

THE DIGITAL REVOLUTION: ONE COURT'S JOURNEY INTO THE FUTURE

Hamilton County Office of The Juvenile Court Clerk

Gary D. Behler

WHERE WE STARTED

NO email

Hearings recorded by Cassette Tape Recorders

Typewriters and Fax Machines

Paper Files

(lots and lots of paper files)

AND

PAPER

PAPER EVERYWHERE!

AVALANCHE...



TOO LATE

Our Office Workflow was all on paper !

Client Paper File



Taking
Paper
Files into
Court for
a Docket



Paper Files and a
Card Filing System to
locate Paper Files



Tons of paper files were being maintained



Literally.

Twelve (12) Tons !!!

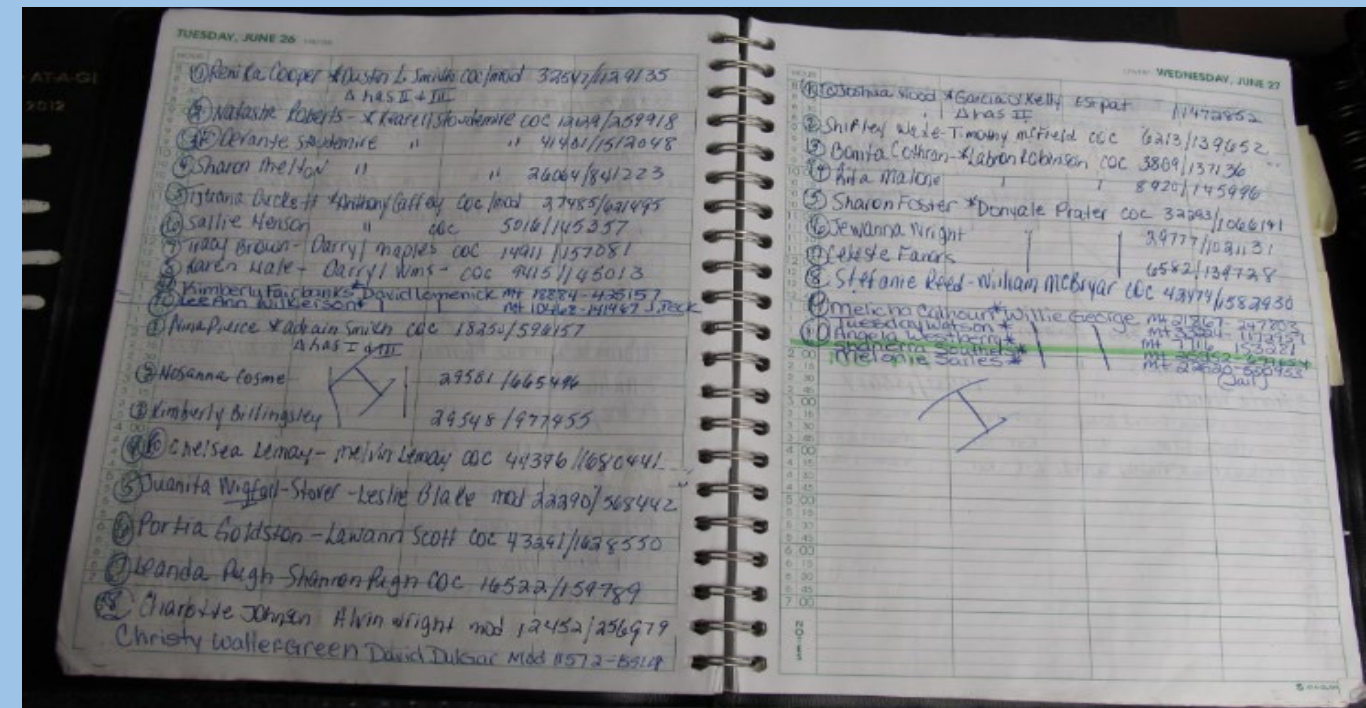
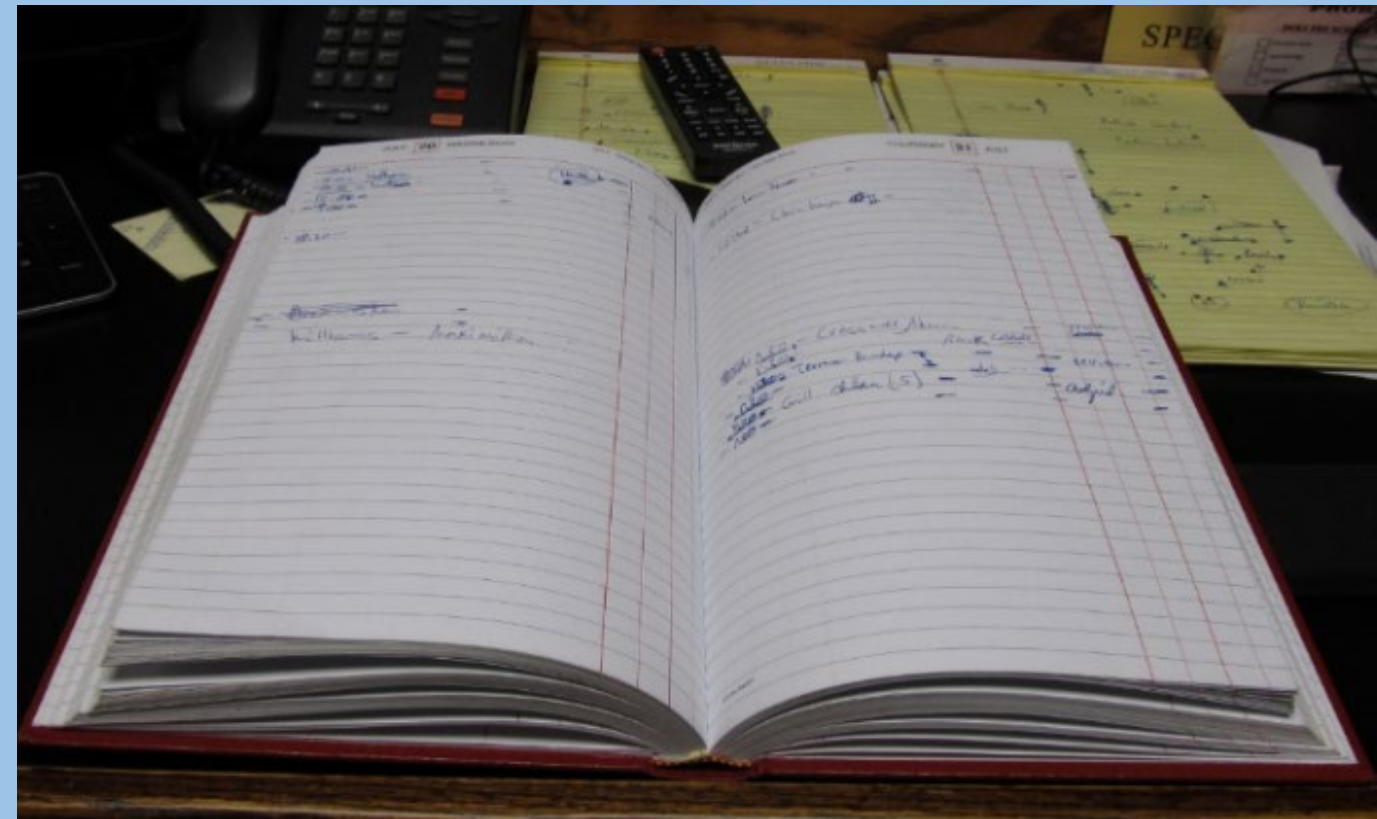
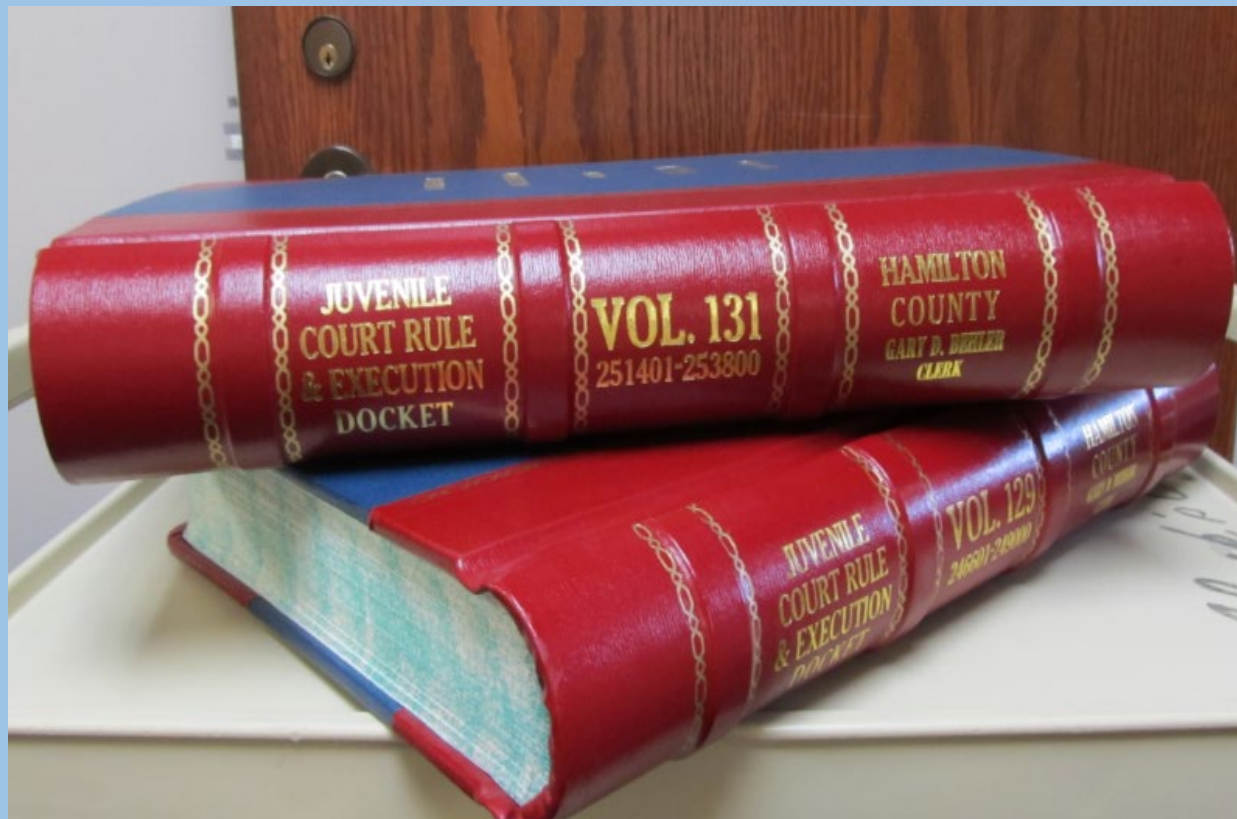
Main Division 38 shelves

Child Support Division 55 shelves

Total of 93 shelves

This is one of the file rooms at the Child Support Division

Rule Dockets and Calendars were handwritten !



Cassette tape Recorder for Hearings

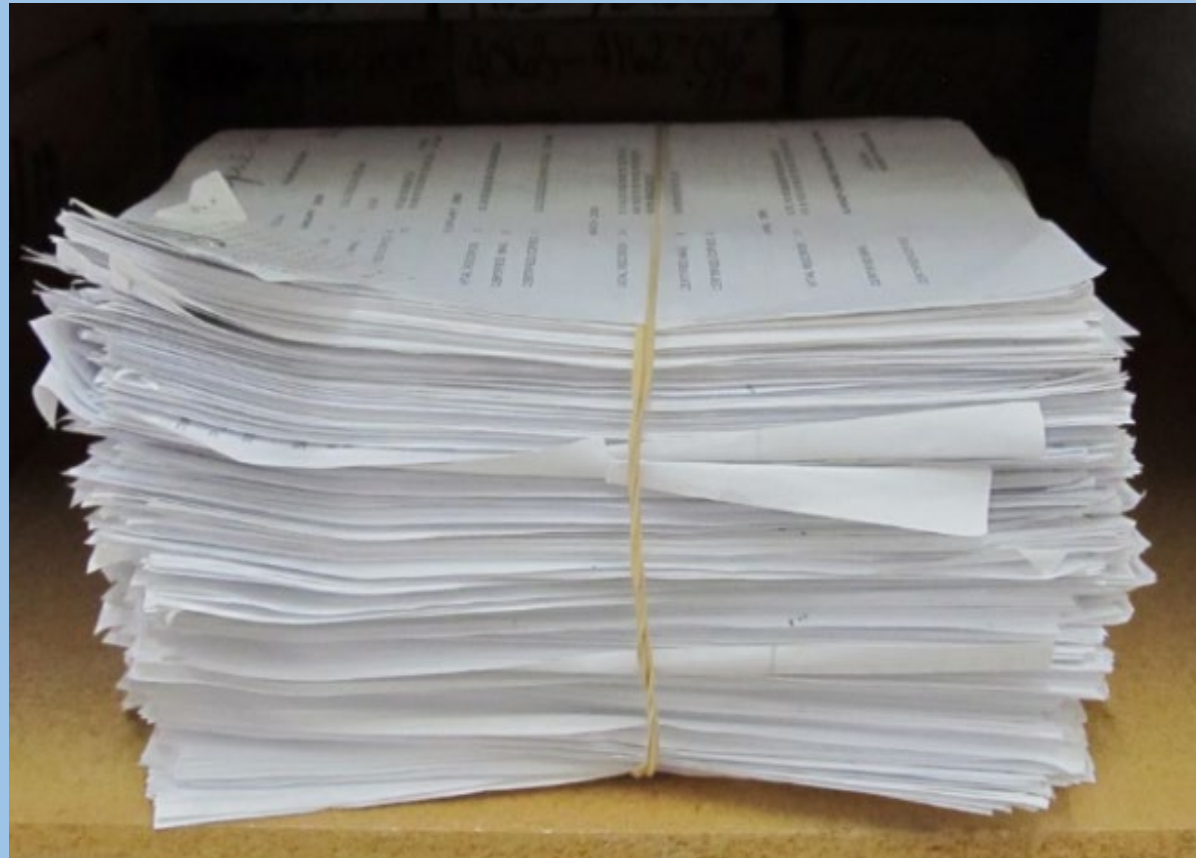


Typewriters



We sent out a lot of paper and received a lot of paper !

Volumes of
paper for the
Monthly State
Billing



Medical
Records
received for
one child's
case



Chattanooga Times Free Press

September 16, 2013

“If stacked atop each other, the boxes of files would stand 38 stories, nearly twice as high as Chattanooga’s tallest structure – the 21- story Republic Center building at Seventh & Chestnut streets. If the files were placed on a scale, it would take three elephants at 4 tons each to balance the load.”

Todd South







We decided to move
the Cheese and
GO DIGITAL !!

THE PROCESS

1. Digital Recording
2. CTAS – Legal authorization for Digitizing and Scanning
3. Hardwired Building
4. Work Flow – Mapping
5. Building Data Management System – JFACTS
6. Electronic Calendaring
7. TCSES Data Dump
8. Scanning Project

Step 1- Replace Malfunctioning Recording System

Installation of digital recording hardware and software in all 7 courtrooms to ensure better quality recordings of all court proceedings



Court Clerk courtroom station for the new digital recording



Step 2 – CTAS Gave us clarification for electronic record storage based upon the following TCA codes:

TCA 18-1-105

Duties of the Clerk

TCA 10-7-121

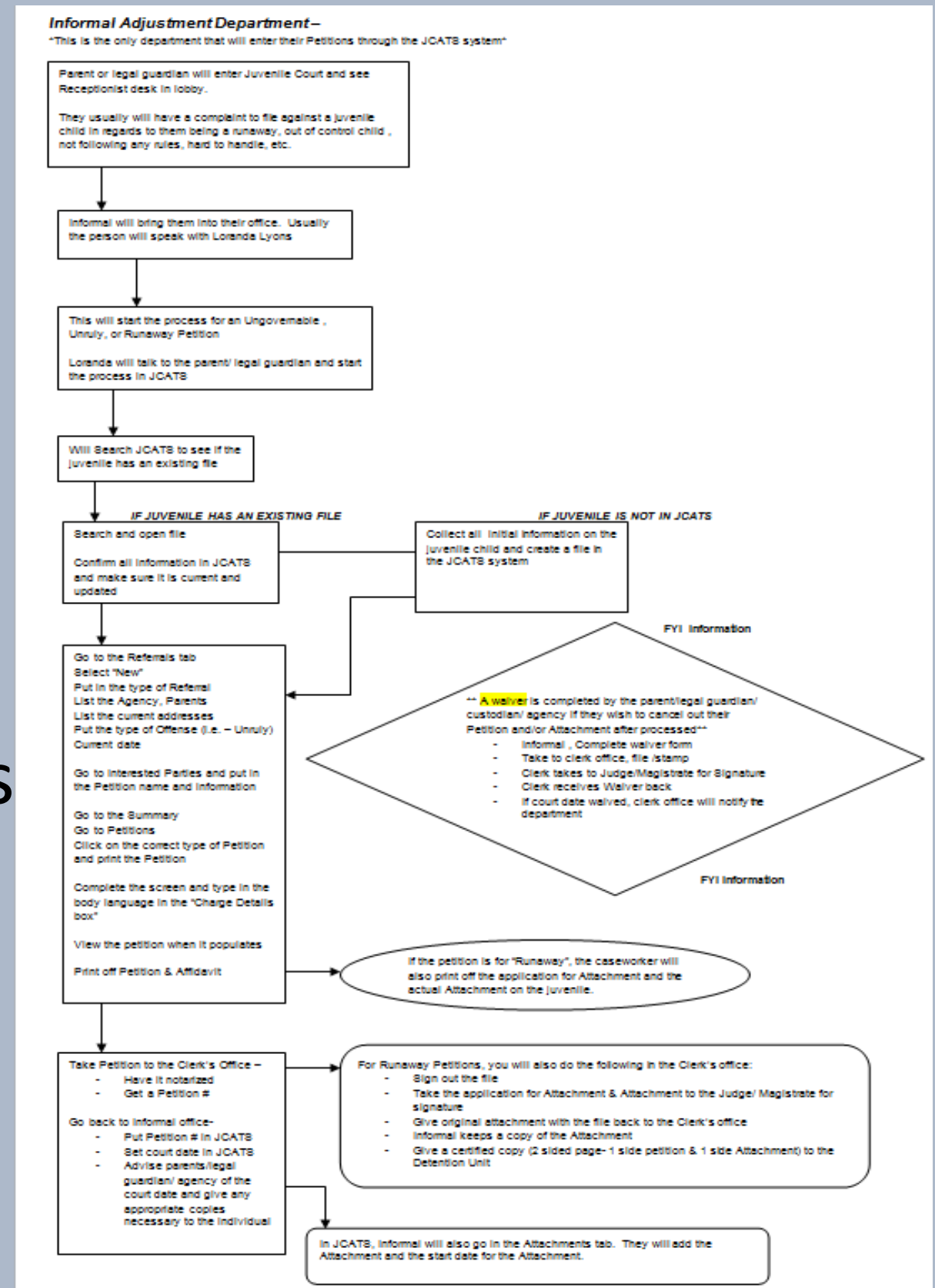
Permission to keep records on a computer or removable computer storage media... instead of bound books or paper records

Step 3 – Digitizing the Clerk's office

- Hardwired each court building
- Added email capability for all clerk staff
- Eliminated most desk top printers (14 different cartridge types at varying costs)
- Networked computers to centralized copiers
- Added scanning capabilities
- Greatly reduced paper usage with ability to send and receive via email - employee memos, court docket schedules, jail lists for transports, etc.

Step 4- Workflow Analysis for creating new Database

A comprehensive Workflow Analysis was conducted for each Department within the Hamilton County Juvenile Court and the Juvenile Court Clerk's Office (17 total workflow diagrams)



Step 5- Building the Data Management System- JFACTS

- JCATS(Juvenile Child Automated Tracking System)-an older, fragile database
- With IT's help, completed a “data dump” into a new system named JFACTS (Juvenile Family and Child Tracking System)
- Using the JFACTS framework, created a brand new database for Child Support (data dump from the State of Tennessee)
- This integrated data base system allows information-sharing across the Divisions by all staff in our offices, all Court Side offices as well as in all 7 Courtrooms

JFACTS – MAIN DIVISION (1800 Revisions)

JFACTS – CHILD SUPPORT (594 Revisions)

Menu - Hamilton County Juvenile Family And Child Tracking System - Current Version: 1.0.0.1800

Help Resolution

Print Screen

Hamilton County Juvenile Family And Child Tracking

Browse	Browse Other Courts	Offense Maintenance
Master Maintenance	Report Menu	Accounting Menu
Rule Docket Maintenance	Blackout Dates Maint	
Case Load Display	State Extract Build	Detention Maintenance
Informal Adjustment	Audit Browse	CASA Menu
Probation Case Maint.	Consolidation	Historical Summary
Calendar Browse	Expungement Maintenance	Attorney Support Maint
APO File Activity	Administration Menu	Attorney Access Control
Judge/Magistrate Maint.	Clerk's Admin Menu	Attorney Case Browse
Foster Care Maintenance	Warehouse Tracking Report	Index Card Management
Foster Care Display	User Security	
DA Office Display	Paperwork Warehouse Tracking	Service Provider Directory
	eFiling	Trust Account Maintenance
Electronic Signatures Scan	eFile Verify	DCS Display
Electronic Signatures	eFile Audit	

Log On

Rhonda Wheeler is logged on.

Log Off

Menu - Hamilton County Juvenile Court Child Support System - Current Version: 1.0.0.594

Help Resolution

Print Screen

Hamilton County Juvenile Court Child Support System

Browse	Inmate Search	Sign Petitions
Master Maintenance	Forms Menu	
Person Maintenance	Docket Reports Menu	
Docket Browse	Accounting Menu	
Docket Maintenance	Audit Browse	
Docket Calendar Browse	Person Consolidation	Merge Dockets
Clerk Assignments	Attorney Support Maint	
Blackout Dates Maint	Conflict of Interest Maint	
Historical Summary	Back-Scanning Tracking	
Import Wage Assignments	Warehouse Tracking	eFiling
Clerk's Admin Menu	Attorney Access Control	eFiling Verify
User Maintenance	Reports Menu	eFile Audit

Log On

Rhonda Wheeler is logged on.

Log Off

JFACTS

- Integrated database that seamlessly shares data and images for electronic case files for both sides - Main Division & Child Support
- Electronic Rule Docket entries
- Electronic Docket Calendaring System & Electronic Dockets
- Accounting system
- Reporting & Queries for Tracking

- Monthly Reporting to the State of Tennessee
- Electronic Receiving and Filing of Wage Assignments from State of Tennessee
- Electronic Expungement of Records
- Transitioned court side departmental daily work flow to an electronic process
 - Petition Processing
 - Probation Maintenance
 - Informal Adjustment
 - Foster Care Review
 - CASA
 - Detention Center
 - Intake & Family Services Departments

Step 6 - Creating an Electronic Calendaring System

Juvenile Court

Hearing Date Search

Select a date to view current Docket Times for Judge/Magistrate: Troy McDougal

Menu

Notifications Area: Friday Off

Date Selected: 6/9/2023

April 2023

May 2023

June 2023

July 2023

Select to view Motion Docket/AM/Detention Hearings/PM:

Time Slot

MD AM DH PM

	Counts	Results	Limits
MD	0	0	0
AM	0	0	8
DH	0	0	0
PM	0	0	8

Find Future Date

Number of Days in the future:

Number of Slots Needed:

Find Date

Hide Rescheduled

File #	Juvenile	Docket #	Date / Time	Type	Judicial Officer	Case Worker	Clerk	Result
Date	Unavailable	6/9/2023		Troy McDougal				

Close

Child Support Division

Child Support Hearing Maintenance

Menu

Hamilton County Juvenile Court Information System

Juvenile Court Docket Calendar

Docket Number *

Judge/Magistrate *

Court Date/Time *

Front or Back *

PETITIONER

First Name

Middle Name

Last Name

Suffix

Attorney

TCSES Number

Matter *

RESPONDENT

First Name

Middle Name

Last Name

Suffix

Attorney

Notes

To Be Heard In:

Foster Care

Non IV-D

Result:

Add

Clear

Update

Delete

* Required Field

Step 7 - The Migration of Data for JFACTS and the TCSES Data Dump to create a Database for the Child Support Division



Step 8 - THE BIG HAIRY BODACIOUS SCANNING PROJECT

Completed the RFP process (March – June 2013) and selected a 3rd Party vendor for back-scanning all active client files

Designed and conducted training for 3rd party vendor

Developed a transition workflow for each office to live in “Dual Worlds” during and after the scanning project of having a paper file & an electronic file

- Designed workflow of files for scanning:
 - Two Phases - Main Division & Child Support
- Designed transition log for boxing of files for transport to scanning area
- Designed workflow for boxing files, transport, breakdown/disassembly, scanning, reassembly, QA, transport of returned boxed files
- Developed QA review to ensure electronic client file is mirror image of paper file
- Developed timeline for each office to begin scanning new client files when scanning project began and any incoming documents for the back scanned active client files.

18 month process from vendor selection to completion of the scanning project

**Phase I (8/5/13 - 1/7/14) –
11,844 files scanned**

**Phase II (1/24/14 – 10/28/14) -
12,119 files scanned**

Total files scanned – 23,963

Total pages scanned – 3,994,177

Scanning Project at The McDaniel Building



UPDATED SCANNED IMAGES

From 8-5-13 to 4-28-23

Main Division -	3,109,769
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Child Support Division -	5,325,602
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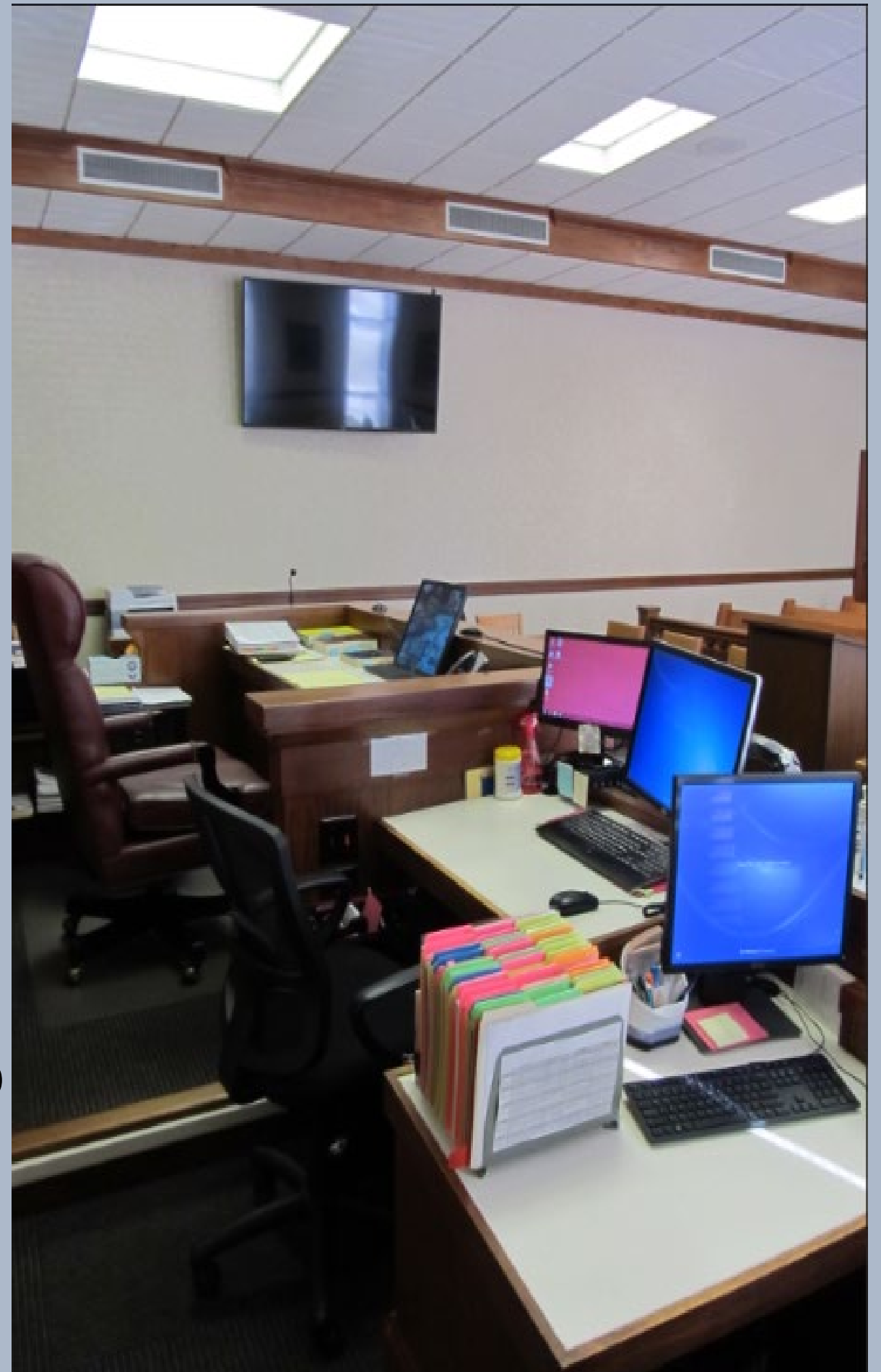
Total:	8,435,371
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GO PAPERLESS



Introducing the full spectrum of the electronic workflow process into the courtroom for the Judge, Magistrates, Clerks and Court Workers.

This includes real time access to electronic files, digital documents, and video capabilities.



TRAINING AND TRANSITIONING

How we helped everyone see the
Brave New World of Digital Life





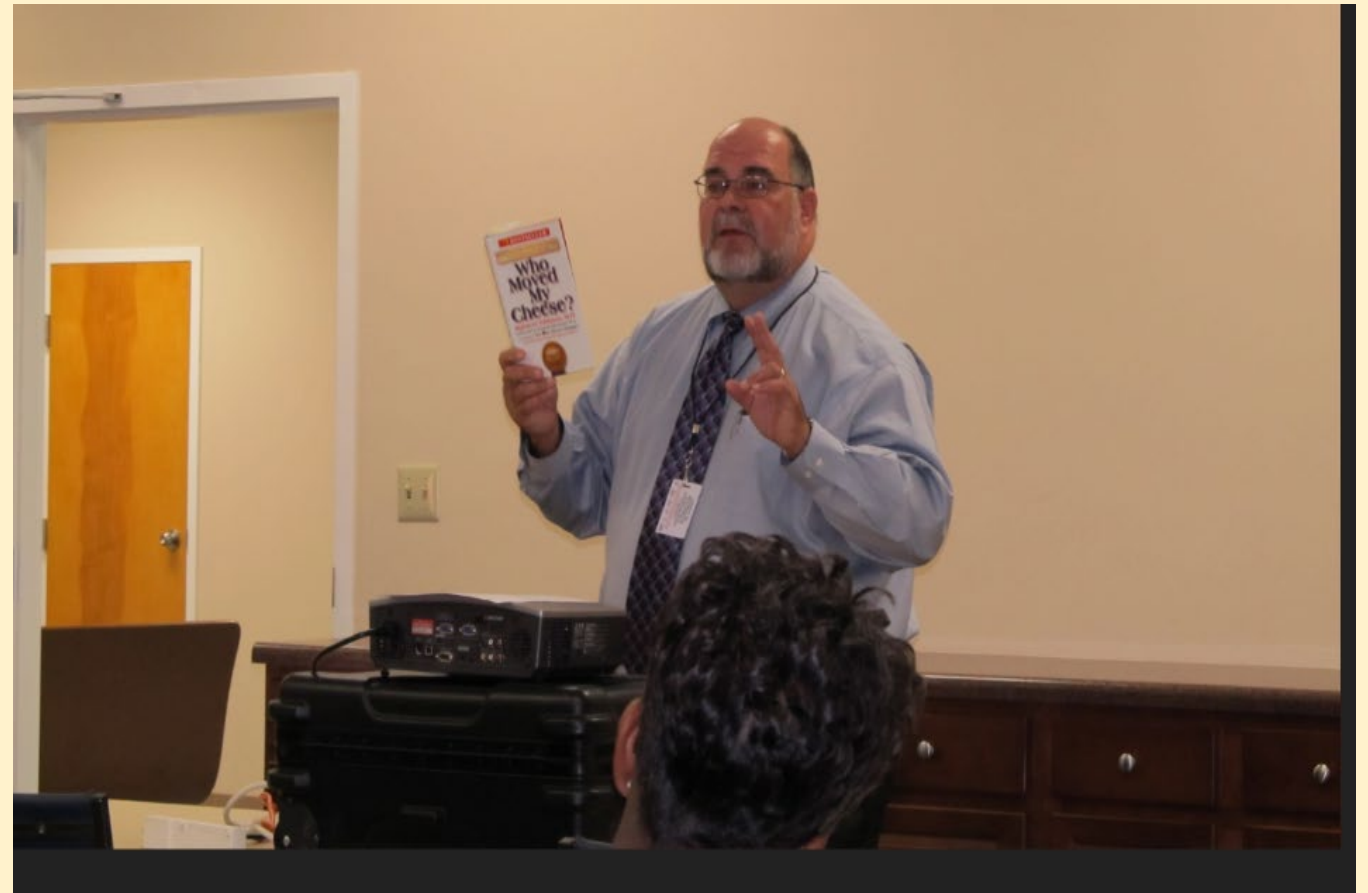
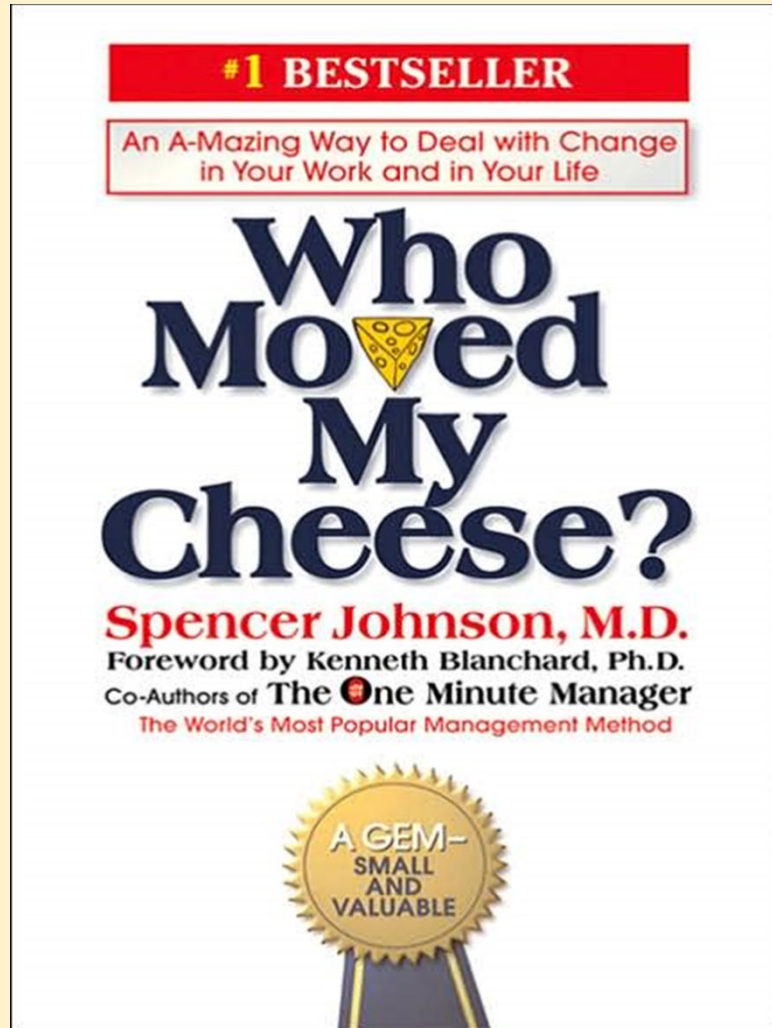
It takes a vital partnership with everyone being on board to accomplish our goal of the Digital Clerk's Office and Courtroom !

County Commission County Mayor
Finance Purchasing County
Attorney
Information Technology (IT Dept.) Telecommunications
Maintenance Dept. Sheriff's Dept.
State of TN / Veritas
District Attorney CTAS Public Defender
Hamilton County Records Commission
Judge Philyaw
Court Side Sam Mairs
OUR STAFF !!!

TRAINING

TRAINING

TRAINING



HAMILTON COUNTY JUVENILE COURT

DATABASE & DOCUMENT IMAGING

REFERENCE GUIDE

JFACTS

JUVENILE FAMILY AND CHILD TRACKING SYSTEM

MAY 19, 2015

OUTLINE

1. Logging into the Electronic Database & Document Imaging System
2. Troubleshooting Information

BROWSE SCREEN

3. General Search and view Information

MASTER MAINTENANCE SCREEN

4. Add / Update -- Juvenile, Persons, Interested Parties, and Contact Information

5. Creation of a new File

6. Add / Update -- Petitions and Referrals

7. Add / Update -- Interested Parties

8. Add / Update -- Court Hearings

9. Add / Update -- Attachments

10. Add / Update -- Detentions

11. Add / Update -- Assignments / Attorneys / GAL

12. Add / Update -- Programs

13. Printing Forms

14. Viewing Document Images

RULE DOCKET MAINTENANCE SCREEN

15. Viewing of Rule Docket Entries

16. Adding the Initial Rule Docket Entry

17. Add / Update a Disposition

CASE LOAD DISPLY SCREEN

CALENDAR BROWSE SCREEN

1

We implemented our new digital recording of hearings, new JFACTS databases, scanning documents, electronic files, and running an electronic courtroom in PHASES.

This helped to not overwhelm everyone with everything all at once !

We held training classes and made detailed training manuals for all employees and the Judge/Magistrates

< Adding a new file for a Juvenile and generating a new petition / petition# and referral/referral #

> Step #1 - Creation of a new Juvenile File

- On the main menu screen, click on the "Browse" button
- Input the last and first name of the juvenile and click "Browse Juveniles". If you see no results for that full name, you can proceed to create the new file for the juvenile.

The screenshot shows the 'Master Maintenance' window with various tabs like 'Juvenile', 'Persons', 'Petitions', etc. The 'Add New' button is highlighted on the right side of the window.

- Click on the "Add New" button on the right top side of the screen

The screenshot shows the 'Add New' form in the 'Master Maintenance' window. It includes fields for 'Child Last Name', 'First', 'Middle', 'Suffix', 'File Type', 'Race', 'Sex', 'DOB', 'Age', 'Turns 18 in', 'Days', 'Involvement Adjustment', 'Height', 'Weight', 'Hair', 'Eyes', 'Hearing', 'SSN', 'Address', 'City', 'State', 'Zip', 'School', 'Enrolled?', 'Grade', 'Special Ed?', 'Birth Place', 'Employer', 'Employer Phone #', 'Parents Status', 'Lives With', 'Phone #', 'Cell Phone #', 'File Location', and 'Comment'. There are also buttons for 'Add', 'Update', 'Delete', and 'Clear'.

- Input all information of the child to all appropriate fields
- Once complete inputting all information, click on the "Add" button
- You will see a display message box stating "Record Added"

> Step #2 - Creation of a new Petition and generating a Petition #

- Once you have added the new Juvenile in the "Juvenile" tab, proceed and click on the "Petitions" tab in the Master Maintenance Screen. Now you are ready to create the new petition

*** Remember to always check and verify the File # showing in the top left corner of the screen is the correct File # for the Juvenile. ***

The screenshot shows the 'Petitions' tab in the 'Master Maintenance' window. It includes fields for 'Petition #', 'Date', 'Type of Petition', 'Change', 'Previous Matters?', 'Explain', 'Order of Ref', 'Petition Body', 'Filed By DCS', 'Add Petition', 'Update Petition', 'Delete Petition', 'Clear Petition', and 'Show All Petitions'. There is also a table for 'History For Selected Petition'.

- Insert the appropriate information in the following fields:
Date
Type of Petition
Charge
Previous Matters / Explain (if the answer marked is "Yes")
Worker -- **THIS IS THE PERSON TAKING THE PETITION** **
Order of Reference
Petition Body

- Click "Add Petition" button

The screenshot shows the 'Petitions' tab in the 'Master Maintenance' window. It includes fields for 'Petition #', 'Date', 'Type of Petition', 'Change', 'Previous Matters?', 'Explain', 'Order of Ref', 'Petition Body', 'Filed By DCS', 'Add Petition', 'Update Petition', 'Delete Petition', 'Clear Petition', and 'Show All Petitions'. There is also a table for 'History For Selected Petition'.

- Once the Petition is added, a message box will appear stating "Petition Added". Click "OK".
- You will see the new petition showing in the display Petitions box in the middle of the screen, and the new Petition # will be showing in the top left corner box noted as "Docket #".

E-Filing Training Instructions for the Clerks

Office of the Juvenile Court Clerk e-Filing Instruction Booklet

March 22, 2023

Outline of Contents:

General Review of the functions of the e-Filing processing screen	pg. 2 – 9
Processing Steps for Motion documents	pg. 10 – 11
Processing Steps for Motion w/ an Order to be signed	pg. 12 – 13
Processing Steps for Subpoenas & Summons on existing case	pg. 14 – 15
Processing Steps for Service Returns	pg. 16 – 17
Processing Steps for documents requiring a Signature (Orders, Permanency Plans, Request for copy of Hearing on CD)	pg. 18 – 19
Processing Steps for Request for Rehearing	pg. 20 – 21
Processing Steps for Petition filed on a new case	pg. 22 – 30
Processing Steps for Summons filed with new Petition	pg. 31 – 33
Processing Steps for Misc. type documents (DCS Reports, Drug Screen, Notice of Appearance, etc.)	pg. 34 – 35
Processing Steps to reject a document	pg. 36 – 37
Processing Steps to manually correct a document	pg. 38

1

General review of the Processing Screen:

The processing screen will open up and will look like this:

This top grid box shows the e-Filing document you just clicked on in the work que to process

The File Information grid box will show the docket # the attorney typed in on the e-Filing portal.

If there is more than one docket # entered, you should see the petit box

If there is docket # attorney portal, y these pe 3rd grid b

The image document displays viewer

When this processing screen opens, you will be able to see all the information the attorney submitted with the e-filed document and see the image of the document.

- You can use the “Browse” shortcut button located in the File Information section open if you need to search to see if the juvenile has a file created in JFACTS
- You can use the “Master” shortcut button located in the File Information section open the JFACTS screen to the File # populated in the screen.
- You can that corresponding JFACTS screen for you.
- You can also use the “Menu” Navigation drop down menu at the top to open ar screen as well (may want to place this on your opposite monitor so you can see screens and the e-Filing Processing screens side by side), and verify the informa to make sure it is correct.

4

General review of the “Process Document” button and the Viewer and Watermark Icons:

When you click on the “Process Document” button during your processing of an e-filed document, you will see this Image watermark screen open up.

Your watermark buttons are as follows:

File / Back Date / Motion / Original / Add Docket # / Lodge / Back Date / Paid Stamp / Gary D Behler / Strikethrough line / Rotate / page arrows
Stamp Stamp Date Stamp Stamp Stamp Stamp Lodge Stamp

if you hover over the button it will tell you what each button is also

Please note that the “strike through” button will be used when you need to line through an incorrect word, name, docket number, date, etc. if you are manually correcting a document.

The “add docket number” will be used when you need to add a docket number on a new petition that has been filed, or possibly when you are correcting a docket number.

The “Lodge” button will be used when you have an unsigned Order that needs to be printed and sent for signature

The “Paid” button will be used when the document had filing fees paid with it at the time of the e-filing

The “Gary D Behler” button will be used for Subpoenas as needed

The “Reset” button will clear the document of all watermarks if you need to start over.

To add a “day”, “month”, “year”, or “your signature” to a Subpoena or Summons being issued, you will “right click” on the document where it is needed and select what you are adding from the drop down menu

6

The Process to add watermarks to your document:

- Click on your watermark button
- Click on the “green down arrow” to write the watermark to the document
- Click on the next watermark you need to add to the document
- Click on the “green down arrow” to write the watermark to the document
- Continue this process for all watermarks.
- After all watermarks are added, Click on the “blue save” button

Hamilton County Office of the Juvenile Court Clerk

e-File It Portal

for Hamilton County Juvenile Court/ Main Division & Child Support Division

Create an account to become a Registered User:

Go to the website: efileitjcc.hamiltontn.gov



- You can create your account by either clicking on the “Create Account” button under the Getting Started column, or you can simply click on the blue “Start Filing” button
- This will bring you to the Register screen

- Attorneys - Enter your name, the name of the law office, email address, and create a password (must be a minimum of 4 characters long).
**** For assistants/paralegals creating the account for the attorney, please remember to use the attorney's name and their email address as it directly links to their name in the JFACTS database system. This is required to ensure the e-File It system correctly sends the processed or rejected emails.**
- ** For attorneys wishing to add the assistant/paralegal email address as a 2nd email, you or the assistant/paralegal will need to email us for this request at efileit@hamiltontn.gov. Once the user account is created, one of us can manually add the 2nd email in as an optional email under the attorney's e-File It user account. This will ensure that both emails will receive all automated emails generated through the e-File It Website for noticing of receiving the e-Filing, payment of fees if applicable, and accepting or rejecting the e-Filing.**

- Click on “Register” button
- You will see this screen showing your registration is complete



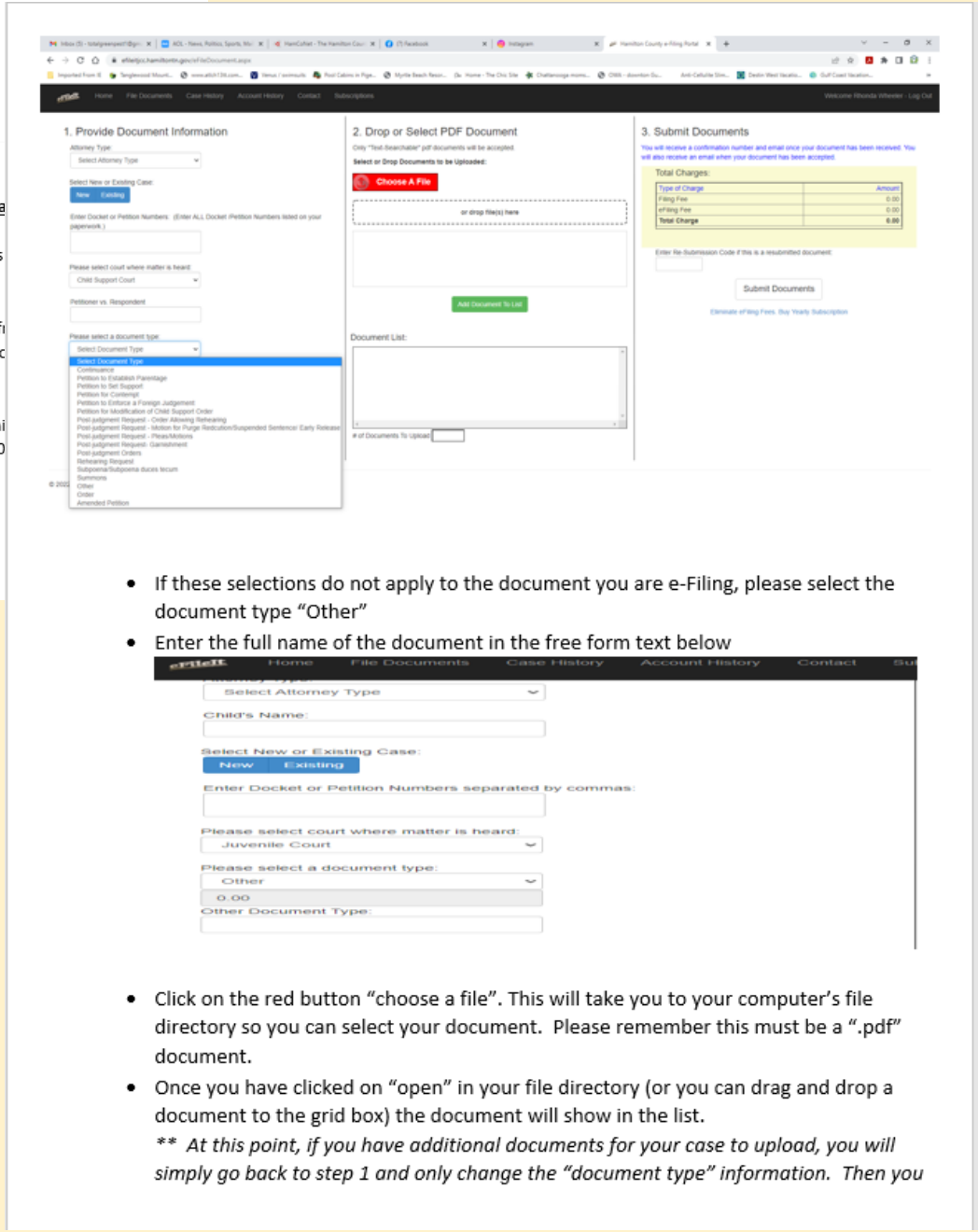
- You will also receive an email showing that you have registered your user account. Both will have the “Click here” to login. Click on “here” and this will bring you to your login screen.

- The Log in screen looks like this

Costs of e-Filing with our e-File It Portal : Annual Subscription or cha

- Annual subscription cost of \$300.00 allows you to file unlimited times Juvenile Court and Child Support Division.
- Your annual subscription timeframe runs for 12 consecutive months from the date of purchase. You will receive a reminder notification 30 days prior to remind you to renew your subscription.
- You may elect to pay the \$5.00 fee per electronic filing. One electronic filing is charged for more documents to one case. The maximum amount charged is \$50.00 per docket / petition number.
- Retained attorneys will be charged the e-Filing fee

E-Filing Instructions for Attorneys



- If these selections do not apply to the document you are e-Filing, please select the document type “Other”
- Enter the full name of the document in the free form text below

- Click on the red button “choose a file”. This will take you to your computer’s file directory so you can select your document. Please remember this must be a “.pdf” document.
- Once you have clicked on “open” in your file directory (or you can drag and drop a document to the grid box) the document will show in the list.
**** At this point, if you have additional documents for your case to upload, you will simply go back to step 1 and only change the “document type” information. Then you**

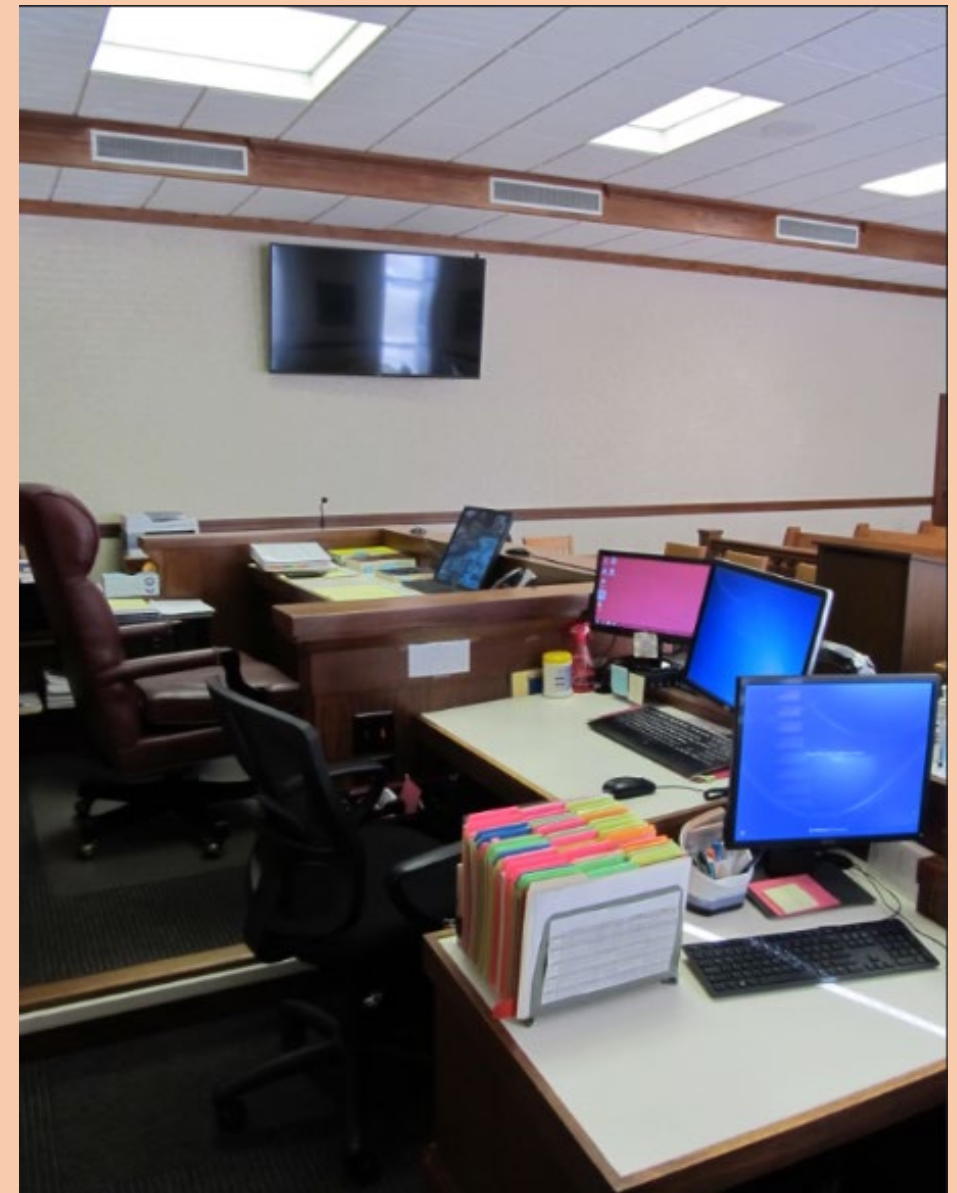
Class Training and One-on-One Training was offered to Attorneys as well as providing e-Filing Instructions on the e-Filing Portal !

We rolled out e-Filing and gave attorneys 1 month to “try it out” before we went LIVE in November 2022 !

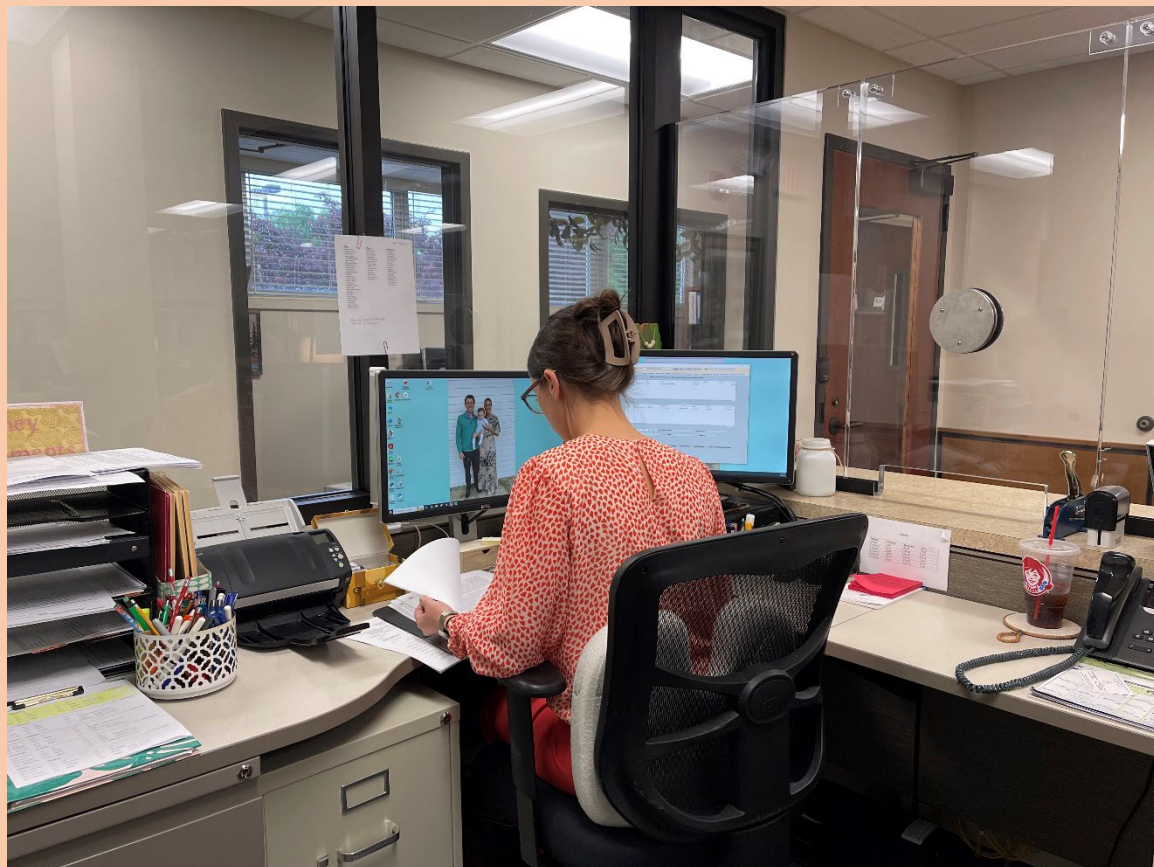
A DAY IN THE LIFE OF A DIGITAL COURTROOM AND CLERK'S OFFICE



- Digitally Recorded Hearings
- Electronic Docket
- Electronic Files viewed
- Search Information instantly
- Set hearings in Electronic Calendar
- Video Hearings / WebEx / Zoom



CLERK WORK STATIONS AND CASHIER



ATTORNEY VIEWING KIOSK STATIONS FOR ELECTRONIC FILES



Hamilton County Juvenile Court Kiosk

In January, 2020 the Clerk's Office rolled out the Hamilton County Juvenile Court Kiosk. Funded through a grant from the Tennessee Administrative Office of the Courts as part of the Access to Justice Project, this kiosk allows clients free access to legal information and resources.



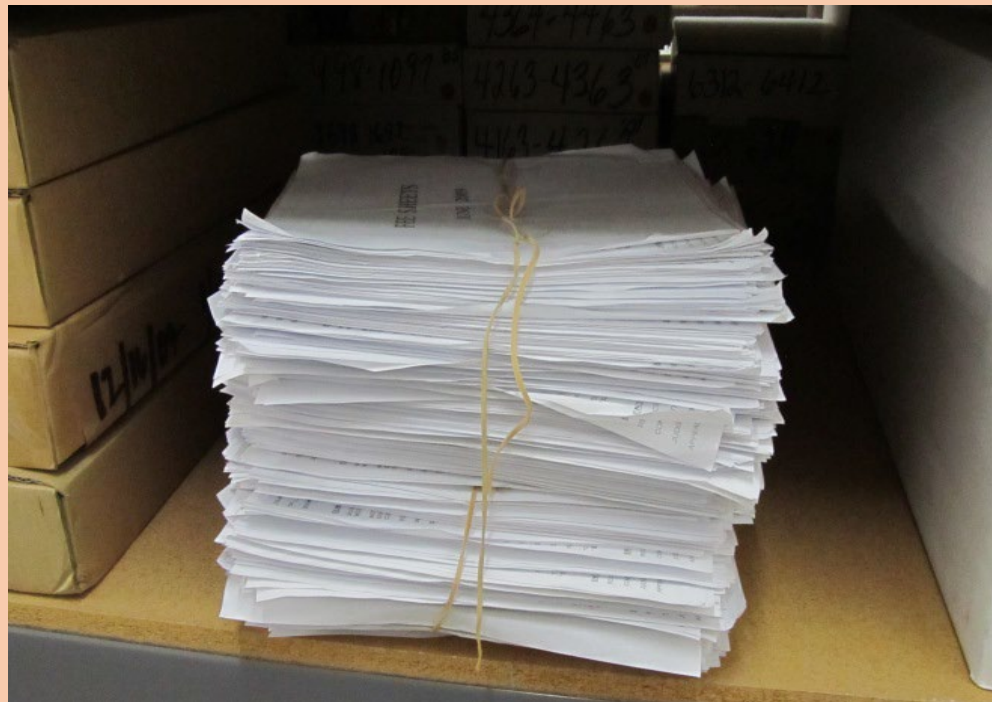
Electronic Processes Handled in our Office on a Daily Basis !

- Electronic Orders are drafted and reviewed for submission before final printing and signature by Judge/Magistrate (Main Division)
- Kiosk Viewing Stations are utilized for Attorneys to review electronic client files
- CJUS(Criminal Justice User System) - Ability to view and browse downtown court schedules, inmate listings, etc.
- Electronic attachments scanned & emailed to the Sheriff's Dept. for processing in real time
- Judge/Magistrate electronic file notes - Capability to type file notes to keep for reference – viewable only by Magistrates and Judge

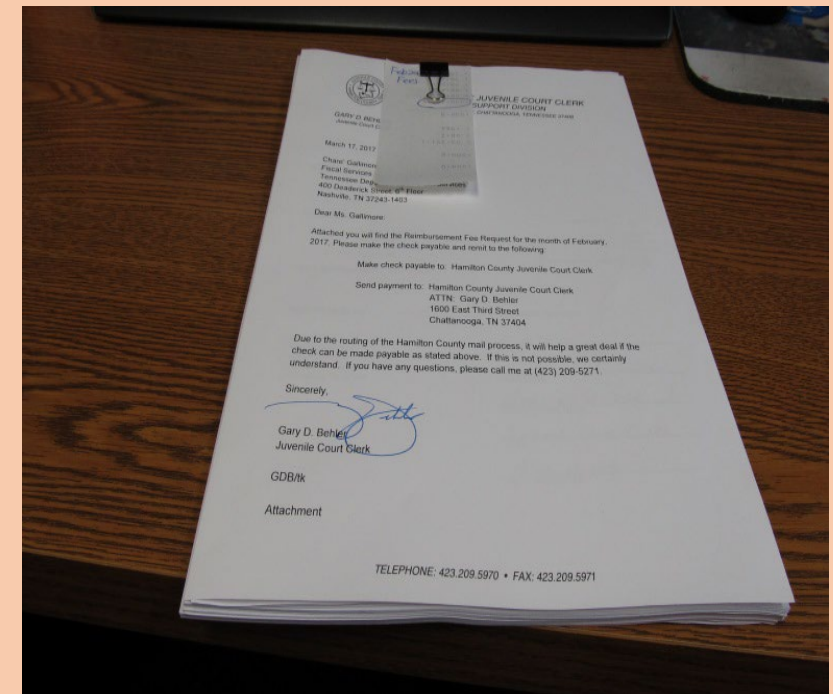
- Electronic receipt and automated billing of Electronic Wage Assignments from the State of TN
 - Pilot Project with the TN Dept. of Human Services
 - This has saved thousands of dollars in cost of paper & postage for the State of Tennessee (taxpayers!)
 - 82,400 electronic wage assignments processed from June 2016-present
- All documents filed and received over the counter or through mail are scanned daily and electronically added to the client's electronic file.
 - All images scanned daily are reviewed by 2 different people to ensure quality and accuracy !
- Elimination of all paper files in the Clerk's offices-- boxed and moved to Hamilton County's Record Storage Warehouse

Electronic State Billing

Old process



New process



- 1st in the state to file billing electronically
- reduced preparation time from 35 hours to less than 1 hour

Medical Records

Medical Records –
Receiving & storing paper

vs.

Importing electronic images
from a CD

12,581 pages received for just
one case!



Foster Care Review Board consists of 6 panels of community volunteers who provide independent oversight of the care of children in the Juvenile System.

The Hamilton County Foster Care Review Board now operates electronically utilizing digital images

Benefits to Running a Digital Office and Court

- We can exercise greater Fiscal Responsibility within our office !
- The implementation of new technologies has allowed both offices to work with much greater efficiency
- We have gained the ability to give better Customer Service to our peers and clients !
- The Office of the Juvenile Court Clerk has reduced it's Operating Budget in each of the past 11 years and has had Zero Audit Findings !
- Returned surplus monies to Hamilton County General Fund each year Total: \$ 945,852.94

Benefits (cont.)

- Examples of cost savings:
 - Reduced postage expenses by **86%** by reducing use of Certified Mail
 - Networked computers to copiers saving **52%** each year on print expenses
 - Reduced paper usage by **66%**
 - Greatly decreased the cost of office supplies by price-checking with multiple vendors
- Clerk's fees have increased revenue by **231%** by revising our schedule of fees and bringing it into compliance with the Tennessee Code

Benefits (cont.)

- Implementation of video hearings has decreased transport expenses for the Hamilton County Sheriff's Office while greatly enhancing Courthouse security
- Data accessibility-No more hunting "lost" paper files helps provide quick answers for the customers
- Integrated data base between the Main Division and Child Support Division saves clients multiple trips between two physically separate locations

Benefits (cont.)

- Multiple users viewing a document
- Electronic Court docketing allows for consolidation of multiple court dates, greatly assisting clients
- Digital recording – Copies of hearings can be quickly reproduced for attorneys on CD's
- Information sharing with other State Court Clerk's (Davidson, Knox, and Haywood Counties)

Howell: Juvenile Court first to have digital workflow

February 2nd, 2018 | by Brett Howell | In Opinion Free Press Commentary | Read Time: 2 mins. |



Providing a greater level of service with fewer resources has become the new norm for county officials in Tennessee where, despite a growing population inching toward 7 million, maintaining the most basic county services such as schools, law enforcement, roads and bridges is becoming more fiscally difficult.

One would think the increased number of new taxpayers would cover the cost of maintaining the status quo. However, like their constituents, county officials are not content with running in place without bettering their communities through improved quality and timely service. They ran for office or were appointed to make the best better, to borrow a phrase from the Boy Scouts.

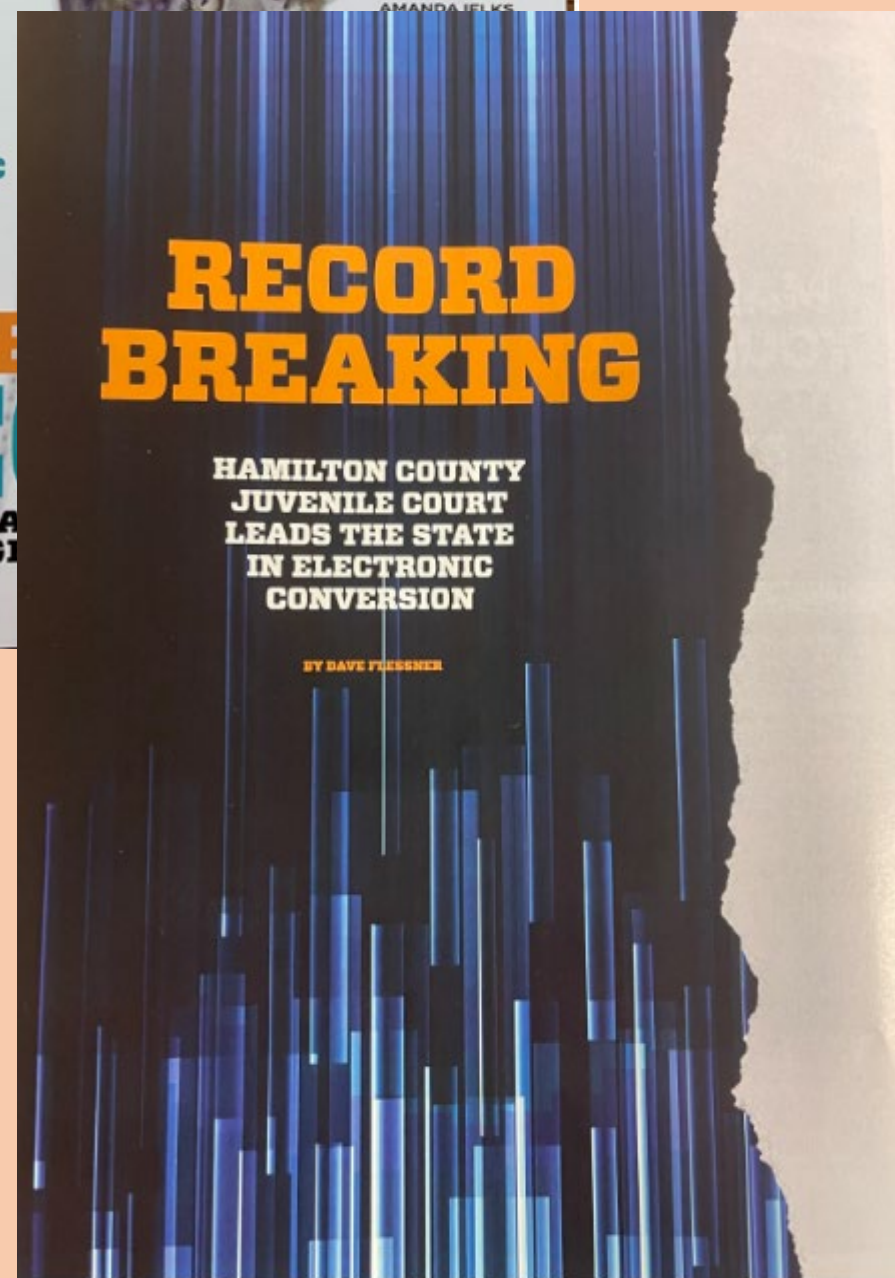


County Technical Assistance Services:

“To the best of our knowledge the Hamilton County Juvenile Court Clerk’s Office is **the only Clerk’s office that is fully automated from a record’s management standpoint**, where all of the case files (paper records) are now scanned and can be used by the Judge and court staff through technology in the courtroom.”

**Gary Hayes,
Consultant Southeast Region, CTAS
February 2018**





Photography by C.B. Schmelter / Juvenile Court Clerk Gary Behler, right, and Technology and Procedures Coordinator Kristie McGowan talk about the digitization process at Hamilton County Juvenile Court in June.

When Gary Behler took over as Hamilton County Juvenile Court Clerk in 2011, his clerks didn't have email and meticulously entered court filings and schedules by hand in large ledger books and files that filled shelves from floor to ceiling in several county buildings.

At hearings, clerks would pushcarts filled with paper files into the courtroom for the judge to review.

"We were drowning in paper, shuffling mountains of paper files right here in Gig City," Behler recalls.



Hamilton County Office of the Juvenile Court Clerk eFiling Portal for the Juvenile Court Main Division and the Child Support Division



Welcome to the eFiling Portal. This portal will allow registered users to file court documents online.

[Start Filing »](#)

e-Filing Process and Procedures

Please review all details and links to the video tutorials. This is information on how to use our eFileIt portal filing electronically with the Office of the Juvenile Court Clerk

[Learn More »](#)

Types of Documents

Hamilton County will accept filings of all customary documents from this portal for new and existing cases. All documents filed must be in PDF format to be accepted.

[Learn more »](#)

Getting Started

You must have an account set up before you will be able to file court documents through this portal.

[Learn More »](#)

[Create Account »](#)

e-FILING IN 2022

BETA TESTING

- Began August 2, 2022 utilizing a volunteer group of 6 attorneys to test the system.
- Adding a DCS Attorney and Veritas Attorney to increase the volume in September.
- Plan roll out October 2022 and went to LIVE Production November 14, 2022

E-Filing Statistics

Juvenile Court (Main Division)

986 e-Filings filed from November 14, 2022 – Present

Child Support Division

97 e-Filings filed from November 14, 2022 – Present

*****This volume will increase when we add the component of state filed petitions through the State-contracted vendor Veritas***

87 Attorneys have registered to use our e-File It Portal

8 Attorneys have purchased the yearly subscription

OUR FUTURE VISION TO ENHANCE OUR DIGITAL OFFICES AND COURTROOMS

- E-Filing for Pro-Se Litigants
- E-Filing for 3rd Party Vendor for State of TN for state filed Petitions and Orders
- Electronic Signatures for signing electronic Orders
- Electronic File Stamp to replace File Stamp machines
- Electronic Orders Directory to hold Original signed Orders. This will also give us the ability to search, retrieve, print, as well as send all to the county Microfilm department.
- Electronic In-house Work Que platforms for court-side departments. They will be able to create Documents, Petitions, Summons, Subpoena, etc. and send them electronically to the Clerk's Office and be set in a work que to be retrieved, processed, uploaded, verified and stored.

To
Infinity



and
Beyond

Thank you for your
attention !

Questions / Comments ?