



Electronic Evolution *in* Dallas County

FOLIO 2
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AT-A GLANCE:

Dallas County

- Texas' second-most populous county with 2,574,984 citizens
- Comprised of 28 cities and 3 towns
- 16,098 practicing attorneys



“With a tremendous amount of pride and confidence, I am excited to share with you a few of the technological innovations the District Clerk office has implemented. The improved technology will provide the tools we need to meet our obligations while servicing the needs of our clients. These changes are definitely worth getting excited about.”

- Felicia Pitre

Dallas County District Clerk

CHALLENGE: *Streamline the county courts system through the introduction of the latest technology to facilitate greater efficiency, productivity and responsiveness.*

Odyssey Draw Down Accounts

Odyssey Draw Down Accounts are accounts that individuals or businesses can set up with the Clerk’s Office to utilize as a payment method on future court/case activity. Users can deposit larger sums of money into their account and can use the balance to pay for copies, letters, etc. as needed on their cases. Rather than utilizing multiple check or cash payments a week, a company can complete their transactions on a case by case scenario and tender from one payment account. Each draw down account is tracked on a transaction by transaction basis and can be emailed an alert when the account balance is below a specified threshold. In addition, monthly statements can be provided to notify of the previous month’s activity and current standing.

Benefits:

- Deposit accounts for individuals or business to pay for case activity, such as copies and letters.
- Provided statements eliminates the need for multiple check/cash transactions.
- Eliminates the number of checks utilized monthly cutting business costs.
- Statements provided monthly as well as balance warning notices to avoid disruption of service.

Odyssey Optical Character Recognition (OCR)

Optical Character Recognition (OCR) enables users to scan pages filled with text images and map those images to alphabetic characters. The Odyssey Case Management System will create PDF documents from scanned hard copy documents, merged Odyssey forms, electronically filed documents, Record on Appeal, as well as convert existing images that are currently available in the system. This means all documents viewable on Odyssey Portal will now be text searchable documents, allowing attorneys and the public to take advantage of this feature. Once fully implemented, in addition to attorneys and the public, the clerk and court staff will be able to navigated PDF documents utilizing the search feature inside of Odyssey and SessionWorks Judge Edition.

Benefits:

- Convert non-searchable PDF and image files to text-searchable PDF documents
- Converted images will be searchable for the clerks/court staff (in Odyssey Case Management System) and Judges (SessionWorks Judge Edition)
- Converted images available on portal for use by attorneys and the public

The mission of the District Clerk is to provide the judicial system and the public with information and support in the most technologically advanced method possible by:

- Fulfilling our statutory duties as record custodian and fee officer to the best of our abilities
- Fostering an environment for our employees that encourages the development of new ideas and the willingness to improve productivity
- Implementing our goals and objectives with a team-based approach to decision-making throughout the organization
- Striving to be a leader and example to other county and state agencies

Odyssey Record on Appeal

Odyssey Record on Appeal provides the Clerk of the Court the ability to generate a record on appeal packet electronically to send to the appellate court. The Odyssey Case Management System bundles the images, based on user specifications, into a volume(s) and packages for electronic delivery to the specified court. The Record on Appeal creator reduces the time it would typically take a clerk to manually prepare the Clerk's Record by physically copying all relevant documents to generate a packet for a case on appeal. The clerk utilizes the scanned/filed images associated with the case and prepares the packet in accordance with the appellate court's standards. The prepared Clerk's Record remains on the case for future reference and can be generated as many times as needed.

Benefits:

- Reduces the time it takes to prepare the Clerk's Record.
- Retained on the case for future reference.
- Uses electronic images; therefore, reducing the materials needed to complete – removing paper, toner, etc.
- Can generate an appeal record on a case as many times as needed.

Odyssey Automated Collections

Odyssey Automated Collections aides the Clerk's Office in collection of past-due balances on pending and closed cases. Rather than manually tracking case activity, the Automated Collections report identifies cases with past due dates and activity, and provides a list for notices to be generated. Clerk's Offices no longer need to use outside vendors to identify individuals with past due balance and generate notices; thereby reducing costs. In addition, the Automated Collections process auto-updates case information for the current step in the collections process, reducing the amount of case docketing required. Clerk's Offices can expect to see a reduction in time and resources with successful implementation of the Odyssey Automated Collection process.

Benefits:

- Eliminates manual tracking of collections based case activity
- Auto-updates case information for current collections activity
- Reduction in time and resources spent with manual tracking
- Elimination of vendor dependency for collections processes
- Real-time reporting on current collections status