



Wisconsin Court System

Consolidated Court Automation Programs

The Consolidated Court Automation Programs (CCAP) provides high quality, customer-oriented information technology services to the Wisconsin Court System.

CCAP is one of the state's earliest and, as measured by its users, most successful efforts to bring automation to county trial courts. Started in 1987 as the Circuit Court Automation Project, CCAP represents a major undertaking by the Director of State Court's Office, under the direction of the Wisconsin Supreme Court, to automate the labor-intensive and paper-based processes in the courts. In 2001 there was a consolidation of court information technology offices, and CCAP now brings the same user-driven state-of-the-art computer technology to the Wisconsin court system enterprise.

Key to the program's success is that users are involved in the design process, ensuring then custom developed applications are easy to use, functional, and innovative. CCAP is a state-initiated and funded program that supports joint state/county responsibility for the court system.

Circuit Court Users and Growth

In 2007, Wisconsin's circuit courts handled 1,043,694 contested and uncontested cases. The heavy workload has made technology increasingly critical for helping individuals resolve legal issues and allowing the criminal justice system to operate.

Clerks of circuit court, registers in probate, juvenile clerks, circuit court judges, and circuit court staff in 71 of Wisconsin's 72 counties* use CCAP computers in their offices and chambers as well as in the courtrooms. Access to the Internet, the court system Intranet, and Internet e-mail is also provided.

Anyone with access to the Internet can obtain information on state-wide circuit court and appellate court cases in the CCAP system through Wisconsin Circuit Court Access Website at <http://wcca.wicourts.gov> and Wisconsin Supreme Court and Court of Appeals Case Access Website at <http://wscca.wicourts.gov>. For those who may not have Internet access via a computer, public access terminals are installed in each county to provide

access to this state-wide circuit and appellate court case information. Both solutions allow the public to access court case information without staff assistance and without compromising the security and integrity of court records.

CCAP Applications and Legal Research for Circuit Court Users

Case Management: CCAP's case management software is essential to the circuit courts. In addition to storing case information, it contains calendar information and electronic court documents. Court calendar information is available to attorneys via the Wisconsin Circuit Court Access (WCCA) website and to the general public via touch screen kiosks. The kiosks allow the public to find the location for a court activity without contacting clerk staff for assistance. The case management system produces critical documents, such as warrants, court notices, and the criminal judgment of conviction. Moving into the future, CCAP is working towards the paperless case

The Consolidated Court Automation Programs (CCAP)
Wisconsin Circuit Court Access

Simple Search	Advanced Search	Judgment Search	Reports	FAQs
Simple Case Search				
Search		Records/Screen	25	Reset
Party Name	Last <input type="text"/>	First <input type="text"/>	Middle <input type="text"/>	
<input type="checkbox"/> When searching using the Middle Name field, also show parties without a middle name Enter at least 3 characters of the last name and either a first or middle name. If you do not part of the name and the wildcard symbol: '*'.				
Birth Date	<input type="text"/>	Example: 11/10/1977		

The new WCCA "simple search" window.

file with an integrated document imaging component, which makes the case file available to multiple people simultaneously while reducing the amount of staff time spent managing and retrieving paper files.

- ❑ **Financial Management:** CCAP provides a full accounting system that tracks money received by and owed to the Clerk of Circuit Court Office. Examples include court fees, fines, forfeitures, filing fees, copy fees, and guardian ad litem fees. The financial system integrates with case information and provides daily and monthly data for preparation of state and county financial reports and to reconcile trust funds to bank statements.
- ❑ **Jury Management:** Clerks of circuit court use the CCAP jury management system throughout the jury process, including the random selection of jurors, completion of jury questionnaires, and assigning jurors to cases. The system tracks juror expenses and initiates the payment process. Prospective jurors can complete and submit their juror questionnaire on-line as well as request a postponement.
- ❑ **Automated Civil, Criminal, and Juvenile Jury Instructions:** CCAP, working with the University of Wisconsin, provides semiannual jury instruction updates to the circuit courts. Because these are automated, judges can quickly and easily adapt jury instructions to each individual case.
- ❑ **Legal Research Tools:** Circuit court and appellate judges throughout the state use CCAP-provided legal research tools that are updated on a quarterly basis.

Interagency Cooperation and Exchange of Data

CCAP is continually working to improve efficiency, both internally and with other Wisconsin state and local justice agencies to share information, including law enforcement and district attorneys. Electronic data exchange streamlines recordkeeping and improves the timeliness and accuracy of case information for all justice system partners. The courts exchange data electronically with the following justice agencies:

- ❑ **Tax Warrant Data with the Department of Revenue:** CCAP and the Department of Revenue (DOR) have been exchanging tax warrant information electronically on a statewide basis since 1997. Each week, DOR supplies CCAP with information on tax warrants that have been issued, satisfied or withdrawn. CCAP transmits and populates this data in the case management system in each CCAP county.

- ❑ **Tax Intercept Data with the Department of Revenue:** Since 2003, the Clerk of Circuit Court can register unpaid fines and forfeitures with DOR. The registered debtor information from CCAP allows DOR to intercept the debtor's individual Wisconsin Income Tax return to pay off the outstanding debt. DOR sends accepted, rejected and tax intercept information to CCAP, which is forwarded to the Clerks of Circuit Court's financial management system, along with payment. In 2005 the circuit courts intercepted over \$4,236,766 of outstanding debt owed to the clerk of circuit courts' offices.
- ❑ **Criminal and Forfeiture Case Disposition/Sentencing Data with Crime Information Bureau:** CCAP has been exchanging criminal and forfeiture case disposition and sentence information with the Department of Justice's Crime Information Bureau (CIB) electronically on a statewide basis since 1999. When a CCAP county closes a criminal or forfeiture case, the disposition and sentencing information is sent to CIB and stored in the state's criminal history database.
- ❑ **Criminal and Juvenile Case Data with the District Attorney's PROTECT software application:** CCAP has been exchanging criminal and juvenile circuit court case information with the District Attorney IT Program electronically since 2001. When a district attorney files a criminal or juvenile case in the PROTECT case management system, this information is transferred to the CCAP case management system in the appropriate county. While the case is active in the circuit court, CCAP exports case information such as calendar activities and sentences to the PROTECT case management. This data exchange is implemented in throughout the state in counties where the PROTECT system is used. CCAP has a similar data exchange with Milwaukee County District Attorney's Office which has not implemented PROTECT for both juvenile and criminal cases.
- ❑ **Traffic Case Data with State Patrol, Local Law Enforcement Agencies, and the Department of Transportation:** CCAP has been exchanging traffic case information with State Patrol and the Department of Transportation (DOT) electronically since 2001. State Patrol officers issue citations using laptop computers in their squad cars and deliver the electronic citations to CCAP. The citation information is transferred electronically to the State Patrol and the CCAP case management system. When the case is closed, the disposition and license suspension or revocation information is exported to the DOT. This interface has been implemented statewide and is currently being expanded for use with local law

enforcement agencies. Additionally, citation disposition information is electronically sent to DOT. Over 500,000 traffic and forfeiture cases are filed in the circuit courts each year. The electronic reporting of disposition information relieves DOT of the intensive manual keying of this information.

- ❑ **Forfeiture/Traffic Citation Interface with Milwaukee County Criminal Justice Information Systems:** CCAP exchanges forfeiture and traffic citation court case information with the Milwaukee County Criminal Justice Information Systems (CJIS). The CJIS system is used by Milwaukee county district attorneys and justice system partners. Since 1998, whenever a forfeiture or traffic citation is entered into the CJIS database, this information is transferred to the CCAP case management system in Milwaukee county. While the case is active in the circuit court, CCAP exports case information such as calendar activities and sentencing information to the CJIS system.
- ❑ **Criminal Case Data with State Public Defender's Office:** CCAP has been exchanging criminal circuit court case information with the State Public Defender's Office electronically since 2004. When a criminal case is filed in the circuit courts, CCAP exports relevant case information to the central State Public Defender's Office case management system.
- ❑ **Unemployment Insurance Warrants with Department of Workforce Development (DWD):** CCAP has been exchanging unemployment insurance warrant information with DWD since 2006. DWD electronically files unemployment compensation cases in the circuit courts. These cases are automatically created in the CCAP case management system. CCAP sends the case number and filed date information to DWD. Additionally, DWD sends warrant release information to CCAP when the debtor has settled with DWD.

Web Services and Applications

CCAP provides the Wisconsin court system and the public with a number of web services and applications designed to provide greater efficiencies and access.

- ❑ **Wisconsin Circuit Court Access (WCCA):** Anyone with access to the Internet can obtain statewide circuit court case information using WCCA at <http://wcca.wicourts.gov>. This website handles between two and three million requests for data each day. CCAP provides a similar service for Supreme Court/ Court of Appeals cases, at <http://wicourts.gov/wscca>.

- ❑ **Pro Se (Self Representation) Websites:** The number of litigants filing family court matters and small claims cases in the circuit courts without an attorney continues to increase. CCAP has developed an on-line application for pro se filers. This web application guides self-represented filers through their case filing step-by-step. The on-line application includes easy-to-understand questions and automatically enters a filer's responses on standardized filing forms for submission to the circuit courts. This website has been available since March 2006 but has been expanded to include post-judgment family case activity as well as small claims cases.
- ❑ **Electronic Case Filing:** CCAP is in the process of implementing an electronic case filing (eFiling) system that allows attorneys and *pro se* filers to file cases, access documents and file new documents for civil, small claims, and family case filings in the circuit courts. The eFiling website has been piloting small claims cases since 2005.
- ❑ **On-line Jury Questionnaire and Postponement:** Prospective jurors can complete the juror qualification questionnaire online at www.jury.wicourts.gov/index.xsl. This allows potential jurors to respond to the questionnaire easily while eliminating the need for court staff to manually key information into the CCAP jury management system. Over 25,000 questionnaires were electronically submitted by potential jurors to the circuit courts, from April 2004 through April 2005.
- ❑ **On-line Jury Postponement:** Prospective jurors who have conflicts on their jury service dates can now request a postponement online.

Supreme Court/Court of Appeals and Court Administrative Offices

CCAP has developed case management software for the Supreme Court and Court of Appeals, and provides custom software to court administrative offices including the Office of Judicial Education, the Office of Management Services, the Office of Court Operations, the Board of Bar Examiners and the Office of Lawyer Regulation

Regular Circuit Court Software Updates

To maintain its case, jury, and financial management applications, CCAP produces quarterly software updates every year. These software releases include law changes and additional features that allow CCAP to improve the software for the users and stay up-to-date with current technologies.

CCAP Personnel

In CCAP's first two years, it developed plans and a pilot project for four small counties, while operating with a small, project-based staff supplemented by contract programmers.

Today, CCAP's staff supports approximately 2,800 users in over 80 locations throughout the state. Approximately 75 percent of the staff function as support staff at least part of the time, for a very modest ratio of one support staff for every fifty users.

CCAP's growth is due to its ability to provide useful applications and superior customer support. CCAP's effective staff training allows it to respond to more than 1,900 support calls per month. In 2005, staff also responded to over 800 requests for on-site hardware service or repair.

The support staff is cross-trained and rotated through all user support functions, including help desk, training,

software development design and testing, and hardware and software implementation. Each staff member is trained on all CCAP applications as well as email, word processing, and spreadsheet software to ensure they are capable of providing support for all enterprise technologies and applications.

In addition, staff conducts on-site and central training for users and travels to counties to install software and hardware. As a result, when users call CCAP's toll-free number for help, the person answering the call is experienced with CCAP hardware and software, familiar with the applications and court environment in which they are used and capable of solving the majority of problems immediately.

* Portage County currently uses CCAP in the Register in Probate's office. The Clerk of Circuit Courts office currently utilizes a county maintained system to manage Portage county's circuit court records.