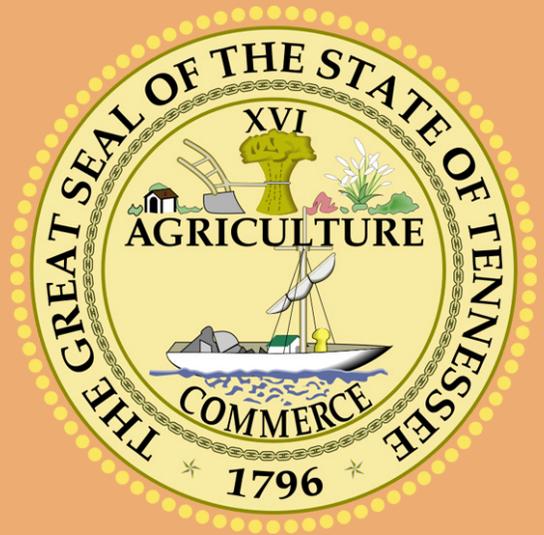


TENNESSEE'S INTEGRATED CRIMINAL JUSTICE INITIATIVE

Adobe technology helps Tennessee's ICJI transform the case judgment process



Tennessee Courts offer improved access to criminal justice information

The Tennessee Integrated Criminal Justice (ICJ) Steering Committee was created to “provide the governmental and technical information systems infrastructure necessary for accomplishing state and local government public safety and justice functions in the most effective manner, by appropriately and efficiently sharing criminal justice and juvenile justice information among law enforcement agencies, judicial agencies, corrections agencies, executive agencies and political subdivisions of the state” (Tenn. Code Ann. § 16-3-815). The Committee is currently made up of members and staff from 21 state agencies and associations.

Within the context of its work to share criminal justice information securely and efficiently among the member organizations, the ICJ Steering Committee had an important goal: a paperless case judgment document.

That is how 4Point came to be involved with the ICJ program.

A judgment is not the end of the story

In Tennessee, the responsibility for documenting a court’s decision in a criminal case rests with the office of the District Attorney (DA). Written reasons for judgment are provided for decisions that are complex, likely to be appealed, or of particular significance to the legal community or the public at large. Once prepared, the case judgment document is reviewed and approved by the defense attorney and the judge that rendered the decision.

At the time, the state’s case judgment process was completely manual. Paper judgment forms had to be sent between the three offices by courier.

CHALLENGES

- Significant number of stakeholders involved in the statewide case judgment process: approximately 50 Judges, 500 Assistant District Attorneys and 100 Court Clerks
- Increasing annual volume of state filed case judgments, currently resulting at 350 000+ cases
- Manual, paper-based processes making the preparation and distribution of judgments slow, inefficient and labor-intensive
- Diverse platforms and systems in use by participating agencies
- Growing demand for quick, easy access to valuable criminal justice information

SOLUTION

Adobe Experience Manager Forms within Adobe Marketing Cloud



WHY 4POINT?

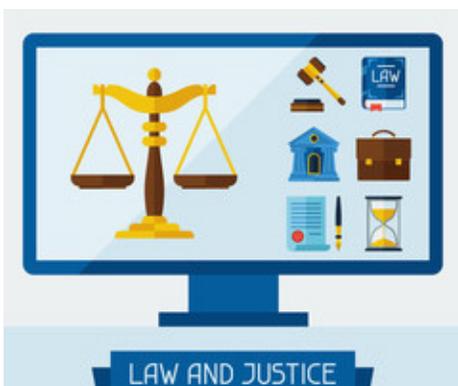
- Adobe Premier Solution Partner specialized in Adobe Experience Manager (AEM)



- Lessons and best practices learned through over 1000 implementations
- Understanding the pain points and concerns of government institutions
- A flexible, collaborative approach that builds strong relationships

“As our world becomes more and more digitally focused, it is of the utmost importance that we serve the people of Tennessee with the best possible methods of efficiency. The Integrated Criminal Justice program is a prime example, which we know will result in more accurate judgments, the savings of resources, and the improvement of public safety by getting information to our partners in justice in a more timely manner.”

Jeffrey S. Bivins
Chief Justice
Tennessee Supreme Court



Integrated Criminal Justice Initiative (ICJI)
Tennessee State Courts
Nashville, Tennessee
<https://apps.tn.gov/tncrim/about.html>

When the final signed copy of that form is filed with the court it is made available to external stakeholders. Releasing paper based written reasons—for even the most significant cases—took days, weeks, or even months.



The paper-based process was slow and labor-intensive, resulting in delays providing information about case outcomes to those involved, to other agencies and to external third parties. The ICJ Steering Committee wanted to offer improved services to its constituent organizations and stakeholders by making the process more efficient. To achieve those goals, the Committee engaged 4Point to create an Automated Case Judgment system using Adobe LiveCycle technology, now known as Adobe Experience Manager (AEM) Forms.

The next chapter

With many years of experience working with court systems in North America and elsewhere, 4Point has the expertise needed to integrate disparate systems and make critical information accessible in an efficient, secure and timely manner. Our exclusive specialization in Adobe enterprise technology means that we know the products inside and out. But providing a customized solution that meets the specific needs of a client is always our first priority.

The solution our team developed for Tennessee’s ICJ has automated all four fundamental steps in the case judgment process: data capture, routing for approval, distribution to stakeholders and storage in the system of record.

First, an intuitive AEM form allows data entry of judgment data at any location: in the DA’s office, at the court hearing, or even from a home office. Case Judgments can be electronically imported from the case management systems of other Judicial Districts. Also, the system retrieves case information from the Department of Correction’s Tennessee Offender Management Information System (TOMIS).

Once the case judgment form has been created, the solution uses AEM’s business process management capability to route the form electronically between the offices of the DA, defense attorney and judge. After it’s approved and signed by the judge, the case judgment is distributed by system-to-system services to the arresting agency, the Criminal

History Repository of the Tennessee Bureau of Investigation (TBI) and TOMIS. It is also emailed to other interested parties and automatically sent to JustWare in judicial districts using that case management software. This distribution takes place instantly.

Finally, the approved case judgment form is stored in a LaserFiche central repository, where it remains accessible to other interested partners, including the ICJ Portal. The LaserFiche document management system also supports browsing and search functions, making it easy for users to locate and access a particular judgment. Judgments can be corrected, amended, or even expunged as required.

Highlights: then and now

With the previous manual system, judgments took from a few days to several weeks to be completed, approved and distributed. Pilot results have shown that the entire automated process can normally be completed in 1-3 days.

The increased efficiency has also helped to reduce the workload of court clerks. They no longer have to make paper copies of the case judgment to send by mail to various agencies. Nor do they have to distribute judgments manually to five different TBI divisions: now the judgment is sent automatically to the TBI once, as soon as it is approved.

In the past, Department of Corrections staff would receive a paper copy of the case judgment and scan it to produce an electronic image for internal use. They now receive the case judgment in electronic format and import the form data directly into their application database.

It used to be necessary for third parties that were not on the automatic distribution list, such as law enforcement agencies, to call the court office to request a copy of a judgment and then go to the court to pick it up. Today such parties can simply visit the online ICJ Portal, search for the case and retrieve a copy.

More to come

The Automated Case Judgment system has been implemented as a pilot project in the 26th Judicial District—serving Madison, Chester and Henderson counties—involving three judges, three circuit court clerks and 25 assistant district attorneys.

After successful completion of the pilot phase, the system will be rolled out to the other 30 judicial districts in Tennessee. Although local circumstances and resources may vary across the state, the districts all face the same challenges and the same need to improve access to criminal justice information. According to Tennessee's Office of Criminal Justice Programs (OCJP), 4Point's solution is helping the courts meet that need.

BENEFITS

SPEED

Time needed to complete all steps in the case judgment process reduced to 2-3 days, with distribution in seconds

CONVENIENCE

Intuitive forms simplify data entry and validation, while electronic distribution and online access provide easy access to judgments

EFFICIENCY

Automated processes save time, increase accuracy, and allow better use of resources

IMPROVED SERVICE

Integration of systems facilitates the sharing of information, promoting collaboration and helping to protect citizens

In its 2013 annual report, the OCJP said this about the automated case judgment solution:

"This automated system is an important step in Tennessee's ongoing work to create an automated criminal justice records system that connects law enforcement agencies, courts, booking agents, probation and parole and other allied agencies to insure that criminal histories are shared accurately and quickly to hold offenders accountable and keep the public safety."

Visit 4point.com to learn about other client success stories.