

# Lee County Clerk of Courts gains valuable insight into Court operations by increasing access to information

## Overview

### Challenge

Rapidly growing case counts and expanding Court operations stretch the capabilities of all Court systems – manual and automated

### What was Needed

A clearer understanding of what factors drive effort so improvements can be developed, implemented, and measured

### Solution

**JUSTICE<sup>PM</sup>** provides convenient, timely access to information which highlights performance against metrics and benchmarks, identifies trends, and provides predictive analytics

### Key Benefits

Management gains significant insights into what's happening and why. Cause and Effect relationships are easily identified. Improvement programs are directed at specific root cause issues instead of symptoms. Resources are re-deployed in response to patterns and trends with some problems anticipated and avoided. Increased accuracy results in less re-work – things happen more quickly.



Lee County experienced significant growth between 1995 and 2005 increasing its population by approximately 37 percent. According to the U.S. Census, Lee County is among the 100 fastest growing counties in the nation, and an average of 20,700 people move to Lee County annually.

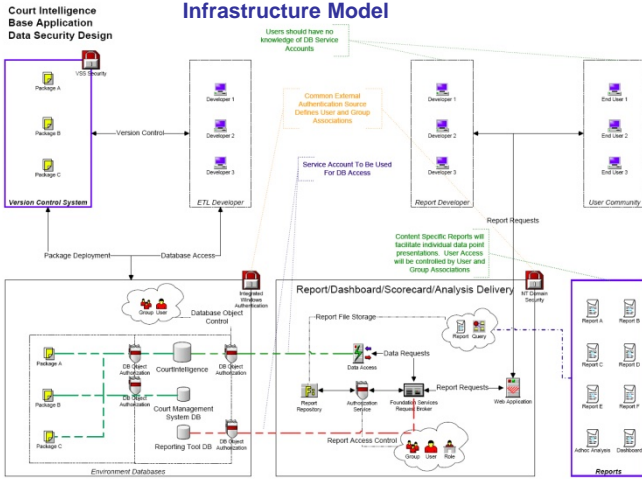
Lee County is experiencing tremendous growth and is looking for ways to work more efficiently in order to deliver and improve services to the community without increasing costs. To better understand the opportunities for improvements, the Courts Department of Lee County needed to enhance the availability and accessibility of critical court and financial information.

Many of Lee County's departments are highly compartmentalized with highly specialized functions. When their information systems were first built they were designed to meet the needs of a specialized, vertically oriented process framework. At the time, little or no thought was given to more advanced forms of enterprise-wide reporting or analysis or to the sharing of information across different departmental functions. The result was an environment made up of siloed systems that were very efficient at capturing data but were challenged in sharing it.

"I just wanted to say again how wonderful Justice PM is and how much it can help us especially with fiscal year end balancing. We have never in the past been able to balance our Registry Accounts between the systems. I was able to create a query today that encompasses queries for all 5 Registry Accounts and balances. I was further able to highlight the out of balances. Pending Finance's correction of items in the subledgers, we will be able to balance each case by just processing the queries I created today. I was even able to write a query to help pinpoint the transactions that are not in subledgers to facilitate that process. The tool provided a means to save countless hours of manual tedious balancing work."

**Maria C. Blaine, CPA, MBA  
Business Analyst III  
Lee County Clerk of Courts**

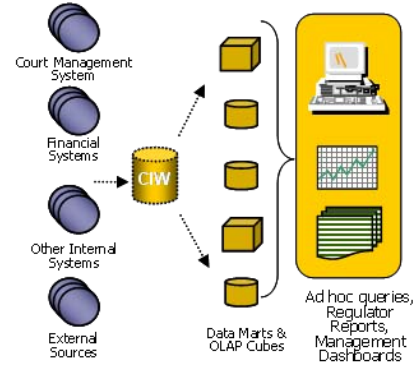
## JUSTICE<sup>PM</sup> Security and Infrastructure Model



### More than just Tools

Lee County was already utilizing off-the-shelf reporting tools but still lacked integrated information. They were also experiencing some sub-optimization of the transaction systems which resulted in degraded performance. Finally, the tools-only approach provided little analytical support in the form of alerts, metrics or benchmarks – they were still just looking at data.

### Performance Management Solution



Key data residing in court transactional systems is integrated and organized to support analysis and performance management.

### The Solution

Lee County contracted with Threshold Consulting to develop and deliver a solution that met all their needs. Threshold's first action was to conduct a thorough needs analysis and assessment. The assessment helped the Lee County Team understand all the solution's components and produced a detailed plan which described how the solution would be built. Threshold's next step was to conduct a thorough user study designed to identify the information elements needed at every level of the department and from it establish the solution's high-level business requirements. From the requirements, the team produced a conceptual design of the solution as well as a new underlying data model to facilitate the integration of information from the department's transaction systems. The solution that came out of this process, known as the Court Information Warehouse (CIW), provides a single, easy-to-use point of access to data on virtually all cases in the County's systems. In the backend, the solution pulls data from various standalone systems, transforms it to the new data model format and integrates it on the CIW.

### Incremental Improvement vs Delayed Perfection -

Threshold's methodology dictates an incremental approach to delivering information solutions. Once the core data model was in-place, off-the-shelf tools were used to begin developing and delivering information. Metaphors (dashboards, scorecards and reports) were developed to facilitate information navigation and distribution. End user tools also provide intuitively obvious visibility into the CIW.

### Results

Using the common case data repository to begin to replace its siloed systems as information sources, Lee County Clerk of Courts is now able to do far more with the information, systems, and processes that it already has in place. The solution's architecture reflects the department's key criterion that it be flexible enough to

support a wide range of processes and users, both current and future. In that goal it has excelled. At the tactical control level, for instance, **JUSTICE<sup>PM</sup>** provides the information foundation for implementing and monitoring numerous improvement programs. Using their **JUSTICE<sup>PM</sup>** solution, managers and analysts can detect patterns as they are forming, enabling proactive measures to keep ahead of these trends, and head off spikes in activity. Analysts who once spent a huge slice of their time chasing down information can now access all of it through a single, portal-based interface. Freed from low-value data gathering, they can now turn to the higher value, more analytical activities they are trained to do.

"On behalf of the staff at Lee County Clerk of Courts, we would like to thank Threshold Consulting for a job well done! Everything that you promised - dedication to quality, attention to detail and timelines, and transfer of knowledge – was accomplished. Our timeline was very aggressive. You and your team worked diligently to deliver an impressive solution on-time and under budget. Wow! Each person on your team brought exceptional skill and knowledge to the project - quite an extraordinary bunch! Thank you for making this a resounding success. I look forward to working with you in the future."  
 - Lisa DiDonato, Courts Systems Manager

**For more information -** contact Threshold Consulting  
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