

Judicial Information Systems Council Meeting (JIFFY)

Meeting Minutes

Judicial Information Division

Thursday, April 16, 2015

9:33 -12:15 p.m.

**JIFFY Voting Members Present:**

Judge Karen Mitchell, Chair  
Judge Duane Castleberry  
Judge Henry Alaniz  
Tobie Fouratt  
Judge J. Miles Hanisee  
Judge Sarah Singleton  
Jason Jones  
Ian Bezpalko  
Brenda Castello  
Lynne Rhys  
Judge Alan Kirk  
Judge Mark T. Sanchez (phone)  
Jim Noel (video)

**Staff Present:**

Grace Catanach  
Helen Miller  
Julie Wheeler  
Suzanne Winsor  
Steve Harrington  
Adrian Herrera  
Jane Davenport  
Tim Elsbrock  
Jo Warren  
Melinda Griego  
Elaine Martinez  
Marsha Davis

**Guests Present:**

Orlando Ulibarri (video)  
Monica Rodriguez (video)  
Frank DiMaggio (video)  
Oscar Arevalo  
Robert Padilla  
Steven Smith  
Jeremy Toulouse  
Mike Lewis  
David Vermooten  
Kennon Crowhurst  
Matthew Bouillon  
Brandon Toensing  
Cindy Walker (video)  
Steve Johnson  
Deborah Gutierrez-Torres (video)  
Rosemary McCourt  
Sharon Pino

**Non-Voting Members Present:**

Renee Cascio  
Justice Petra Jimenez Maes  
Gregory Saunders  
Artie Pepin

Pat Mentel  
Wesley Reynolds  
Carlos Cordova  
Leslie Bischoff  
Annie Hall

**I. Approval of Agenda.** Judge Mitchell called the meeting to order at 9:33 a.m. The agenda order was changed to accommodate some attendees who had to leave early.

**II Introduction of New Members.** Judge Mitchell introduced three new appointees to JIFFY; Judge Sarah Singleton, Judge Mark Sanchez and Jim Noel (who was not present) and welcomed them to the committee. With these three new appointments, the JIFFY roster is complete.

### **III. JIFFY Project Status Reports.**

**Business Analysts Report.** Renee Cascio explained that JID Business Analysts support the entire state of New Mexico by providing solutions for training and support, implementation for any judicial initiative and are the experts on how Odyssey should be configured and utilized. Their areas of expertise include: running the helpdesk, management of the conversion of water cases, Odyssey implementation for the Supreme Court, jury support and training, providing data for adhoc requests, enterprise custom report development, workload studies, reporting to the National Instant Criminal Background Check System (NICS) and generate 99% of the IPRA request responses. Within Odyssey support, the Business Analysts are responsible for judge assignment configurations, Odyssey rights and rolls, merging parties with all of their court records, Odyssey financials/ E-payments, assisting BCMC and the 2<sup>nd</sup> JDC in all things related to Odyssey, TCAA support at the district courts, court calendaring, coordinating Odyssey new version testing, support of magistrate operations, offense code and event code tables, Odyssey rights and roles and judge assignment tables. Over 16,300 helpdesk tickets including queries and requests such as attorney tables, officer tables, financial issues, user requests for data problems, and all other Odyssey matters, were closed within a one year period.

- Greg Saunders thanked the Business Analysts for their hard work and dedication. Judge Mitchell noted that without the efforts of the Business Analyst team, the Odyssey rollout would not have been such a success.

#### **IV. Budget and Revenue.**

**JID Revenue Pipeline Report.** Oscar Arevalo referred to the “*JID Revenue Pipeline*” and reported that the Supreme Court Automation Fund (SCAF) is down by \$167,000 from last year at this time. Approximately \$900,000 was collected the last three months of FY14 and the projection for the last three months of FY15 is \$860,000. April, May and June are typically when the most funds are collected during the fiscal year.

- Page 2 gives a breakdown of funds by court types that contribute to the revenue collected. The magistrate courts and Motor Vehicle Department (MVD) are both down close to \$65,000, Bernalillo County Metropolitan Court (BCMC) is down near \$21,000 and district courts are down around \$14,000.
- Renee Cascio noted that e-filing has produced over \$277,000 more in filing fees and fines than during same time period last year before e-filing was implemented. Citizens are going directly to the kiosks after court in order to pay fines and clerks do not have to be involved, which is a significant time saver.
- Page 3 shows the audited numbers from FY14, the projections for FY15 and what the fund balance may look like at the end of the year. If the revenue does not come in somewhere close to 3.6 million dollars, then more of the fund balance will be used to compensate for decreasing funds in SCAF.
- Page 5 shows computer enhancement funding. The third section down shows the electronic filing fund for BCMC which ends on June 30, 2015 and the \$133,000 needs to be expended by June 30, 2015. The monies in the fourth section \$220,000 has been extended for one more year and the monies in the fifth section of \$135,000 for video arraignment equipment must be spent before June 30, 2015.
- Page 7 is a breakdown of magistrate, district and BCMC that contribute to SCAF in civil cases which are down also and on the right are the Red Light Camera

contributions from Santa Fe, Las Cruces and Rio Rancho. The only municipality that is expected to send in revenue for the last quarter of 2015 is Rio Rancho which is projected at \$56,513.00.

- Page 9 is the remittance report from the magistrate courts. AOC Fiscal Services is charged with assisting the courts in reconciling their bank accounts and the courts have been very timely in sending in collections.
  
- Page 10 is a cash flow analysis by SCAF Admin, Red Light and CASE Management System (CMS). Thru the month of March only \$50,000 has been spent out of the automation budget. The fund balance may go up if all of the fund balance is not spent on statewide automation going into the next fiscal year.
  
- Page 11 measures what has been collected and budgeted and this year the anticipated revenue is not coming in as high as last year. Expenditures are also down, which compensated for the lower revenue coming in.

**V. Legislative Update.** Artie Pepin detailed that the general appropriation for JID remains the same as last year, while fee revenues continue to decline. The Governor approved the appropriation for the Jury Management system in the amount of \$780,000 and the extension of the funds for the Appellate Courts Odyssey implementation. Mr. Pepin pointed out that there are no funds available for new projects, which limits the capability of JID to move the courts forward from a technical standpoint.

- Mr. Saunders added that having a zero budget increase from last year, is in effect a loss of revenue for JID as the cost of maintenance and telecommunications continue to rise. There needs to be a computer refresh plan based on replacement every three to five years. This cannot be done on vacancy savings. As projects are added, no monies are planned and available for ongoing maintenance and support of the projects such as jury management.
  
- Judge Mitchell identified the challenge the judiciary faces, having implemented a statewide unified system where not enough financial backing is forthcoming from the legislature to support that system and move it forward in the future. Vacancy or

contractual savings are often the only way that most district courts can update outdated computers or servers. JIFFY is forced to hold back on starting projects if there are not funds to support and maintain new initiatives. Judge Mitchell cautioned that JIFFY must help JID prioritize projects and keep in mind that there needs to be funds and resources to maintain and support new projects.

- Justice Maes emphasized the need for JID to make a presentation at the next Chief Judges Council (CJC) in May on the issues presented above. In 1994, the thought was that it would be possible to fund technology efforts with fines and fees collected and that no longer holds true.
- Mr. Pepin added that SCAF revenues are down over one million dollars over the last six years and the judiciary cannot become more efficient if technology projects cannot be funded. Unless it is in the base budget, automation requests are often vetoed.

***Action Item: JID to make a presentation to CJC in May on the needs for maintenance, service fees and future technology projects in order to be able to continue the level of service that JID has been providing to the Judiciary.***

## **VI. Review and Approval.**

**Tyler professional services agreement for adding judgment and sentencing components to Portal.** Renee Cascio explained that when Odyssey was rolled out it was not intended that any of Tyler's products would be used for any public facing sites. As a result, JID did not pay to have judgment and sentencing components included in Odyssey Public Access (OPA). This change order would be to view the sentencing data in Odyssey. Judge sentencing and judgments are not viewable to those accessing OPA. The quote given on the handout entitled "*Agreement for the Software License and Professional Services Agreement*" is to have Tyler add this component to the Portal.

**Judge Kirk moved to approve the purchase of Tyler services by JID in the amount of \$46,260, to make judgment and sentencing components available for viewing in Odyssey Portal. Tobie Fouratt seconded. No opposition noted. Motion carried.**

**Delay implementation of E-filing at Human Services Division (HSD).** Steven Smith the director of the Child Support Enforcement Division (CSED) of HSD feels that the e-filing pilot that has been going on in Albuquerque for the past two years should not be extended to the rest of New Mexico for child support and domestic relations. When a petition is filed by HSD/CSED they must first fax a cover sheet to 2<sup>nd</sup> JDC and a report is sent back to HSD/CSED that the cover sheet has been received. A petition is then sent by email and HSD/CSED has to wait to be notified that the petition has been accepted. The next step is the summons is sent to 2<sup>nd</sup> JDC to be signed and sent back to HSD/CSED in paper form. It is then sent out for service and service documents can be filed by HSD/CSED. When orders are being filed, the above procedure is followed with three additional procedures. In 80% of these types of cases, they are being filed pro se (without an attorney) and there are approximately 500 documents sent in every month. HSD/CSED in Albuquerque has had to increase their staff by four positions to handle e-filing requirements in the 2<sup>nd</sup> JDC for the last two years. In order to implement this statewide, two staff members would have to be added to every office in the state and two staff members would have to be added in every district court. HSD/CSED is in the process of a system replacement which is expected to go online in the next two years and that system will be able to interface with the courts. Mr. Smith asked to discontinue the pilot at 2<sup>nd</sup> JDC until HSD/CSED has replaced their old computer system.

- Renee Cascio met with IT personnel from HSD/CSED who agreed that integrations needed to be built so that information could be exchanged electronically between the courts and HSD/CSED to include e-filing.
- Jeremy Toulouse of HSD/ CSED commented that JID requirements for interface will be included when the RFI for the new system goes out.
- In response to Justice Maes's question of the impact of cutting off the e-filing pilot at 2<sup>nd</sup> JDC, Mr. Smith explained that HSD/ CSED creates a packet of paper forms, and if HSD/CSED could just deliver them to 2<sup>nd</sup> JDC in paper form it would eliminate a great deal of work for HSD/CSED. At this time, that packet is being

scanned and emailed piecemeal to the court three or four times and someone has to track this process and make sure that the file all ends up back together.

- Justice Maes pointed out that there needs to be discussion with the 2<sup>nd</sup> JDC in order to get their view on the impact of discontinuing e-filing with HSD/CSED. Steps need to be taken to see if it is possible to streamline the e-filing process between the 2<sup>nd</sup> JDC and HSD/CSED. CSED needs to work with Greg Saunders and the team at JID to make sure that there is a workable interface between the new HSD/CSED management system and Odyssey. Justice Maes reminded JIFFY that with a flat budget and the numerous initiatives JID staff is already involved with, this is something new that JID staff is being asked to evaluate and consider when deciding if this pilot should continue.
- Jim Noel requested that he and his staff at the 2<sup>nd</sup> JDC have time to speak with Greg Saunders before making a recommendation about whether to continue e-filing between the 2<sup>nd</sup> JDC and HSD/CSED.
- Judge Mitchell remarked that the pilot needs to be evaluated before a judgment can be made as to whether it needs to be altered in some respects or terminated.
- Renee Cascio requested that JIFFY allow JID to work on the HSD/CSED cases and see if there are some changes that can be made that would also work for domestic relations cases.

***Action Item: HSD/CSED and the 2<sup>nd</sup> JDC to prepare flowcharts on the process required for HSD/CSED to e-file at the 2<sup>nd</sup> JDC and report back to JIFFY in June or July 2015.***

***Action Item: The 2<sup>nd</sup> JDC to discuss the impact of HSD/CSED discontinuing e-filing at the 2<sup>nd</sup> JDC with JID and report back to JIFFY at the June or July 2015 meeting.***

***Action Item: JID to evaluate the process of e-filing between HSD/CSED and the 2<sup>nd</sup> JDC to see if there are modifications that can be made to simplify the process and report back to JIFFY at the June or July 2015 meeting.***

**Attorney General's office request for access to Secured Odyssey Public Access (OPA).** Sharon Pino the deputy, who oversees criminal affairs at the Attorney General's Office (AG), requested that Secured OPA access be granted to all forty three of the staff within the criminal affairs division. Most filing has to be done by Fax and having Secured OPA would allow the AG's office to obtain stamped copies of the pleadings. Often, there is confusion about when the Attorney General's Office is entered in a case as opposed to a local district attorney, which results in defense counsel sending the copies of pleadings to the district attorney's office but not to the Attorney General's Office. Secured OPA also allows for monitoring cases on a daily basis, to see what has been filed, and allows the AG's office to respond in a timely manner. Many of the DAs' offices have been granted access and the Attorney General's office operates in a very similar fashion. The AG's office does not have offices in many jurisdictions where they are prosecuting cases, it is critical to have access to Secured OPA. Without access to Secured OPA, the staff at the AG's office would have to either call the court or go to the court in person to look at cases or specific documents within the cases.

**Judge Alaniz moved to approve granting the forty three staff members of the criminal affairs division at the Attorney General's office on the list submitted in writing to JIFFY, access to Secured Odyssey Public Access. Judge Kirk seconded. No opposition noted. Motion Carried.**

**New Mexico Securities Division request for access to Secured OPA.** Matt Bouillon is the senior prosecuting attorney for the Securities Division of the Regulation and Licensing Department and is requesting access for three attorneys and one paralegal in the department. The Securities Division supports the enforcement of the NM Uniform Securities Act and approximately 80% of their caseload is criminal in nature. A great deal of the work depends on court filings and getting pleadings in a timely manner. Presently, the only access available to the Securities Division is through nmcourts.gov. There is difficulty obtaining the pleadings in cases, due to the different procedures employed by the various clerks of the courts throughout the state.

- Judge Sanchez wanted to know if this access would include domestic violence (DV) and sequestered probate (PQ) cases. Renee Cascio clarified that there are no sequestered cases or DV cases available for viewing on Secured OPA.

- Mr. Bouillon asked what the procedure would be if they requested giving additional staff access to Secured OPA. Judge Mitchell responded by saying that if a staff member with a logon to Secured OPA were to leave and be replaced, the former employee's logon would be turned off and the person replacing them would receive a new logon. If there were new personnel an agency was requesting access for, a representative of the agency would be asked to present a new request to JIFFY.

**Judge Singleton moved to allow access for the three attorneys and one paralegal at the Securities Division of the NM Regulation and Licensing Department to Secured Odyssey Public Access. Judge Hanisee seconded. No Opposition noted. Motion carried.**

**2<sup>nd</sup> JDC District Attorney's Office request for access to Secured OPA.** Mike Lewis heads up the Special Proceedings Division at the Bernalillo County District Attorney's office and his office prepares the files and the pleadings for the mental health civil commitments. The mental health court is physically a separate court and has a separate filing location in Odyssey and in the courts. There is a primary secretary who prepares the file for the attorney who appears on behalf of the state. The contract attorney who appears for the state picks up the files and goes to the branch of the 2<sup>nd</sup> JDC which handles the seven and thirty day hearings for those who are involuntarily committed, which takes place within the psychiatric division of UNM hospital. The woman who does all of the paper work for the civil mental health commitments, is housed in the juvenile division of the Bernalillo County DA's office several blocks away from the Special Proceedings Division, where she downloads the documents, prepares the petitions, puts them in email form and sends them to Mr. Lewis's office. This means that the Special Proceedings Division is receiving all of the pleadings and all of the dockets second hand. Mr. Lewis's request is for two employees to obtain access to the program within Odyssey that shows all of the civil mental health commitment cases.

- Renee Cascio explained that there are no sealed cases available on any webpage in Odyssey and sealed cases can only be accessed on an Odyssey user level. Only judges can view sealed cases in courts other than their own.
- This request was withdrawn.

## **VII. JIFFY Subcommittee Activities.**

**Judges User Group.** Judge Singleton presented the handout entitled “*Criminal Disposition Codes Recommendation: RETAIN/CREATE/ELIMINATE*” and Odyssey Judges User Group (OJUG) is recommending that JIFFY adopt the criminal disposition codes on the handout. All of the codes recognized and accounted for the fact that in criminal cases, Odyssey follows charges not cases. If there are three charges in one case, all three charges must be resolved. Only dispositions are in the tables as opposed to events that do not end the case. Some disposition codes were eliminated because they were capturing events and these were moved into the event code tables. Explanations were added to these codes in order to be user friendly for clerks and insure that data collection would be accurate. Recommendations of which codes would be appropriate for the four different types of courts was also considered by the committee and listed in the tables.

**Judge Castleberry moved to approve adopting the codes listed on the handout entitled “*Criminal Disposition Codes Recommendation: RETAIN/CREATE/ELIMINATE*” as recommended by OJUG. Judge Alaniz seconded. No Opposition noted. Motion carried.**

**Forms Committee.** Judge Mitchell stated that the Forms Committee will be meeting on April 21, 2015.

**Online Access Subcommittee.** Judge Mitchell remarked that the Online Access Subcommittee (OAS) had the first newly constructed meeting on April 15, 2015 which brought the new members up to date on what had been accomplished thus far and the philosophy regarding the formation of the Matrix. Tyler is moving forward with Portal and should address all of the items on the Matrix and all of the items that need to be addressed concerning OPA, except for redaction. Tyler’s solution to redaction is extremely costly for the program itself and estimates are that it will cost \$250,000 in maintenance per year. The money JID received to develop Portal which Tyler has agreed to supply without cost, can be utilized to refresh the judiciary websites which would be part of the Portal implementation. JID will be working on whether municipal court reporting can be integrated with Portal. JID will ask Tyler to give OAS a demonstration of how redaction would work within Portal. This demonstration will be scheduled this

summer. Tyler expects that Portal will be rolled out the last quarter of this year. Portal will replace the piece meal access that has been granted to date.

- Renee Cascio added that users will be able to self-register and Portal has the ability to assign rolls instead of it having to be done manually for each individual who is granted access to a particular level.

**Data Standards.** Judge Mitchell asked that any district judges who would be willing to serve on the Data Standards Committee contact her.

### **VIII. CIO Report.** Greg Saunders

**Staffing Changes.** Mr. Saunders reported that the Water Rights developer position is still in recruitment and two other developer positions that are still in recruitment. There is an offer going out to one candidate at this time.

**Supreme Court Odyssey rollout.** The first conversion push has had a few minor problems and those are currently being corrected. The rollout is still on schedule for June 1, 2015.

**E-payments.** Since the go-live date of February 15, 2015, \$426,682 has been collected thru the e-payment system. This number may indicate that more monies are being collected this year, than from the same time period last year.

**Testing increasing document size in File & Serve.** At present the size limitation on what can be filed in File & Serve at one time is 20mb. The first increase tested will be 50mb which can eliminate the need to break files up and will also allow more than one file at a time to be emailed. If 50mb testing is successful, the plan is to make the file size that can be sent in to the courts unlimited.

**Magistrate scanning agreement with Department of Transportation (DOT).** JID is still waiting for the signed agreement from DOT in order to create move forward with the project plan.

**Helpdesk realignment.** Tim Elsbrock and JID staff are reviewing the process of how JID handles helpdesk and ways to refine services. There will be changes in the helpdesk process over the next few months.

**JID Project List.** The Jury Management initiative will go to RFP and there will be a formative meeting with AOC Court Services Division on April 20, 2015. \$780,000 has been appropriated for Jury Management and it is not clear whether those funds will cover the cost of implementation. There are no funds at present for maintenance of this project. Court staff will be included in the RFP process.

JID is working on current projects, new items and items on the parking lot and JIFFY will be asked to assist JID in prioritizing the parking lot based on cost, timeframes and workloads. A proposal has been received by JID to refresh the public website of the judiciary. JID will meet with the vendor to confirm the cost and services and at the May meeting, will request approval from JIFFY to expend those funds for this project.

Mr. Saunders reiterated that all IT purchases of \$5000 and over must be approved by JIFFY.

## **IX. Purchase Requests.**

**BCMC – Switch Upgrade.** Robert Padilla, the CEO of BCMC stated that three of the switches at BCMC are at end of life and will no longer be supported at the end of this fiscal year. He is requesting permission to purchase new switches. These switches oversee the phone system, network access, analog lines and application servers. If one of the switches breaks after June 30, 2015, it may take up to fourteen days to get it repaired. The cost is \$62,000 which will come out of the BCMC budget.

- Mr. Saunders commented that he supports the switch upgrade as it will save money for the court and will expand their capacity to run their numerous programs.

**Judge Castleberry moved to approve the purchase by Bernalillo County Metropolitan Court (BCMC) of three Presidio switches in the amount of \$62,000. Jason Jones seconded. No opposition noted. Motion carried.**

**Water Rights Adjudication.** Mr. Saunders referred to the handout entitled “*Water Rights Adjudication Project Budget Summary*”. The first item is for audio visual services in the amount of \$76,165 which has been paid and JID is requesting ratification of that purchase.

- Application Extender (AX) is very old but is still required to transfer data from the previous case management application before Odyssey known as FACTS.
- Renee Cascio described AX as the application that the water case manager uses for document storage and currently there is an integration with FACTS. Once the cases are converted to Odyssey, the goal is to integrate the Odyssey documents into AX at a cost of \$65,000.
- The Network Administrator and IT Specialist/Business Analyst have been hired. The Software Applications Developer position is still in the recruitment phase. The total cost for personnel is \$305,700.
- The Statewide Network Infrastructure requires an increase in JID’s network traffic management and storage in order to handle the Water Rights Adjudication at a cost of \$96,000.
- The source of the funding for the Water Rights Adjudication is a state appropriation.

**Judge Singleton moved to approve and ratify the Water Rights Adjudication Budget expenditures for audio visual services, software, personnel and the expansion of the statewide network infrastructure totaling \$542,825. Judge Hanisee seconded. No opposition noted. Motion carried.**

**Securing the Human – security training.** Mr. Saunders explained that the proposal is for statewide judiciary security awareness training through the program entitled Securing the Human (SANS). The cost is \$4.50 per person per year. SANS would allow JID to provide awareness training to anyone in the court system. 95% of attacks that attempt to steal data from the court systems come by way of phishing. As of May 31, the cost per person will rise to \$8.00. It is possible to test the veracity of the SANS training. Test phishing emails are sent out to determine how many users have recognized the phishing attempt. This test

will inform JID of how well the program is working. JID is proposing that BCMC and the district courts pay for their users and JID pay for the rest of the judiciary.

- Judge Mitchell questioned if it was acceptable to expect the district courts to pay for this security training. Judge Mitchell noted that there must be 100% participation in the training or the judiciary is still vulnerable to phishing attacks.
- JID is aware that this training will not completely eliminate the judiciary's vulnerabilities to phishing attacks, however it will create heightened awareness among users and lessen the likelihood of data being compromised.
- Judge Hanisee asked Wesley Reynolds (Judiciary IT Security Specialist) if there is a demonstrated success rate that can be seen from this product and will this product impact the number of people that receive phishing emails? Mr. Reynolds responded in the affirmative. There is statistical analysis that shows improvement after training and he believes this training would reduce our vulnerability to phishing attacks in the court system.

**Judge Singleton moved that JID ask the district courts and BCMC to pay for the Securing the Human (SANS) training. If a court replies that they do not have the budget, then JID will cover the cost for that court. Judge Hanisee seconded. No opposition noted. Motion carried.**

*Action Item: Greg Saunders to send an email to BCMC and the district courts asking if they are able to cover the cost of Securing the Human (SANS) training for their district. The proposal will be brought before CJC in May.*

**Purchase request from 5<sup>th</sup> JDC.** Kennon Crowhurst, Court Executive Officer for the 5<sup>th</sup> JDC asked to purchase 73 computers to replace computers that are between five and seven years old. The funding for this equipment comes from vacancy savings.

**Judge Hanisee moved to approve the purchase of 73 new computers by the 5<sup>th</sup> JDC. The monies to purchase the computers in the amount of \$55,453 will come out of vacancy savings at the 5<sup>th</sup> JDC. Tobie Fouratt seconded. No opposition noted. Motion carried.**

**X. Future Meetings.** The next meeting will be held on May 21, 9:30 a.m. at the Judicial Information Division.

**XI. Adjourn.** Judge Mitchell adjourned the meeting at 12:15 p.m.