

Warren County Probate Court Technology Plan

In accordance with Local Rule 32, this Technology Plan provides an overview of the Warren County Probate Court’s utilizations of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this Plan include both public-facing technologies serving litigants, attorneys, members of the public, and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff. IT infrastructure information is not included in this list for safety and security reasons, including firewall, storage system, backup, anti-virus, disaster recovery and cyber security.

The purpose of this Plan is to:

- Define how the Court uses technology to support attorneys, parties, and the public to be aware these services are available for case management, case filing, recordkeeping, efficient communications and administrative functions
- Provide a list of the Court’s IT functions and applications that support serving the public
- Assist the Court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions
- Promote the alignment of IT initiatives with the goals of the Court

A. Case Management

The Court uses the following applications to manage its docket and related case records (e.g., case management software, digital notification applications, party check-in software, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen	Case management software utilized by Court staff.	Information Manual, In person demonstration	Chief Deputy Clerk

The Court uses Henschen as its main case management system. It contains docketing, scheduling, and case-related financial information. This application is used by all Court staff.

B. Clerk of Court Functions

The Clerk of Courts uses the following applications to perform its clerk-related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen	Court-Case Management	Vendor training materials, on site training	Clerk of Courts Staff
Henschen	Attorney access	Contact Chief Deputy Clerk or Court Administrator	Chief Deputy Clerk or Court Administrator

Henschen allows the Clerk's office to scan and organize filings and enter case information needed for monthly reports such as the Supreme Court report, filing court documents, journalize entries, attorney access to records, accepting payments and fiscal needs. Attorneys have full view access of all case types, except those that are either sealed by law or by the Judge. This access allows them to see case information, timelines, docket, and docket images.

C. Dispute Resolution

The Court uses the following applications to conduct dispute resolution proceedings (e.g., online dispute resolution, online mediation, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

The Court doesn't use any type of software application for dispute resolution.

D. Evidence Management

The Court currently does not have any technological application for the management of evidence.

E. Filing

The Court and Clerk of Court use the following applications to manage the filing of court documents (e.g., electronic filing, electronic signatures, electronic payment, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Electronic filing	Electronic court filings	Clerk's Office, Website	Clerk's Office
The Clerk's Office accepts e-filings from attorneys only through Henschen. Case filings are entered daily into Henschen by deputy clerks from sources such as – the mail, front counter, drop box, fax, e-filing, and e-mail. Credit card payments for filings can be completed in person or over the phone.			
All probate forms are available online on our website.			
Our Court also provides an option for the public to request a marriage application electronically on our website.			

F. Fiscal

The Court uses the following applications for financial management and accounting:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Tyler Technologies ENTERPRISE	Payroll & Accounting software	Manual, instructions on website	Auditor's Office
Henschen	Court fees & fines	Guide, In person training	Clerk of Courts

The ENTERPRISE system for payroll and accounting is administered by the Auditor's office. The Court's fiscal department uses the software for payroll information and payment of goods and services.

Henschen is used exclusively by the Clerk's office to process payments received and furnish current account balances.

G. Hearings

The Court uses the following applications to conduct hearings and related proceedings (e.g., remote hearings, digital recording software, judicial dashboard/e-bench, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
BIS	Video and audio recording	Guide, help desk	Bailiff for each courtroom

Zoom	Conducting remote hearing/appearances	Online vendor training materials	Bailiffs
Telephone	Telephonic hearings	Can request instruction if needed.	Bailiffs

BIS is the digital recording application the Court uses to record court proceedings that are conducted in the courtroom.

The Court utilizes *Zoom* to allow participants in a court proceeding to appear remotely. This video conferencing application utilizes video and audio functionality so that the Court and the participants can see and communicate with one another in real-time.

The Court also conducts telephonic hearings. In those cases the bailiff will contact all parties via phone and put them on a conference call.

H. Human Resources

The Court uses the following applications to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County Website	Online employment applications, job descriptions and instructions to submit applications are located on the county website.	With each application or job description	Department Head or Designee
Tyler Technologies	Self-serve ENTERPRISE for staff	Human Resources staff	Human Resources

The Warren County website contains job applications and job descriptions. User instructions are part of each job notification. ENTERPRISE self-serve for staff provides access to staff payroll information and access to county insurance member information.

I. Interfacing with Other Entities

The Court integrates with the following applications:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
FileZilla	E-file Supreme Court Report	Vendor instructions	Clerk's office
Lexis Nexis	Process credit card payments	Vendor instructions	Clerk's office

Henschen our case management system interfaces with FileZilla to E-file our quarterly Ohio Supreme Court Reports. It also interfaces with Lexis Nexis to process out credit card payments and generate daily reports for balancing.

J. Jury Management

The Court uses the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

K. Probation

The Court uses the following applications to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

Probation is not applicable in probate court.

L. Public Access of Court Hearings

The Court uses the following applications to provide access to the public of court hearings:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
N/A			

The Court does not provide live streaming of hearings. Access to court entries can be done on our Court's website.

M. Records Management/Retention

The Court uses the following applications to manage and retain records:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Henschen	Scan images and journalize	Manual, in person training	Court Staff

The Court follows Ohio Sup.R.26 and the Records Retention Schedule as approved by the Warren County Records Manager. All case related records are scanned into our case management system as well as we maintain a printed file.

N. Special Accommodations

The Court uses the following applications to provide services for participants needing special accommodations:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Language Line	Foreign language interpreter services. Sign language interpreter for deaf.	Supreme Court’s website	Court staff
Assisted Listening Devices in all courtrooms	The assisted listening devices provide capability to hear proceedings for those with hearing difficulties.	Court staff	Court staff
Interpreter Services	Provide interpreter Services	Court Staff	Court staff

In-person certified interpreters approved by the Supreme Court of Ohio are arranged by our Clerk’s office as necessary. This service is available for anyone not able to speak or understand English. Sign language and captioning is available for deaf individuals.

Any person who requires special accommodations because of a handicap or disability shall notify the Court of his or her special requirements at least ten (10) days before a scheduled Court appearance. The Court shall comply with all reasonable requests for assistance without additional cost.

O. Victim Services

N/A

P. Website

The Court uses the following application in the development and maintenance of its website:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Warren County website	To inform the public of all court proceedings and information regarding court related departments and activities.	Self-explanatory or on website	Warren County IT department

The Warren County online website contains information and contacts for our Court. Links are also included for other Warren County entities along with a campus map and phone numbers.
Changes to website must be made through the Warren County Webmaster.

FUTURE IMPLEMENTATION PLANS

New Application	Purpose	How Users Receive Instructions	Dept/Role Responsible	Funding Secured (Yes/No)
Nothing currently in process.				

New Hardware	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)

Wish List