



Court Case Management *Evolution*

July-August 2013

Calgary Operations Continue Despite Flood

CONTACT INFORMATION:

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For more information on CCM see our web page at

www.albertacourts.ca

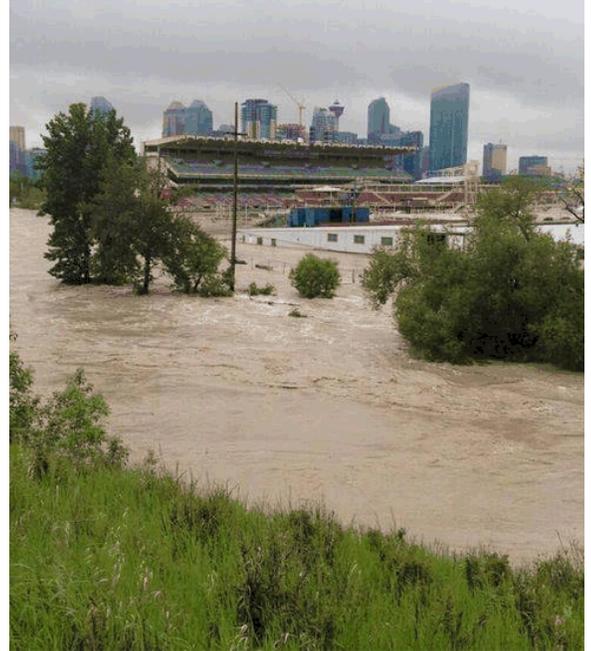
Special points of interest:

- Flooding in Calgary
- RCS
- Chris Walker
- CCME updates
- PRISM in Ft. McMurray

The City of Calgary and surrounding areas were faced with enormous challenges during the recent flooding that overtook the area on June 21st. As the water from the Elbow and the Bow rivers started spilling over the banks and seeping into downtown Calgary, the area was evacuated and people were warned not to enter downtown. This presented The Calgary Courts Centre with an unprecedented issue. With the area restrictions, it was almost certain there would be people unable to make their court appearances. The following week would also be challenging given the number of people who had been displaced from their homes.

The staff at the courthouse responded to the situation and quickly swung into action. They were able to continue operations in docket court and Required Appearance Court (RAC) and the two assignment courts. Self-represented accused had their matters moved to the Case Management Office counter so they weren't left wondering what to do. As Judge Robert Wilkins explained it, the Court Case Management business processes that were already in place made it easier to respond to the crisis. CCM created the concept of the assignment courts which in this instance facilitated a central place from which cases could be dealt with. The CMO provided a location for those people who did not have representation. RAC provided an additional place to deal with unforeseen problems.

Plans were put in place Friday afternoon to have proper representation from all the impacted stakeholders in the court system attend an emergency meeting. Decisions needed to be made about how cases would be managed. "Everyone just got involved. We had good



communication lines that had been developed by working together over the years through CCM," said Judge Wilkins.

A good part of Sunday was spent finalizing plans to continue operations through the disaster. By Monday a plan was in place that would allow them to conduct business through the next few days. By Thursday the courthouse was back to regular business. A notice was posted on the Alberta Courts website directing people where to attend in the event of a missed court date.

Many of the processes that were designed and the relationships that were built through the implementation of CCM served the stakeholders in the Calgary Justice community well. Calgarians can be proud that the staff of the Calgary Courts Centre responded to a trying situation with professionalism and efficiency.

Did you know?

- ◆ RCS is available 24 hours a day/7days a week
- ◆ You can access RCS from your home or office
- ◆ Lawyers searched RCS almost 27,000 times in the month of June
- ◆ Nov 1, 2013 telephone and counter searches for charges and appearance dates will end



Calgary Regional Says Goodbye to Chris Walker

The CCM project has always counted on the support and participation of our subject matter experts to provide valuable feedback on business processes. We were fortunate to have one such person in Chris Walker. Chris has recently been promoted to Senior Deputy Clerk in PC Calgary Criminal overseeing the Documentation area. Chris is a former Deputy Clerk within Calgary Regional Courts and has been heavily involved in each Calgary Regional Court location that CCM rolled-out to since April 2012. Chris participated in the Airdrie, Canmore and Okotoks Working Groups, attended the Analysis Session in Edmonton for Regional Expansion and has been considerably involved with CASS testing. Lynne Blair-Kaye was Chris's manager in Calgary Regional and says, "Chris's professionalism, open-mindedness, dedication and ability to 'think on his feet' are just four of the characteristics that will be greatly missed within Calgary Regional Courts, but we know he will be a great asset to the PC Calgary Criminal Team." Congratulations on your promotion Chris and all the best in your future endeavours.



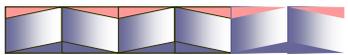
CCME Technical Updates

The Crown Workload Report has been successfully implemented. This report helps the Crown's office identify the number and complexity of the files carried by individual prosecutors. This can be cross referenced with the level of experience of the prosecutor thereby allowing the Crown's office to allocate their resources more efficiently. It also identifies those cases that are at risk for an ASKOV application by virtue of the time a case has been lingering in the system.

There have been several enhancements to the PRISM system. Young offender files have now been added to PRISM allowing the Crown's office to access file information for those files. PRISM "help" files are now located on the Criminal Justice intranet site with a link to those files. This ensures accurate and updated "help" and "new release" information is available to users on a timely basis. The implementation of unique keys ensures data quality between PRISM, JOIN and CASS.



Branka Micevic leads staff through an analysis session in Fort McMurray



PRISM In Fort McMurray

The Crown Prosecutor's office in Fort McMurray has begun using the Prosecutor Information System Manager (PRISM). PRISM is an application which enables the Crown offices to electronically manage file information, trial dates and criminal records and interfaces with JOIN to access information. CCME team members travelled north to assist with the transition from paper files to electronic. Branka Micevic and Jackie Starcevic conducted analysis sessions with the staff to help prepare the office for the move onto the new system. The CCME Instructional Design Specialist Danielle Coulombe conducted two days of training with staff. Elizabeth Sullivan, office manager, says PRISM has provided the office with many benefits. "All the information needed is right at our fingertips and is always organized. We no longer need to have the paper file which would often become disorganized in a matter of weeks." She goes on to say that service to defence counsel is faster and more efficient. The preparation and delivery of disclosure has become much faster. Previously if a file was in court, disclosure couldn't be provided until the file made its way back to the office. Now it can be printed off from PRISM at any time. It has also

saved the staff time responding to defence follow-up calls by simply bringing up the information they need on PRISM without having to search for the paper file. "An inquiry can be dealt with in a matter of a minute as opposed to five or ten." In the near future, other locations throughout the province will be able to take advantage of the benefits PRISM brings.

