

Columbiana County Juvenile Court

260 W. Lincoln Way, Lisbon, Ohio 44432



TECHNOLOGY PLAN

As required by Sup. R. 5(E) of the Rules of Superintendence for the Courts of Ohio, the Columbiana County Juvenile Court (Court) has developed this Technology Plan as an overview of the technology solutions utilized and implemented in the delivery of the services of the Court. The Technology Plan includes procedures for notifying and providing instructions to the public on how to use the technology solutions implemented by the Court and how these solutions will comply with any accessibility accommodation requirements, including any applicable requirements of the Americans with Disabilities Act of 1990 (ADA).

As of January 6th, 2025, the technology solutions utilized and implemented in the delivery of the services of the Court include the following:

A. Case Management

The Court uses the following application to manage their docket and related case records. The Court uses the Henschen & associates case management system. The system is used internally to track case activity, manage workflow tasks, schedule hearings, create a docket for each case, and generate reports for use by other agencies (e.g., the Supreme Court of Ohio, the Ohio Bureau of Motor Vehicles, the Ohio Department of Youth Services). MergePro is an application used by the Henschen & Associates system to generate forms, reports, and other documents utilizing data entered into the case management system.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court IT
MergePro	Form creation software utilized by Henschen program and used by court staff	Vendor training materials / staff training new staff	Court IT

B. Clerk of Court Functions

The following applications are used in the performance of clerk related functions. The Court uses the Henschen & Associates to schedule hearings for the Judge and the Magistrate and also to track court costs and fines and to receive payments. Also, the Henschen system is used to generate statistical reports for the Supreme Court of Ohio and offender reports for the Ohio BMV. The Henschen system utilizes MergePro to integrate data from the case management system into letter and report templates. The Court uses Microsoft Office 365 and Adobe Acrobat Reader to interact with PDF files, Word documents, and Excel spreadsheets. FTR Gold is used to playback digital audio recorded in the courtroom, as well as to playback dictation from the Judge and Magistrate. SII Smart Label Creator is used along with the SII desktop label printers to create and print mailing labels and file identification tabs.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court Staff
MergePro	Form creation component of case management software	Vendor training materials / staff training new staff	Court Staff
Microsoft Office 365	Excel, Word, and Outlook for court staff	Vendor training materials / staff training new staff	Court Staff
Adobe Acrobat Reader	Pdf viewer	Vendor training materials / staff training new staff	Court Staff
FTR Gold	Digital audio player used by court staff	Vendor training materials / staff training new staff	Court Staff
SII Smart Label Creator	Mailing label printers used by court staff	Vendor training materials / staff training new staff	Court Staff

C. Filing

The following applications are used to manage the filing of court documents, pleadings, and communication with the court. Filings are accepted in person at the Clerk’s Office or by mail. Once filed, the Court uses the Henschen & Associates system to generate a case number and to open a record for each case. The Court also receives correspondence and reports via fax machine, however, those documents are date stamped as “Received” before being placed in the file as opposed to “Filed”. The Court will not accept any filings via fax machine unless prior authorization has been granted.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court Staff
FAX Machine	Receive correspondence via fax	Vendor training materials / staff training new staff	Court Staff

D. Fiscal

The Court uses the following applications for financial management and accounting. The Court uses Henschen & Associates to track court costs and fines and to generate receipts for payments. Court costs received through the month, as well as other expenses, are recorded using Microsoft Excel spreadsheets. The Court uses Peachtree accounting software to track the receipts and expenses for various grants received by the Court.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court Staff
Microsoft Office 365	Excel, Word, and Outlook for court staff	Vendor training materials / staff training new staff	Court Staff
Peachtree	Financial software used for grant recording	Vendor training materials / staff training new staff	Court Staff

E. Hearings

The Court uses the following applications to conduct hearings and related proceedings (e.g., remote hearings, digital recording software, etc.). The Court uses Skype to conduct remote detention hearings with the Louis Tobin Attention Center. All other hearings will be in person unless prior approval is granted by the Court. The Court uses FTR Recorder in each courtroom to digitally create and store an audio record of each hearing.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Skype	Telecommunications software used by court staff for remote detention hearings	Vendor training materials / staff training new staff	Court Staff
FTR Recorder	Digital recording software used by court staff	Vendor training materials / staff training new staff	Court Staff

F. Interfacing with Other Entities

The Court integrates with the following applications (e.g., other county agencies, other state agencies, etc.). The Court interfaces with OCN, BCI, and the Ohio Treasurer, either through a website or through a designated connection. The Court uses FileZilla to securely transmit data to the Ohio BMV and the Supreme Court of Ohio.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
OCN	Share and obtain information with other Ohio Courts	Vendor training materials / staff training new staff	Court Staff
BCI	Submit fingerprints to BCI	Vendor training materials / staff training new staff	Court Staff
Ohio Treasurer	Disburse monthly fees to Ohio Treasurer of State	Vendor training materials / staff training new staff	Court Staff
FileZilla	Submit reports to Ohio Supreme Court and submit traffic and other cases to the BMV	Vendor training materials / staff training new staff	Court Staff

G. Probation/ Diversion

The Court uses the following applications to perform probation and diversion services. The Probation and Diversion Staff of the Court use Henschen & Associates case management system to maintain records of their program participants, as well as MergePro to generate documents from the Henschen & Associates system. Microsoft Word and Excel are used to generate documents and spreadsheets, and Microsoft Outlook is utilized for e-mails.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court Staff

MergePro	Form creation software utilized by Henschen program and used by court staff	Vendor training materials / staff training new staff	Court Staff
Microsoft Office 365	Excel, Word, and Outlook for court staff	Vendor training materials / staff training new staff	Court Staff

H. Records Retention/ Management

The Court uses the following applications to manage and retain records. Case records are maintained physically on site, and requests for copies of any non-confidential information can be made in writing at the Clerk’s Office. The Court maintains a digital docket for each case within the Henschen & Associates case management system.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Henschen & Associates	Case management software used by court staff	Vendor training materials / staff training new staff	Court IT

I. Website

The Court uses Wix.com for the development and maintenance of its website. This application is managed by the Court’s Special Project Manager.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Wix.com	Website design and maintenance	Vendor training material/ experienced staff	Special Projects Manager

J. Accommodations

The Court utilizes wireless headsets in the courtrooms that receive audio directly from the mixer to accommodate hearing impaired participants. The Court offers public Wi-Fi internet access to court participants and stakeholders that need it. Bandwidth and access to some websites is restricted to maintain network security.

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
Wireless headset receiver	Assistance for the hearing impaired in the courtrooms	Users are instructed by court staff	Court Staff
Wi-Fi Network	Restricted public Wi-Fi internet access	Users are instructed by court staff	Court Staff

K. Other

The Court uses the following applications to provide other court services:

Application	Purpose	How Users Receive Instructions	Department/ Role Responsible
WebEx	Communications software used for calls and messaging by court staff	Vendor training materials / staff training new staff	Court Staff

Future Implementation Plans

New Application	Purpose	How Users Receive Instructions	Department/ Role Responsible	Funding Secured
Henschen & Associates software development	Improve current functions of the case management system	Vendor training materials / staff training new staff	Court Staff	Yes
Hardware	Replace old desktop workstations	Vendor training materials / staff training new staff	Court IT	Yes
Scanners	Allow for document imaging by court staff	Vendor training materials / staff training new staff	Court IT	Yes

The Columbiana County Juvenile Court strives to better serve the users of the court and the citizens of Columbiana County by adopting new and innovative technology solutions to provide increased access to justice services.

For additional information and/or instructions regarding the technology solutions currently used by the court, please contact Ryan Berg, Financial Administrator and Special Projects Manager, either by phone at (330) 424-4071 ext 1962, or by email at rberg@ccjcourt.com.

In accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA), the Columbiana County Juvenile Court will not discriminate against qualified individuals with either physical or mental disabilities in its services, programs, or activities. In accordance with the requirements of the ADA, the Court will make all necessary and reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a service, program, or activity of the Juvenile Court should contact the Juvenile Court Clerk’s Office at (330) 424-4071 as soon as possible, but no later than two business days before the scheduled event.