



eCourts Initiatives

October 12, 2020  
Brad Fowler, Chief Business Officer,  
eCourts Executive Sponsor



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Odyssey Procurement and Implementation  
overview



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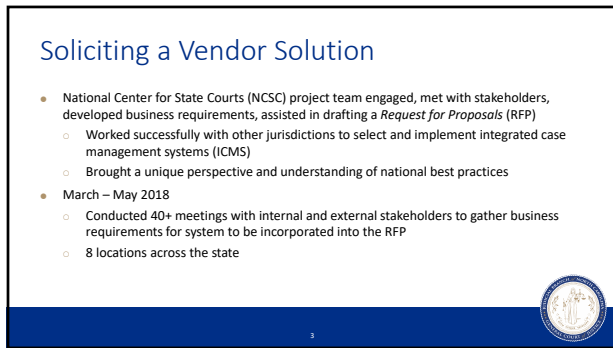
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Soliciting a Vendor Solution

- National Center for State Courts (NCSC) project team engaged, met with stakeholders, developed business requirements, assisted in drafting a *Request for Proposals* (RFP)
  - Worked successfully with other jurisdictions to select and implement integrated case management systems (ICMS)
  - Brought a unique perspective and understanding of national best practices
- March – May 2018
  - Conducted 40+ meetings with internal and external stakeholders to gather business requirements for system to be incorporated into the RFP
  - 8 locations across the state



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## Procurement Process Timeline

- August 2018 – RFP posted, vendor questions due to AOC
- September 2018 – AOC response to vendor questions posted
- October 2018 – Proposals due
- October – November 2018 – Vendor Selection Committee evaluations
  - Superior Court Judge, District Court Judge, District Attorney, Public Defender, Trial Court Administrator, District Court Trial Court Coordinator, two Clerks of Superior Court, four NCAOC staff.
- December 2018 – finalist vendor demonstrations and Committee recommendation(s) to NCAOC Director
- June 7, 2019 – NCAOC Interim Director McKinley Wooten signed contract with Tyler Technologies



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## Highlights of Contract

- Include case management and e-filing for all case types
- Software hosting in the cloud; NCAOC mainframe will be retired
- Configuration and statewide rollout will take approximately five years
- Configuration of system to meet North Carolina's specific needs will take approximately 21 months
- Pilot counties will go-live in approximately 21-24 months
- There will be a total of twelve tracks/phases for statewide rollout
  - "Big bang" rollouts of all case types at the same time
- The term of the contract is for ten years



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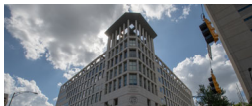
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## Pilot and Early Adopter Counties

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## Governance

- eCourts Advisory Committee

Clerk	Todd Tilley, Perquimans County	Zindy Casteen, Assistant Clerk, Onslow County
District Court Judge	Susan Bush, District Court Judge, District 18	Tiffana Whitefield, District Court Judge, Cumberland County
Superior Court Judge	Allen Baddour, Superior Court Judge, District 15B	Adam Conrad, Special Superior Court Judge, Business Court
Judicial Staff	Tonya Gilley, Superior Court TCA, District 5	Sharon Orr, District Court TCC, District 29B
District Attorney	Lorin Freeman, District Attorney, Wake County	Arneatha James, Assistant District Attorney, District 5
Public Defender	Jennifer Harjo, Public Defender, New Hanover County	
Magistrate	Jason Cheek, Magistrate, Davidson County	
Wake County	Paul Ridgeway, Senior Resident Superior Court Judge, District 10	
Mecklenburg County	Charleston Carter, Trial Court Administrator, Mecklenburg County	

- This Committee will be responsible for advising on configuration conflicts among working groups, recruiting subject matter experts for working groups, and for helping keep their constituent groups informed.



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## eCourts Program Update



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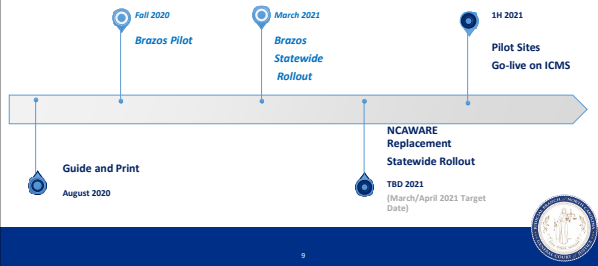
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## eCourts Tentative Program Timeline (as of October 2020)



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## eCourts Guide & File – August 24<sup>th</sup> Go LIVE

- First eCourts product to launch
- Prime example of access to justice fueled by technology
- Responding to recent events
- Partnership with Judicial Branch officials and partners to encourage utilization



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## eCourts Guide & File – An Online Service

- Self-help resource for North Carolinians – Attorneys and Non-Attorneys
- Interactive online tool
  - Free
  - Convenient
- Step-by-Step interviews developed by licensed attorneys who practice in the relevant areas
- Print completed forms ready for filing
- Provides next steps information for litigants
- Precursor to eFiling
- Immediate benefit to Court Staff
  - Reduced time answering questions
  - Manages expectations re: legal information vs. legal advice
  - Reduced foot traffic in the courthouse if filing is accomplished in one visit
  - Printed forms are complete, legible, and ready to file



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## eCourts Guide & File – Go-live Interviews

- Absolute Divorce
- Petition to Proceed as an Indigent
- Domestic Violence Protective Order
- Motion to Claim Exempt Property
- Adult Name Change
- Probate
  - Year's Allowance
  - Summary Administration
  - Small Estate Administration
- Small Claims
  - Money Owed
  - Repossession of Personal Property
- Summary Ejectment
  - Complaint
  - Answer and Counterclaims
  - Appeal to District Court



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## Guide & File Interviews (Aug. 24 – Sept. 30, 2020)

Interview Type	Completed	Interview Type	Completed
Absolute Divorce	128	Petition to Proceed as an Indigent	7
Adult Name Change	24	Probate: Application for Year's Allowance	43
Answer and Counterclaims	13	Probate: Petition for Summary Administration with or without a Will	3
Appeal to District Court from Small Claims Court Judgment in Summary Ejectment	4	Probate: Small Estate Administration (Part 1)	23
Complaint in Summary Ejectment	61	Probate: Small Estate Administration (Part 2)	4
Domestic Violence Protective Order	20	Small Claims	52
Motion to Claim Property as Exempt from Creditors	4		



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## Guide & File Survey Responses

Description	Response
Are you a first-time user?	98 % - Yes
Are you an attorney or legal professional?	97% - No
How did you hear about our website?	53% - Clerk's office
How long did it take you to complete your interview?	65% - Less than 30 mins
How long would it take you to get to the courthouse?	77% - Less than 1 hour
If you could choose, how would you like to file your documents?	90% - Electronically, through this program



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## Guide & File User Feedback - Examples

- What parts of the interview did you find confusing and what suggestions do you have to make the interview better?
  - The part when you ask about your finance.
  - I wouldn't change anything. It was very easy.
  - It was all straightforward. No confusion.
- What other interviews would you like to see added to this website?
  - Large Estate Process
  - Don't know
  - Child Support
  - House Liens



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## Brazos eCitation

- Cloud hosted SaaS eCitation solution providing high availability and 24x7 support
- Fully automated citation process providing additional advantages for the court system, law enforcement agencies and other partners, such as supporting alternative device types in the future (e.g. Tablets)
- Integrated design framework via APIs between Brazos and agencies' records management systems
- NCAOC will continue to provide the software at no charge, and Law Enforcement Agencies will continue to provide officer equipment
- Advances organizational objectives to retire legacy NC AOC applications and move from a "build" to a "buy" organization.



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## Brazos eCitation

- Phase I: Pilot
  - Pilot Agencies:
    - State Highway Patrol
    - Alcohol Law Enforcement
    - Raleigh Police Department
    - Guilford County DWI Task Force
    - Johnston County Sheriff's Office
- Phase II: Phased rollouts to remaining agencies
- Phase III: Integration with Odyssey ICMS Case Manager and NCAWARE Replacement



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## NCAWARE Replacement

- Cloud solution replacement of NCAWARE functionality which integrates with eCourts solution
- Interfaces with DMV, DPS, Corrections, CJLEADS and Law Enforcement agencies to streamline data collection and provide data to law enforcement and magistrates
- Interfaces with Mecklenburg Arrest Processing System
- Standard warrant functionality – printing, record return of service, issue release order and orders for arrest
- Warrants handled electronically from issue to approval/denial
- Repository for searching warrants via several criteria
- Status tracking of warrants



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## Odyssey Opportunities

- One case
  - Consolidated for data entry and data storage
  - Similar practical outcomes reflected similarly in statistical reports
  - Allow for online and in-person resolution in compliance with *State v. Rieger*, 2019 COA
  - Does NOT hurt workload formula calculations, since they are based on defendants
- eCitation utilization
  - Allows for timely online resolution
  - Reduces burden on Clerk of Court for scanning and system for storage



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## Questions



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