jis

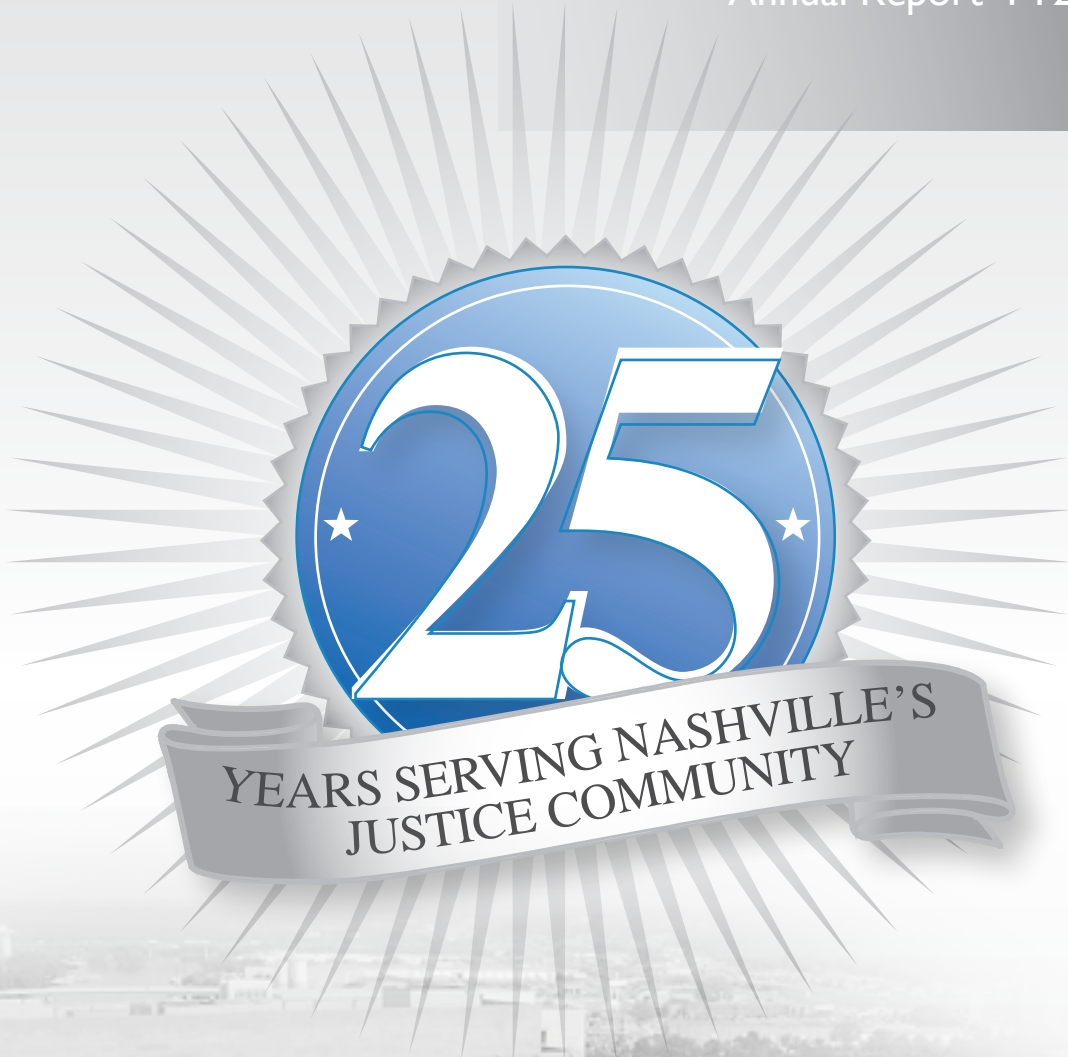Annual Report FY2018/2019

25

YEARS SERVING NASHVILLE'S
JUSTICE COMMUNITY

Nathalie Stiers, Director

On October 20th, JIS celebrated its 25th year. The JIS staff met and reflected on our original mission, intent, and goals. We looked at what has been accomplished over the years, and the unmatched collaboration that makes this all a success.

As you read this report, you will see some of the original documents, and the original verbiage that states the intent of this department. When we first read all of that material, we were immediately struck by a couple of things. First, it was very apparent to us that although we are in a field, ie technology, that by its very nature changes continuously, we have never wavered from the original intent and goals. Second, as we looked at the old staff pictures, we quickly realized that the staff size has remained relatively constant, while the work, responsibility, and risk have grown steadily. This, without a doubt, remains an issue, as project timelines continue to stretch out in order to deal with backlog, or projects are re-prioritized in order to deal with time sensitive issues as they arise.

This coming year, is no exception when it comes to the work we have in store, and the functionality that will be available to court staff, and new services that will be available to the public. We are currently working with the offices of the Criminal Court Clerk and the Juvenile Court Clerk to implement e-filing. We are also working on bringing texting functionality to the applications which is a modernized, and proven effective mode of notification to the public. These are just two exciting examples of what you will read on the pages of this Annual Report.

I have been with JIS for 16 of the 25 years, and have served as the 4th director of JIS for the past 10 years. I continue to be thankful for the opportunity and proud to serve alongside the most talented and dedicated team I have ever had the pleasure of working with.

Thank you to Judge Mondelli and Judge Brothers for their continued support and guidance. I look forward to another year of exciting work ahead.
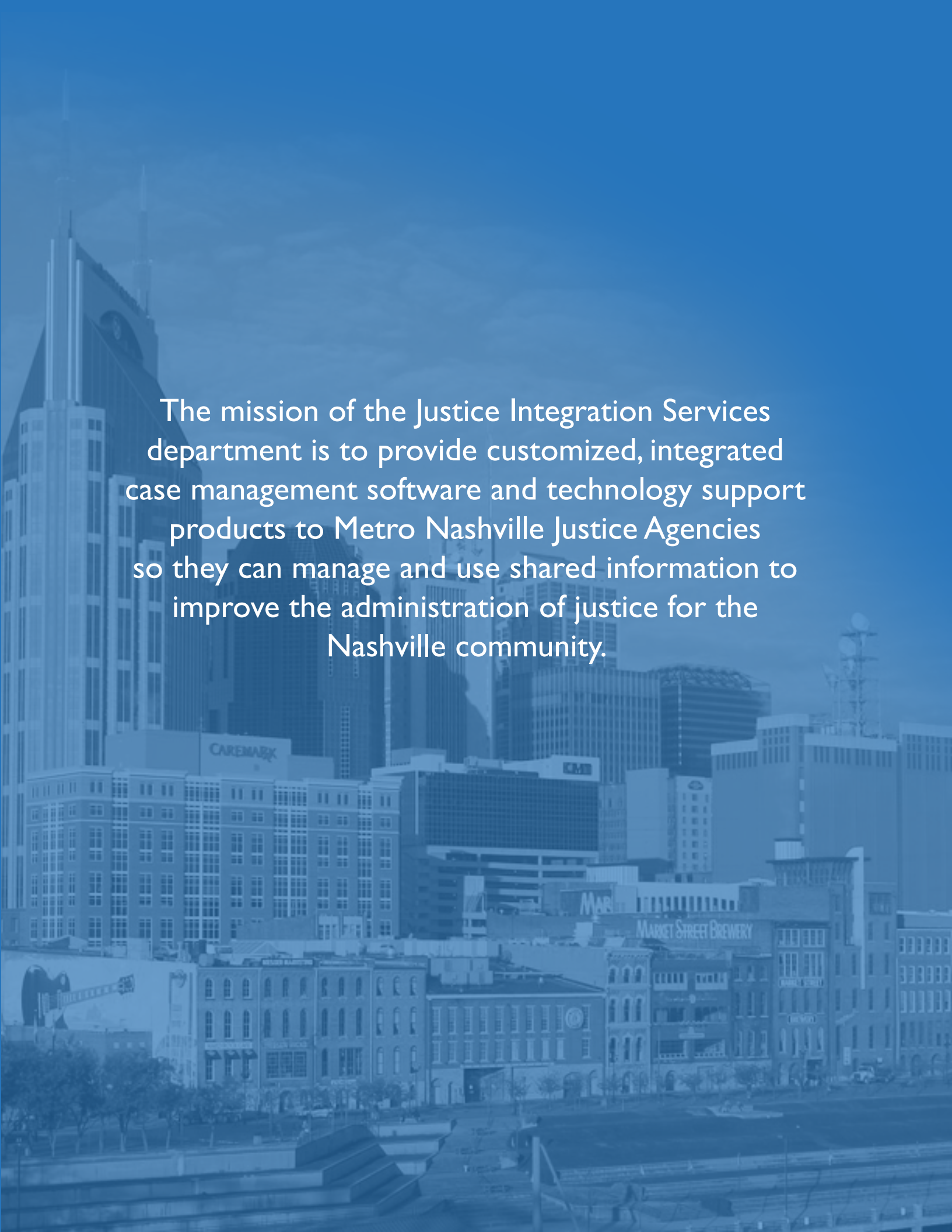
Judge Michael Mondelli, Chair JIS Policy Committee

Looking back over last year's Annual Report I want to give due recognition to our JIS Steering Committee. This group is composed of technological specialists from each agency of JIS; their function is to discuss the wants and needs of JIS customers and how best to meet those needs without favoring one agency over the other or otherwise adversely impact them.

Prioritizing these needs and getting results to the customers requires a good deal of cooperation and understanding. Last year's successful efforts demonstrated that resolve and with future challenges of a similar nature I have confidence that the members of this Committee will once again perform in an admirable manner.
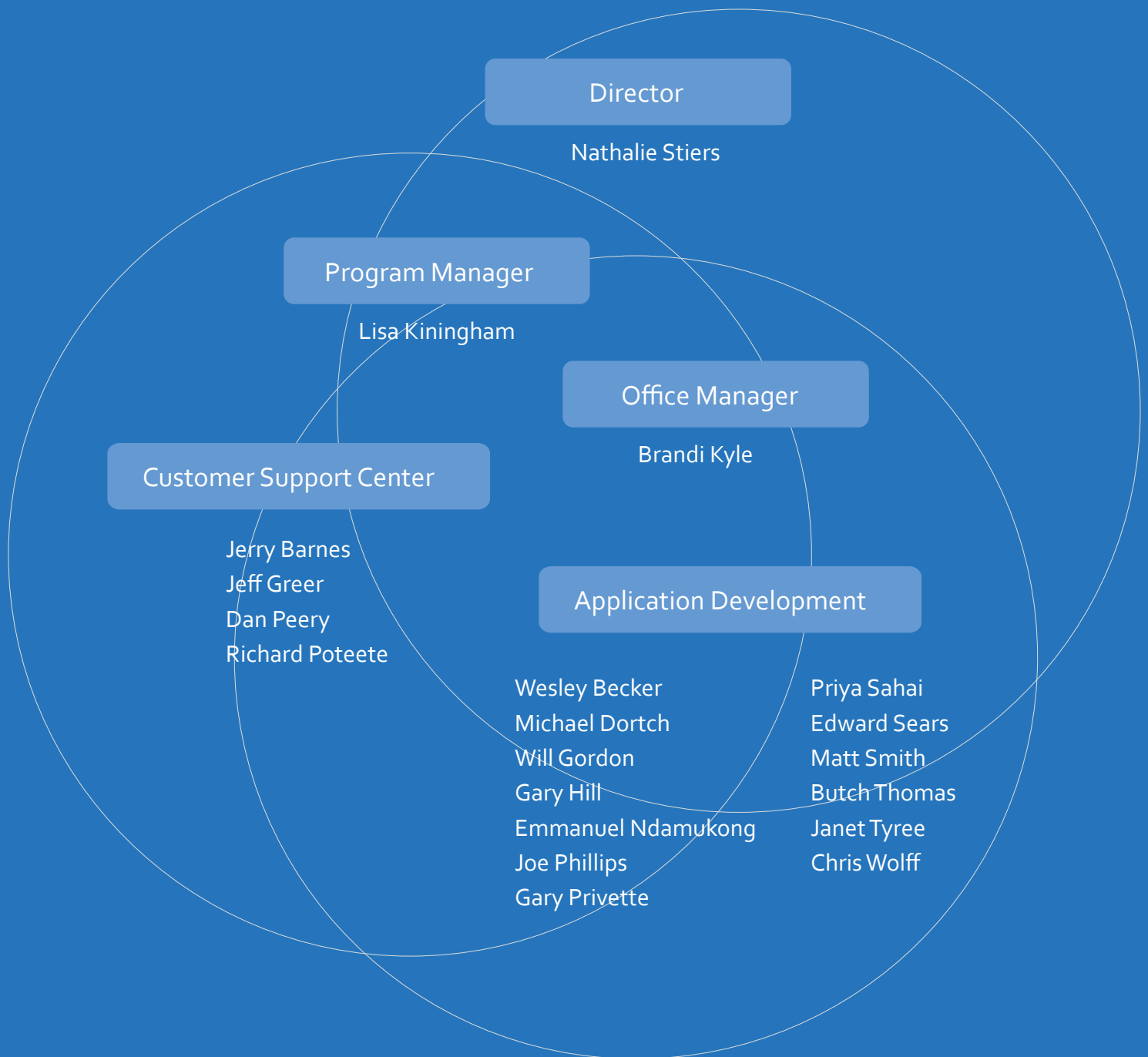
I also wish to recognize all JIS employees as well as the Director Nathalie Stiers for another year of sound results and helpful support to all those agencies that have come to depend upon our work.

Lastly I want to mention two matters that will be prominently addressed in the coming months and they are projects dealing with "e-filing" and Office 365 a Microsoft product which involves e-mail issues and matters. As we move forward in these areas all the necessary details and information will be furnished in a timely manner and by a more informed source then the undersigned.

The mission of the Justice Integration Services department is to provide customized, integrated case management software and technology support products to Metro Nashville Justice Agencies so they can manage and use shared information to improve the administration of justice for the Nashville community.

JIS Staff

Director

Nathalie Stiers

Program Manager

Lisa Kiningham

Office Manager

Brandi Kyle

Customer Support Center

Jerry Barnes
Jeff Greer
Dan Peery
Richard Poteete

Application Development

Wesley Becker
Michael Dortch
Will Gordon
Gary Hill
Emmanuel Ndamukong
Joe Phillips
Gary Privette

Priya Sahai
Edward Sears
Matt Smith
Butch Thomas
Janet Tyree
Chris Wolff

JIS Steering Committee

The work that JIS performs is prioritized and approved by the JIS Steering Committee.

Members:

Richy Vaughn

Michaela Mathews

Jim Sanders

Benny Rigby

Kim Risby

Robert Daniel

Donna Blackbourne Jones

Andy Sullivan

Warner Hassell

Karen Williams

Nathalie Stiers

JIS Policy Committee

The Policy Committee is the primary decision and policy-making entity of JIS. This committee approves the design, development, and operation of all JIS procedures and projects.

HONORABLE MIKE MONDELLI, Chair General Sessions Court Division VI **

HONORABLE THOMAS BROTHERS, Vice-Chair   Sixth Circuit Court **

Mr. DARON HALL **

HONORABLE CHERYL BLACKBURN

MARIA SALAS

HONORABLE HAMILTON GAYDEN

MR. STEVE ANDERSON **

HONORABLE SHELIA CALLOWAY

MR. DAVID SMITH **

GENERAL GLENN R. FUNK **

MR. RICHARD ROOKER **

MR. HOWARD GENTRY**

MS. DAWN DEANER **

The Operations Subcommittee provides day-to-day assistance and guidance to the Director of JIS regarding financial management and operations. Additionally, its members review and recommend policies and procedures to the JIS Policy Committee. The JIS Director also serves on the Operations Subcommittee. Policy Committee members who also serve on the Operations Subcommittee are denoted with **.

Original Mission

The purpose of the JIS is to improve the administration of justice through the creation and operation of comprehensive integrated management information systems and to promulgate and implement minimum uniform standards for all participating agencies.

Original Goals

1. **Create a modern simplified system or systems for managing justice information**

2. **Provide quick and easy access to information**

3. **Expedite case processing**

4. **Enhance productivity and efficiency by the use of technology**

5. **Reduce costs and increase revenue**
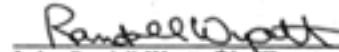
6. **Plan for future needs**

CRIMINAL COURT CLERK:

Joe E. Torrence

CRIMINAL COURT JUDGE:

Judge Thomas Shriver, Div. I

Judge Randall Wyatt, Div. II

Judge Ann Lacy Johns, Div. III

Judge Seth Norman, Div. IV

METROPOLITAN POLICE DEPARTMENT CHIEF:

Robert Kirchner

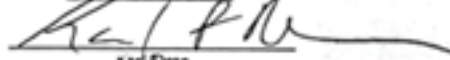**DISTRICT ATTORNEY GENERAL:**

Victor S. Johnson, III

PROBATE COURT JUDGE:

Judge James Everett

JUVENILE COURT CLERK:

Kenny Norman

PUBLIC DEFENDER:

Karl Dean

JUVENILE COURT JUDGE:

Judge Andy Shookhoff

SHERIFF:

Hank Hillin

METROPOLITAN GENERAL SESSIONS COURT JUDGE:

Judge Gale F. Robinson, Div. I

Judge H. Philip Sadler, Div. II

Judge William J. Fishburn, Div. III

Judge Penny Harrington, Div. IV

Judge John P. Brown, Div. V, Presiding Judge

Judge Michael F. Mondelli, Div. VI

Judge William E. Higgins, Div. VII

Judge Leon Ruben, Div. VIII

Judge Donald L. Washburn, Div. IX

METROPOLITAN POLICE DEPARTMENT CHIEF:

Robert Kirchner

ACCOMPLISHMENTS

Criminal Justice Information System (CJIS)

Master Calendar

The Criminal Court Clerk's office requested new functionality that made the updating of the master calendar for multiple court sessions easier and more efficient. Prior to this, CJIS only allowed the end-user to enter one court session at a time. This enhancement made use of the recurrence functionality that is in Microsoft Outlook's calendar and allowed multiple dockets of the same type for the same Judge to be entered at one time.

Screen Resizing

The screens in CJIS were redesigned from a fixed display to a more responsive design. The new design provides optimal viewing and an interactive experience for easy reading and navigation across a wide range of devices from desktop computer monitors to mobile devices.

PowerBuilder Upgrade

In order to stay current, JIS upgraded all PowerBuilder applications to the newest generation of PowerBuilder; PowerBuilder 2017. One of the key benefits of this upgrade was that it is compatible with Windows 10. Going forward, Appeon will be releasing a new generation of the PowerBuilder development platform and JIS will be able to utilize the new features in all PowerBuilder applications.

Folder Tracking

Changes were made to the folder tracking tab in CJIS at the request of the Criminal Court Clerk's office. Prior to this change, the folders were tracked on the same tab as exhibits. Now the folders are on a separate tab which is dedicated to keeping track of the physical case folder by allowing the clerk to check in and check out the physical case folder as necessary. This was done in an effort to minimize the chances of case folders being misplaced. The clerk is now able to easily see the history of where the folder has been and who had possession last.

Bond Collateral Release

The Criminal Court Clerk's Office added an event to the CJIS application which allowed the clerk to release the bond collateral for a defendant but not release the bond. This enhancement provided the Criminal Court Clerk's Office with an effective way to adhere to the local rules of court.

Criminal Justice Information System (CJIS)

Partial Expungement

The Criminal Court Clerk's Office requested that a new partial expungement event be added to the CJIS application based on new legislation. This event allows cases to be expunged only from the public view of CJIS.

Enhancements for Commissioners

Risk Assessment

Pretrial Services recently made a change to their assessment process which determines eligibility for defendants being placed on Pretrial. The Commissioners needed access to the risk assessment information, as a result, JIS added data to the tab dedicated to the commissioners. Having this information readily available aids in their decision making process when setting bond.

Domestic Violence Indicator

JIS added a new indicator to the commissioner's screen in CJIS that must be selected before a charge can be approved. The addition of this flag automatically sets the case sub type to 'Domestic Violence' which is then carried over to the case. That allows the clerk to set these cases on the appropriate dockets.

District Attorney Grand Jury (DAGJ)

Imaging Functionality

The District Attorney's Office requested the capability to add scanned images and associated documents to cases in the DAGJ application. This allowed users to store electronic documents and images at the party and event level. They can scan either a single sheet or multipage documents which are then electronically stored and can be retrieved and printed on demand. Ultimately, the agency would like to make the full transition from paper to digital files.

Blue File Label

The DAGJ application was enhanced to allow printing a label for the case files. Previous to this, the information was being typed, using a typewriter. This enhancement also allowed batch printing of multiple labels with a single click. This added functionality to the DAGJ application that is more efficient and provides a more practical way of tracking the required information.

District Attorney Grand Jury (DAGJ)

District Attorney Victim Witness (DAVW) Go-Live

The Victim Witness application was launched automating the creation of cases and logging of events that occurred to a victim of domestic violence. This application also contains full imaging capabilities for the storing of scanned records, electronically. Online report generation will also be implemented.

Juvenile Case Management Mobile (JCMM)

Functionality was added for the Juvenile Court case managers to the Juvenile Case Management Mobile (JCMM) application which included advanced search capabilities, the ability to view school information, the ability to view associates information and the ability to capture and store a profile picture in the application.

These changes allow the case managers to use additional information when attempting to make contact with an individual. In addition, these enhancements allow the case managers to view an existing profile picture or capture and upload a new profile picture to the Juvenile Case Management (JCM) application. Users who are granted the new search capabilities will be able to search all cases based on the selected criteria. Previously, a case manager was only allowed to view their own cases.

Juvenile Information Management System (JIMS)

Assessment Processing

The Juvenile Court Clerk requested that the assessment processing functionality in the JIMS application be modified for the current non-state filed petitions as well as new state filed petitions. The request also included new assessment values for state filed petitions. This project, along with the upcoming state invoicing project will allow all accounting transactions to take place within the JIMS application. Prior to these projects, manual accounting processes were taking place external to the JIMS application.

Office of Conservatorship Management (OCM)

Office of Conservatorship Management (OCM) requested new functionality to import data from spreadsheets to update the database without losing existing manually entered information. This ensured that conservatorship cases could be updated correctly and in a more timely manner.

Online Traffic School (OTS)

This past year, JIS began hosting the Online Traffic School (OTS) application for General Sessions Court. The application was previously hosted and maintained by Metro's Information Technology Services (ITS) department. After taking ownership of the application, JIS addressed application issues that were previously identified but had not yet been corrected. These were fixes and minor enhancements to the application and also included items that were discovered during the transition. Included were corrections to the Cash and Transactions Reports, driver license number field, an enrollment problem and a few corrections to the class functionality.

JIS also corrected an existing problem with the OTS message queue used for sending registrations to the National Safety Council. On occasion, the message queue would lock up and stop sending records. When that occurred, the OTS staff had to notify ITS support to clear and reset the message queue for it to begin functioning properly. This correction reduced the number of support calls and improved the application.

Pretrial (PTAL)

Pretrial Services recently worked with the Crime and Justice Institute (CJI) under a grant to review and analyze pretrial data for methodology and analytical strategy. The goal was to develop a pretrial instrument that predicts failure to appear and new criminal activity for Davidson County defendants. CJI provided two new scales which were added to the assessment process in the Pretrial application.

The goal of this project was to allow for better pretrial decision-making which could improve individual and community well-being, alleviate jail crowding, reduce costs, and increase the overall effectiveness of the criminal justice system.

User Manager

This was a JIS project to enhance the current functionality of our identity manager tool to include roles. Adding user roles provides an additional layer of authorization for users within our web applications. It also lays the groundwork for utilizing Active Directory for PowerBuilder application access.

PROJECTIONS

FY 2019 Projections

As JIS states its projections for Fiscal Year 2019, it is important to note that the work that JIS performs in the way of application development is at the request of the JIS agencies. Furthermore, this work is reviewed, prioritized, and approved by the JIS Steering Committee which is comprised of agency representatives across the JIS community. At the time this annual report is written, the projections are made up of upcoming work that has already been approved, as well as requests that have not yet been approved. However, all are goals set forth by individual agencies to be accomplished in Fiscal Year 2019. In addition, this report does not account for project goals that will be met in Fiscal Year 2019 that have not yet been requested.

Adult Probation Information System (ADPB)

GS Probation: Alerts

This project will create a system of alerts in ADPB that will serve as notice of incomplete tasks, tasks due and tasks overdue to the staff and management. Incomplete tasks and tasks due will serve as a daily "to-do" list. Benefits include:

- Probation Officers will immediately know what is due and when
- Supervisors will know what tasks need to be completed and also be aware of Probation Officers tasks that are either overdue or incomplete
- The Director will have greater oversight of both the work of line, and supervisory staff

GS Probation: Enhancements to Order of Probation and Case Information Screen

This project is to enhance the current functionality of the Order of Probation and the Case Information Screen. Changes will include enhancements to the following areas:

- Order of Probation: Probation period
- Order of Probation: Restitution
- Order of Probation: Community Service Work
- Order of Probation: Ignition Interlock
- Case Information Screen: Allow creation of 3 years of probation end dates

GS Probation: Avertest Interface

Avertest is the Drug and Alcohol testing vendor for GS Probation. Currently, probation officers must access the Avertest website to initiate testing requests and obtain testing results. Those results must then be entered manually into the probation application. This project will provide probation officers with the functionality to initiate a testing request from within the probation application and allow testing results to be received and loaded directly into the application via an API.

Juvenile Case Management (JCM)

Document Imaging Security

The project will provide the ability to lockdown sensitive scanned document images within the JCM application. This new functionality will allow users with authorized access to view, replace or remove documents that have been identified to contain sensitive or confidential information and in turn will prevent unauthorized users from viewing the documents.

Juvenile Information Management System (JIMS)

Tickler Notifications

This project will add a new function for notifications within the JIMS application. The new function will have the ability to send email notifications and create event entries. Message content will be controlled by an authorized JIMS user. When a defined action or event occurs within the system, the users will have the ability to configure the system to send an email notification to a selected user or a group of users. This electronic notification will be more efficient and will expedite the response time required to perform the next steps in a defined process.

Interpreter Request

This project, requested by the Juvenile Court, will provide the ability to notify staff that an interpreter is needed for a scheduled court appearance. The court is requesting that a reminder be created during the JIMS docket scheduling process to notify staff that an interpreter was requested previously on a case or is being requested for the upcoming court appearance. This will help to eliminate last minute requests and reduce the number of continuances based on a last minute request.

Online Traffic School

Enhancements

These enhancements will require multiple phases to complete. These phased release items will address the backlog of issues previously reported to Metro ITS, while they owned the application. As part of JIS taking ownership of OTS, we have committed to analyze and correct the issues reported in a timely and accurate manor thereby improving the stability and functionality of the application.

Pretrial

Texting Project

This project will allow the Pretrial staff to utilize texting for communications regarding client updates, client check-ins and reminders for scheduled court appearances. Texting will allow an additional means of communication with clients to ensure they are up to date on all issues related to their Pretrial status and assist in ensuring clients appear in court as scheduled.

Criminal Justice Information System (CJIS)

E-Flex and Document Management

JIS will continue to work with the Criminal Court Clerk's Office to develop e-Flex along with a third party vendor. E-Flex is an application that will introduce electronic filing of documents. This project will enhance the services offered by the Criminal Court Clerk's Office by allowing attorneys to file court related documents electronically. Some of the benefits include reduced wait times at the Clerk's office, reduced costs for attorneys filing motions, provide a better way to track and store documents, ensure documents get put into CJIS in a timely manner, and provide a better overall service to the Criminal Justice System.

E-Citations

JIS will partner with the Criminal Court Clerk's Office and the State of Tennessee to develop a system where State Troopers can file their tickets electronically instead of manually. This automated process would transmit the data directly into CJIS from the State Trooper at the time the ticket is created. This will help reduce errors in processing and scheduling of tickets, reduce trips for State Troopers to come to the Clerk's office thus allowing more time on the road. This will also save on resources by freeing up the amount of staff it currently takes to manually enter the tickets into CJIS. All tickets would be created and scheduled for court in a more timely and efficient manner.

Property and Evidence

The Property and Evidence section of CJIS will be reworked to allow the Criminal Court Clerk's Office a more efficient way to track exhibits. Currently, these items are being processed manually on an Excel spreadsheet. This enhancement will allow the Clerk's office to be able to track and secure this data in a much safer, secure, and efficient manner inside the CJIS application.

Criminal Justice Information System (CJIS)

AOC GS Data Repository

JIS will work with the Criminal Court Clerk's office and the Administrative Office of the Courts (AOC) to develop a system that will allow all the General Sessions data to be sent electronically to the AOC. These changes are pertinent to ensure all cases are being reported accurately and to meet the needs of a new file format requested from the AOC.

Finance Enhancements

JIS will continue to do analysis and any development needed to improve and enhance the functionality of the financial portion of CJIS. These enhancements will allow the Criminal Court Clerk's office to be more efficient in processing court costs and fines that they are required by law to collect. These improvements will also allow the Clerk's office a better way to track of their financials within CJIS and not have to transfer this data into other tools.

Crystal Report Forms

JIS will be working with the Criminal Court Clerk's office to improve the reporting practices from the CJIS application. These enhancements will focus mainly on reports from the Finance division and allow a report to be created by the user that will serve as a form. These forms can then be easily modified by the user instead of being hard coded by a developer.

District Attorney Victim Witness (DAVW)

Enhancements

JIS will continue to work with the District Attorney's Victim Witness division to analyze and make improvements to the DAVW application. These improvements will allow the Victim Witness division to better serve the witnesses and victims of domestic violence. Some of the new functionality being requested is reporting of dispositions, changes to the incident description and prosecution information on warrants, and new data elements for the cover sheet report.

Traffic Violations Information System (TVIS)

JIS has been working with the Traffic Violations Bureau to add receiving and processing of all traffic related payments through their PowerBuilder application. Currently, the Traffic Bureau utilizes various ancillary applications for payment processing and accounting functions. This project will consolidate many of those functions into one application. The project will include enhancements for payment processing, general ledger, payment overage processing, suspense receipting, compliance processes and payment plans.

Mugshots

Currently, users have to go to the MNPD's RMS application to view mugshots. This project will allow multiple agencies, supported by JIS, to incorporate mugshots into their applications. JIS will work with MNPD to enable a user, with appropriate access, to view mugshots stored in the MNPD application, from their existing application within the CJIS suite. The end result will allow users to view all necessary information from one application. This functionality will first be implemented into the Pretrial Services PTAL application. Following successful implementation in PTAL, mugshots will be added to other applications upon request.

PowerBuilder Applications to use Active Directory

As the number of applications an average user logs in to daily increases, so does the number of passwords to remember. This project is an attempt to drastically reduce the number of passwords a user would have to remember by allowing the use of the Windows (Active Directory) user ID and password to login to all PowerBuilder applications. The user would still have to login to each application separately but would use the same user ID and password.

Disclaimer

The Justice Integration Services agency does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Justice Integration Services agency does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act: Brandi Kyle, 404 James Robertson Parkway, Suite 2020, Nashville, TN, 37219, (615) 862-6195. Inquiries concerning non-discrimination policies other than ADA compliance should be forwarded to: Department of Human Resources, 404 James Robertson Parkway, Suite 1000, 37219, (615) 862-6640.