

Ministry of the Attorney General & Ministry of the Solicitor General

Modernizing the Justice System

FOLA Fall Plenary

November 18th 2021

MAG

Project Implementation Branch

SolGen

Criminal Justice Digital Design

Ontario





Agenda:

MAG

- Provide updates on the current status and next steps on four digital modernization initiatives for:
 - Virtual Hybrid Hearings
 - Justice Services Online
 - CaseLines
 - Courts Digital Transformation

SolGen:

- Provide an update on the current status of the CJDD initiative and next steps for each of the four core products.
- Focus on the Digital Disclosure and Hearing Hub.

Virtual and Hybrid Hearings

VHH is an initiative to expand and improve courtrooms' capabilities for holding remote hearings across the province. It aims to:

Improve access to justice, reduce costs for the clients and optimize the allocation of resources.

Build a more accessible, responsive, and resilient justice system.

Provide a seamless end-to-end online client experience in the Justice Accelerated Strategy.


Catching Up: What has been achieved

- Between April 1, 2020, to March 31, 2021, the VHH initiative kept the courts operating with a significant number of virtual and hybrid hearings in the Ontario Superior Court of Justice and Ontario Court of Justice.
- The acquisition and installation of technology as part of the 2021-22 deployment cycle is in progress, and planning for 2022-23 is well underway.



Design A

Audio-Only



Design B

Audio & Video



Design C

Audio, Video & JVN

Future Plans

- The installation of videoconferencing equipment will be done iteratively and flexibly based on prioritization accomplished through consultations with the judiciary and court services division to meet the changing court needs, rapidly evolving technologies and will continuously update priorities.
- VHH is agile in responding to the changing public health situations, as well as the justice and technology landscapes.

Justice Services Online

As part of the Justice Accelerated Strategy, JSO is aimed at improving access to justice for everyone. It will support the needs of Family, Civil and Small Claims courts by providing a simple and quick way to electronically submit court documents in any new or existing civil action or application in the SCJ; and family proceeding in the SCJ or OCJ.

JSO adopted an agile methodology towards modernization, and through working with partners, will meet the changing court needs and rapidly evolving technologies that continuously update our priorities in moving Ontario's justice system forward.

Catching Up: What has been achieved

- Since August 2020, the ministry introduced both Civil Submissions Online and Family Submissions Online, two new portals for the Justice Services Online platform.
- Civil Submissions Online makes it possible for Ontarians to electronically file nearly 250 more documents with the SCJ in civil court actions and applications.
- In January 2021, 70 new types of Small Claims Court documents were added to the Justice Services Online platform. Ontarians can now e-file nearly 80 small claims documents.

Future Plans

- Iteration eight went live on November 15, 2021, and included a Memo to Court Staff Regarding a Submission and a number of housekeeping updates; including instructions to court staff regarding submissions.
- This Memo to Court Staff allows filers to provide additional information with their documents in the attached memorandum. This new feature is expected to reduce the number of rejections through the portal, as filers will be able to explain details about their filing, submission deadlines, etc.

CaseLines

Thomson Reuters CaseLines, is a cloud-based document sharing platform that supports in-person and remote court proceedings to modernize the Ontario justice system. It was launched on an emergency basis as an interim measure to address gaps during the pandemic for civil matters and pre-trial conferences in 2020, and has now been fully implemented in all SCJ Regions for civil, criminal and family cases.

Catching Up: What has been achieved

- In August 2020, Toronto's SCJ launched CaseLines in response to Covid-19, and it quickly expanded to the Divisional Court in October and Commercial and Estate List matters in November of 2020.
- CaseLines started being used for select civil matters in September 2020.
- SCJ Criminal matters were included in CaseLines between December 2020 - March 2021
- In July 2021, CaseLines started to be used for judicial pre-trials, pre-trial motions, bail hearings, applications for prerogative remedies, and summary conviction appeals.

Future Plans

- CaseLines expansion planning is underway in consultation with the Ontario Court of Justice (OCJ) as a temporary solution while a broader Digital Solution is planned.
- More information on the OCJ implementation will be shared in the coming weeks, and you can connect with your local Law Association, the OBA, and other relevant associations to learn more. Many associations already have existing resources such as super-users and training options to familiarize yourself with this exciting tool.

Courts Digital Transformation

As a part of part of Justice Accelerated Strategy, the most significant single step forward in the digital evolution of courts modernization is the incoming [Courts Digital Transformation \(CDT\)](#) initiative. This transformation will permanently replace outdated paper-based procedures with an online platform to manage cases, documents, and schedules; by building on and absorbing the great work SolGen has accomplished with CJDD.

Offers a permanent end-to-end digital justice solution for Ontario’s courts that will transform the delivery and operations of the Civil, Small Claims, Estates, Criminal and Family business lines, for the public and the ministry.

Designed around user experience, this initiative will feature online self-service, integrated case tracking and streamlined court operations to deliver faster, easier, and more affordable access to the justice system.

This will ultimately result in:

- The benefits of adopting this solution will all court users to:
- digitally access court information 24 hours a day from anywhere
 - submit and view documents online
 - file even more court documents in more types of matters
 - have easier, faster access to court records
 - schedule matters and appearances
 - pay fees online
 - receive decisions electronically

This transformation journey will take a number of years to implement.

However, you'll begin to see more digital services, more automation, and less paper over the next few years!



The Ministry of the Solicitor General

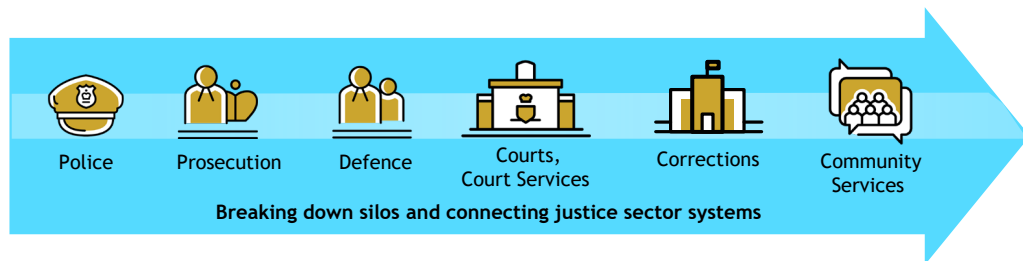
Criminal Justice Digital Design

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Criminal Justice Digital Design (CJDD) context

Vision, plan



Ontario's justice system is a complex ecosystem that requires the sharing of information, workflows and business processes between various independent organizations from policing, prosecution, courts and corrections.

For many years, justice sector organizations have often operated and managed data in silos.

This creates barriers and challenges including:

- **Inability for partners to access case information to support timely decision-making and to protect public safety**
- **Inability to access vital data to inform policy decisions and improvements**
- **Insufficient support for case resolutions to reduce case delay**
- **Inefficient paper-based processes**

The ministries of the Solicitor General (SolGen) and Attorney General (MAG) are working together to break down silos and connect justice sector systems so that information can be shared in an organized, timely and secure way throughout the lifecycle of a criminal case.

A modernized justice system that works collaboratively - from beginning to end - to enable information, data, documentation and evidence on criminal cases to be shared digitally on-demand with justice sector partners (law enforcement, crown attorneys, judicial personnel, courts, corrections staff and defence). Through digital sharing, we are improving access to justice, enhancing public safety and holding offenders accountable.

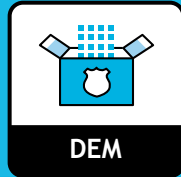
Four Key Products



eIntake

**Criminal eIntake
+ eHub**

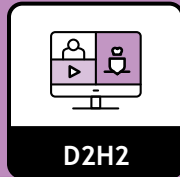
An online application that allows police to send and receive documents and data (e.g. charge and warrant packages) for consideration by a justice of the peace. Automatically, a new criminal case file is created.



DEM

**Digital Evidence
Management
(DEM)**

An online application for use by police and other justice sector partners and stakeholders to manage, store and share digital investigative/ evidentiary files.



D2H2

**Digital Disclosure +
Hearing Hub
(D2H2)**

A "one-stop-shop" that enables the crown to electronically share disclosure with defence and self-represented accused and provides crowns, defence, courts and judges with access to all materials related to scheduled court events.



CMS

**Courts Criminal Case
Management Solution**

A modern case management system that will enable court staff and other partners to better manage the flow of information through Ontario's criminal courts.



**Enhanced
Integration
Platform**

An upgraded integration platform for secure exchange of files and data between partners

CJDD end to end Connected Justice Ecosystem

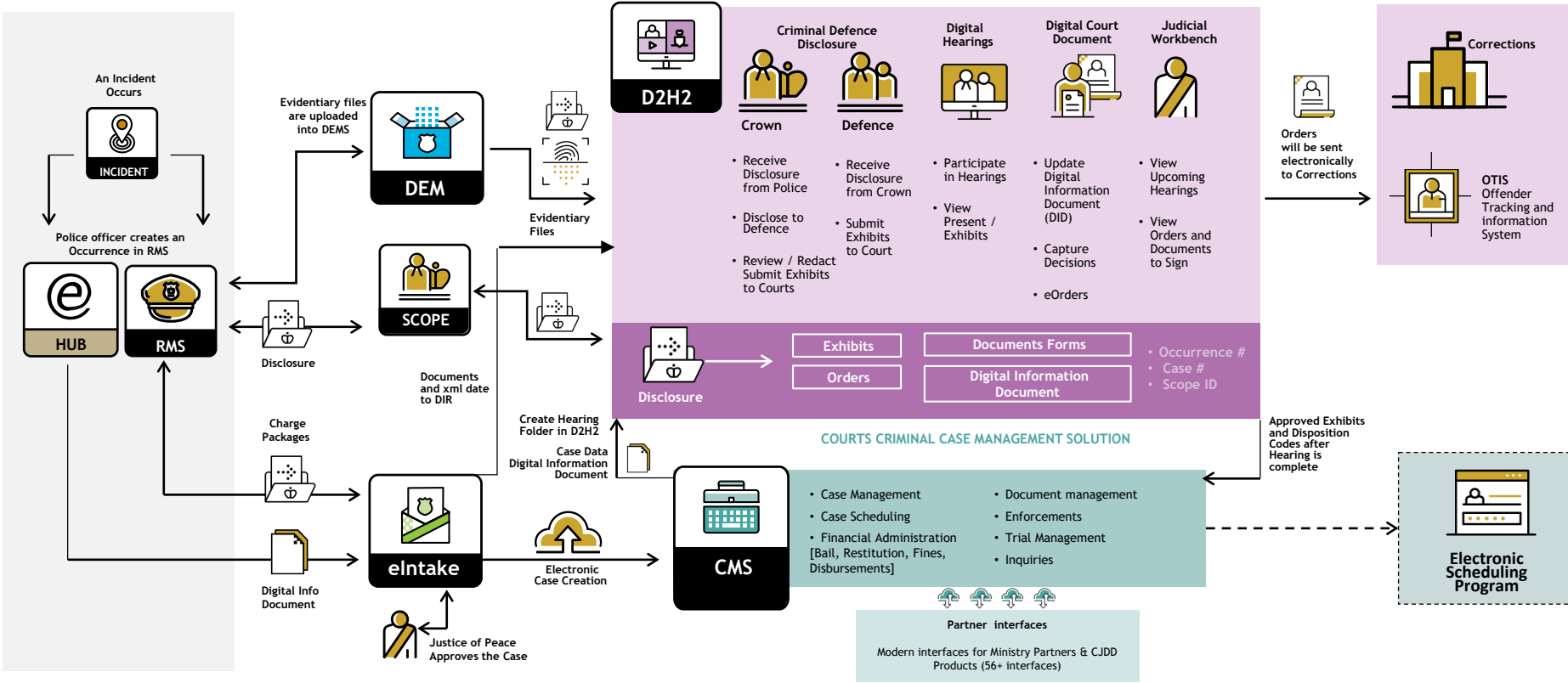
INVESTIGATION / ARREST

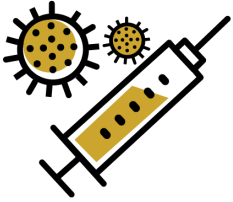
CASE INITIATION AND PROSECUTION

HEARINGS
DIGITAL DISCLOSURE AND HEARING HUB

DECISION AND CASE CLOSURE

REHABILITATION AND INTEGRATION





COVID-19 response: Interim solutions

Putting digital product management practices to work: Developing interim solutions to respond to user needs

COVID introduced an urgency to CJDD. In response, our teams adapted and accelerated work on two interim solutions. Both services are operational and being used in every region of the province.

eHub to facilitate virtual intake



- CJDD team worked with police, court and judicial partners to build a rapid response process and solution that enables virtual intake
- eHub allows officers to deliver Informations and affiliated documents via email to a Justice of the Peace for review.
- The eHub enables virtual intake but does not deliver efficiencies or data exchange of Criminal eIntake.
- eHub will continue to be used by non-police enforcement agencies (e.g., campus police, probation and parole, etc.) to submit charge packages to intake court.
- Developed, tested (with real users) and rolled out across the province in record time

Criminal Digital Disclosure (CDD)



- A 'lite' version of the D2H2 portal that allows crown staff to upload and share disclosure materials to defence counsel and self-represented litigants through a secure cloud-based platform
- The solution builds on existing ministry solutions and is the first iteration evolving to a D2H2 solution that increasingly delivers more efficiencies and functionality
- Developed, tested (with CLD users), and rolled out across the province to all crown offices, in record time (4 months)

Current Status

Products and outcomes

CJDD is continuing to deliver on core commitments that build on COVID19 pivots



eIntake

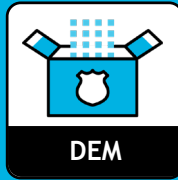
Electronic submissions + Criminal eIntake

Police, Ontario Court of Justice, Court Services

Status: In use in Northeast, Northwest, and Central East Regions..

Additional functionality (e.g. more document types, improvements to eHub) constantly being developed. Available province-wide by June 2022.

What's next: eIntake + eHub integration, Toronto region launch of eIntake.



DEM

Digital Evidence Management (DEM)

Police / Investigative services

Status: Program adoption has begun with 5 investigative agencies (OPP unit, 3 different police services, Corrections)

What's next: Three (3) additional internal partners (OFM, SIU, AWS) in Fall 2021 and 10+ additional police services onboarded by end of year as part of Phase 2.



D2H2

Digital Disclosure + Hearing Hub (D2H2)

Crown Attorneys, Defence, Court Services, Ontario Court of Justice, Corrections

Status: D2 is in development, with testing underway, including gathering insights from external users. Phase 1 to be rolled out province-wide in Q4 2021. H2: being developed in sprints with an integrated team.

What's next: Launching D2 - MVP1 Q4 2021.

MAG

Courts Digital Transformation (CDT)

Court Services, Ontario Court of Justice

Status: Ministry of the Attorney General is moving forward to procure a commercially available solution for the SCJ, OCJ and MAG in place of the Courts' Case Management Systems (ICON & FRANK).

What's next: The CJDD will "connect" to MAG's CDT system to enable smart data exchanges with other Criminal Sector systems.

Digital Disclosure and Hearing Hub

Coming Q4 2021/22



- An upgrade of the Criminal Digital Disclosure hub (CDD), the Digital Disclosure & Hearing Hub offers defence users the following improvements and enhancements over CDD:
 - **Streamlined interface:** Multimedia files and documents will be made available through one platform.
 - **Increased convenience:** Users will be able to view a .wide range of file types within the platform
- Training for the Digital Disclosure & Hearing Hub will be offered through demos, supported by instructional documents and brief how-to videos.
- Following the implementation of the disclosure component of the platform, CJDD will roll out the Hearing Hub, which will enable counsel to organize, exchange/use digital materials during court events and participate in court hearings.
- The CJDD team will continue to engage with defence users as we enhance and expand the platform.

Questions?



The Ministry of the Solicitor General