Fresno uses the software to manage criminal and traffic cases. Five courts use it for civil, small claims, probate and mental health.

Mike Planet, Ventura CEO: *"It enhances our ability frankly to provide services at a time where we're losing staff, we're losing court hours, and the business still keeps rolling in."*

Alan Carlson, Orange CEO: *"We have 343 people, staff people, using it every day, involving 891 hearings per day running through the system, and 3,660 documents every day are run through this system just in Orange County. We use it. We use it every day, we use it all day; we would die without it."*

Mike Roddy, San Diego Superior Court CEO: *"The system does work, we use it every day. We're making some very significant improvements to that system even as we speak."*

In fact, there've been many lessons learned along the way.

Sheila Calabro, Regional Dir, CCMS Executive Sponsor: *"Some stuff didn't work well. Even though the courts worked on the design, we approved it, we tested it, when it actually got into the courtroom and into the courthouse. It didn't work as well as we hoped it would work. So we went back to the drawing board, redesigned the screens. So this is a living product and everything that we've learned from the earlier versions has moved into your final product."*

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Alan Carlson, Orange CEO: *"When you do stuff that big it doesn't always work the first time, it's not always easy. If it worked perfectly I'd say somebody's hiding something."*

At a regional meeting of CEOs and judges held in Sacramento, Carlson said they're already achieving efficiencies; take minute orders, for example.

Alan Carlson, Orange CEO: *"We had a probate clerk email us the first day we turned this on and said 'I just finished in 2 hours what used to take me 6 hours.' The probate calendar, the minutes for the probate calendar, that's massive."*

CCMS will provide full records management capabilities. Plus it can manage work queues, generate forms, and send notices automatically. And clerks can issue documents such as warrants, abstracts and writs.

Ned Elfrink, Ventura Court Clerk: *"I think searching for cases is very easy, I like the fact that when I'm preparing a minute order I can see a draft up on the screen exactly how it's going to look when it prints out on paper before it's finalized. I like that aspect a lot. I think that helps cut down on user errors."*

Hon. Glen Reiser, Ventura Superior Court: *"There are some wonderful features for judges, too. Let me show you. This technology is very simple. The software was created so that a novice judge can open up his or her calendar and be able to access their cases and be able to manage the calendar. With a single click you have all the calendar items set for that particular day. Everything that's supposed to be on calendar is on calendar, and if not you will find an explanation in the electronic file as to why it's not on calendar. And it gives a direct link to the register of actions which some people will call a docket so that you can see every document filed in that case has an electronic reference in V-3. In fact, even without a document management system, every court internal document such as a minute order or tentative ruling is going to be available on line to the judge. It provides you with a single place where every item in the courthouse can be found; one screen, one place, by just a series of clicks. You can access anything in a clerk's office, financial transactions, filings, anything. That's the best thing about CCMS. It is really really simple to be able to navigate CCMS V3 and V4 has been developed to be even simpler."*

Judge Robert Moss is on the civil panel in the Orange County Superior Court, and chairs their Technology Committee.

Hon. Robert Moss, Orange Superior Court: *"This is light years beyond what we used to have."*

He can see all the details on cases, regardless of venue, including judge's notes and scanned documents. Cases involving members of a family unit can be linked. Cases are searchable, too. And any number of people can be looking at the same case at the same time.

Hon. Robert Moss, Orange Superior Court: *"It's quicker and cheaper to access stuff."*

Another advantage: they're going paper-on-demand.

Hon. Robert Moss, Orange Superior Court: *"A lot of our judges on our civil panel have volunteered for this. We're changing from a paper file to having everything electronic, like in every other business in the country; every other big business."*

And they no longer have to move around piles of paper.

Hon. Robert Moss, Orange Superior Court *"If you move the file you have to have people put the file on a cart, wheel it to the elevator, take it up the elevator, and do this times a thousand or more, tens of*

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thousands every day in a court this size. Every time we need a paper file we could print it and it's cheaper for us to do that than to store a paper file and move it around to the courtroom."

Hon. Kim Dunning, Orange Superior Court *"We don't lose documents, we don't have misfiled documents, a file is always at anybody's fingertips."*

CCMS will be a one-stop shop for court operations including cashiering and collection. It will assist in scheduling interpreter services. And it will have an integrated services backbone for justice partners and the courts to share information – which will enhance public safety.

There are many more benefits for the public, including the convenience of services on line. So what does something like this cost? While there is no comparable system – let's compare CCMS to other state I-T projects. The California Child Support Automation System took 8 years to complete. It cost more than 1-billion 500-million dollars. The Department of Finance Financial Information System for California is expected to take 8 to 10 years, at a cost of 1-point-6-billion dollars. For CCMS, the current estimate for the total cost of development, testing, and deployment in all 58 courts is \$1.3 billion. That includes consultant fees and AOC resources.

Here's a breakdown. Through fiscal year 2008-09, total project costs were 240-million. Except for the \$21 million general fund seed money, funding has been entirely within the budget of the judicial branch. The project budget for fiscal year 2009-2010: 62-million. That includes completing the development of CCMS, and beginning deployment to three early adopter courts. Justice partners and individual courts will have some expenses too; how much will vary greatly, depending on their existing systems.

But there will be significant savings for the branch at full deployment. A 2007 Gartner business case study estimated that statewide savings will be about \$157 million per year. Statewide redundancies will vanish. Maintaining costly legacy systems will be eliminated. Electronic filing, electronic document storage, electronic calendars, self service payments, and self service inquiries will also contribute significant savings, as will difficult-to-quantify efficiencies.

Hon. Kim Dunning, Orange Superior Court *"When you talk about how much this costs, you also have to factor in what it allows you to do that we could never do."*

Unfortunately, a full deployment schedule is on hold until funding can be identified. \$105 million has already been diverted from statewide technology to trial court operations. So for now, testing will continue. And just 3 courts will be deployed, which takes about 30-36 months. San Luis Obispo, Ventura, and San Diego are first in line. They began their initial assessments in April 2010.

Mike Roddy, San Diego CEO: *"In our particular instance we cannot go back, we cannot stand still; we have got to find a way to move forward, even if that means baby steps and a very reduced budget."*

The Gartner study estimates that further delays could cost millions of dollars, due to vendor increases, extending expensive legacy systems, plus repairing and replacing systems that break down – which would just perpetuate a failing infrastructure.

Ron Overholt, AOC Chief Deputy Director: *"We will be spending money on technology. It's a question how do you do that in the smartest way and in a way that makes some sense."*

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Mike Roddy, San Diego CEO: *"I know that I can't ask my employees who are fewer in number to continue providing the service they're providing in an increased caseload, in time of increased caseloads with the same tools they've been using the last 30 years. So for a number of our courts, it's a very important project."*

Hon. Tani Cantil-Sakauye, 3rd DCA, Sacramento: *"Computer systems up and down the state are failing. And so CCMS is the fix. Otherwise we're going to engage in another patchwork quilt of one county having Sustain, one county having Legacy, another county having a whole other different system which can never speak to each other, which involves millions of dollars and training as well. We're looking at a broader fix for the branch."*

Eventually CCMS will link all 58 courts in a consistent and standardized case management system that's efficient and transparent. Courts will manage all cases more effectively and economically, provide greater convenience and access to justice for court users, and improve public safety.

Hon. Robert Moss, Orange Superior Court: *"This is terrific; and the right way to go."*

You can find more information about CCMS on the court's web site. I'm Judge Glen Reiser in Ventura. Thank you for watching.

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