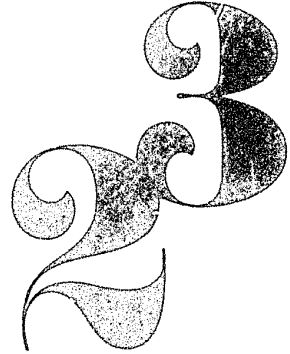


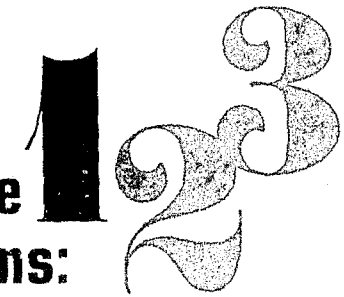
Juvenile Justice
Information Systems:



National Council of Juvenile Court Judges

37210

**Juvenile Justice
Information Systems:**



A National Assessment

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Preface

This is the first phase of a project that is seen as having three phases: (1) to observe and report, with comments, the experiences with computers of representative juvenile courts, (2) to design a model, a theoretical automated information system for a juvenile court, and (3) actually to install the model system in a working court in order to observe its operation.

One broad objective of the three-phase project is, of course, to be helpful to juvenile courts that are inexperienced in computer applications, costs and limitations by providing evidence on which authorities can make sound judgments. Another broad objective is to encourage sensitivity to the needs of juvenile justice in the development of future information systems. It is also hoped that, in the long run, this continuing project may contribute to a lofty achievement: an improved flow of much-needed information not only within juvenile courts but also into and out of the entire criminal justice structure.

As industry and science discovered long ago, computers can take in, store, retrieve, issue and process information on a scale and at a rate of speed unmatched in the pre-computer era. Despite their costs and certain other limitations, computers are indeed a consideration for agencies in the juvenile justice system.

With computers will come opportunities for more productive work by juvenile-court planners, policymakers, administrators and researchers. With computers, under the management of thoughtful men and women, will come a balance of modern technology and human judgment—and higher standards of juvenile justice.

Lawrence A. Boxerman, Director of Systems and Technology for the National Council, had overall responsibility for directing the present study. Larry Parker, Assistant Director of the department, served as Project Assistant and further support was provided by Carol Goddard, Staff Assistant.

Acknowledgements

Many persons contributed importantly to this work. We wish it were practical to acknowledge by name all of the men and women who helped by completing our preliminary and final questionnaires, by arranging for our on-site observation of the 20 agencies selected for detailed study and by otherwise providing necessary data and background (Appendix 1).

Without space to list them all, we do thank in particular the funding agency, the LEAA National Institute for Juvenile Justice and Delinquency

Prevention, and its director, Mr. Milton Luger. We are also deeply grateful to the Institute's Dr. James C. Howell, who, beyond serving as grant monitor, provided great amounts of time and expertise. Still further appreciation is expressed for the unfailing commitment and knowledge of members of the JISRA Advisory Committee (Appendix 2).

Finally, we thank Judge Edward V. Healey and Judge Walter Whitlatch, past presidents of the Council, under whose tenure this project was conducted, and Louis W. McHardy, the National Council's Executive Director, for their enthusiastic support and encouragement.

Lawrence A. Boxerman
Reno, Nevada
August 1976

Introduction

The problem is known to every conscientious policymaker, planner, administrator and researcher in the juvenile justice system:

Juvenile justice is a governmental sector that peculiarly . . . lacks the regularized and comprehensive information procedures requisite for either policy-making or public administration. It is difficult to think of any other sector of government where so little information is routinely and systematically generated, reported on and analyzed for use in planning and administration.*

The policymaker, in order to be realistic, needs data on the size and cost of the delinquency and neglect problem as well as some measure of its impact on the community. The planner, in order to be effective, must have information on the juvenile justice system's current level of service, a description of the resources involved and some notion as to the viability of each. Without data on the day-to-day operations of his court, the administrator cannot be at peak efficiency in allocating and monitoring staff resources or in identifying trends and potential problems as they develop. And as the researcher embarks on his quest for new knowledge about the dynamics of the system and its clients, a lack of readily available data is disastrous, leading more often to speculation of marginal value than to valid conclusions. Clearly, more and better information, available quickly, is necessary; without it, the courts' hands are tied.

Obtaining information for decision-makers and researchers has not been ignored by the juvenile courts, but utilization of contemporary techniques has been slow in coming. Perhaps this is understandable. High

*Vinton, R., Downs, G., Hall, L., *National Assessment of Juvenile Corrections* report. Reported in *Juvenile Justice Digest*, Jan. 16, 1976, page 7.

cost has been one impediment. Another has been a fear that computers and confidentiality are incompatible.

At the present time, however, two major forces seem to be encouraging new approaches to the information problem: the emergence of a National Data System project, and a move toward automation at the local and state levels. The National Council of Juvenile Court Judges is deeply involved in both.

The National Data System project, which was transferred to LEAA from HEW and which involves the compilation of juvenile court data at the national level, is being revitalized by the National Center for Juvenile Justice of the National Council of Juvenile Court Judges. Even at this early date it is apparent that data necessary for the effort and the strategy for data compilation will have an impact on many local and state agencies.

The importance of the National Data System project to national policy and planning should not be underestimated, and it is worth noting that, for the most part, its success or failure will rest on the success or failure of local information systems. Obviously, if local data are unreliable, errors will be compounded as they flow upward to the national level. In other words, the trend toward automation in the local arena is framing the present and future information capabilities of the national system.

The use of automation in the criminal justice system is not new. Law enforcement has been using computers for nearly 20 years; criminal courts, for 10. Particularly in the last five years, the task of improving criminal court administration through automation has received the specific attention of the American Bar Association's Commission on Standards of Judicial Administration; the National Advisory Commission on Criminal Justice Standards and Goals; the Bureau of the Census; the Law Enforcement Assistance Administration in the form of its Comprehensive Data System (CDS); and SEARCH Group, Inc.-State Judicial Information System (SJIS) projects.

In each of these efforts has been the recurring theme that, by utilizing contemporary technology, the criminal justice system will be able to generate data about itself which is needed for local operations, engage in system-related research and fulfill reporting needs at the state and national levels with complete and accurate data.

But sensitivity to the special needs of juvenile justice has not been apparent in such efforts.

In summary, information is one of the most underdeveloped, yet one of the most needed, resources within the juvenile justice system, and it appears that automated information systems offer significant advantages for meeting the information needs of planners, policymakers, adminis-

trators and researchers. Therefore, it is essential not only that the systems and their operation be understood but also that information regarding their current potential be made widely available.

Background

The state of our knowledge in the area of juvenile justice information systems is primitive. The earliest known automated system was begun only a little more than 10 years ago in Lane County, Oregon. The system was an automated "batch" statistical system, and, although not totally successful, it set the stage for a developmental sequence which is now culminating in major "on-line" information systems.

Due to their emphasis of prediction studies, the next two well-publicized systems to arrive on the scene were those developed in 1970 by the Fulton County juvenile court (Atlanta, Georgia) and by the Pima County juvenile court (Tucson, Arizona). From the apparent early success of these projects has come the proliferation of systems under study, including sophisticated systems such as those found in Jackson County (Missouri), St. Louis County (Missouri) and Utah.

Proliferation, however, engendered penalties in the form of fragmentation and repetition of errors because systems were developed in isolation. An additional shortcoming was the inability of administrators to benefit from good applications identified during the life of already operational systems.

A review of the literature in this field uncovered only meager information. Specifically, juvenile justice information systems were briefly referenced in the first and second proceedings of the SEARCH International Symposium on Criminal Justice Information and Statistic Systems and in the 1972 Directory of Automated Criminal Justice Information Systems. The former contained conceptual and hypothetical articles, and the latter was composed of brief descriptions concerning information systems in all areas of criminal justice.

The major sources of information on juvenile justice computers were the two proceedings of the National Council of Juvenile Court Judges' Symposia on Computer Applications in the Juvenile Justice System. These two documents contained the papers of the architects of the major systems, but here, too, were found mainly conceptual data rather than detailed system descriptions.

Research Method

Obtaining the data for this study involved four basic tasks:

- 1) a search for existing systems
- 2) the selection of agencies for on-site assessments
- 3) the development of an in-depth questionnaire to be used as an interview guide during on-site assessments and as a data collection instrument for those sites not visited
- 4) the actual on-site assessments.

Research for this project, although carried out by staff, relied heavily on decisions made by an advisory committee.

A. Advisory Committee

From the outset, this project was piloted by a 13-person advisory committee (Appendix 2) which, although advisory in name, was in fact a working committee. Members were selected in order to bring together the top national experts on criminal justice information systems, representatives of ongoing projects related to this one, judges with juvenile jurisdiction, system users and representatives from the fields of law enforcement, corrections and research. In this way a wide range of expertise could be brought to bear.

The committee, which met four times over a 12-month period ending in March 1976, provided over-all project guidance, directed the specific methodology employed, developed the data-gathering instruments used and served as project evaluator.

B. Scope

Attention was focused on operational juvenile justice information systems. That is, in order to obtain the most relevant data regarding the state of the art, it was determined that (1) only those systems would be included which were currently operational and had been so for at least six months prior to the study; and (2) to qualify, the system must support a juvenile or family court, a related service agency such as a probation department or a youth services agency.

Law enforcement and welfare information systems were beyond the scope of this study, as were systems supporting strictly fiscal operations.

C. Search for Existing Systems

In order to identify all existing operational juvenile justice information systems, a two-page questionnaire was constructed (Appendix 3). This

questionnaire requested the information needed to describe each reported system as well as that needed for site selection (see Research Method D).

In May 1975, 1,500 of these preliminary questionnaires were sent to the members of the National Council of Juvenile Court Judges, which has members in all 50 states. Additionally, letters were sent to all State Planning Agency and Regional Office Headquarters, several Law Enforcement Assistance Administration offices in Washington, D.C. (e.g., NCJISS), SEARCH Group, Inc., the National Center for Juvenile Justice, several other organizations and participants in the NCJCJ-sponsored symposia Computer Applications in the Juvenile Justice System. All were asked for help in locating existing systems. The 1972 Directory of Automated Criminal Justice Information Systems was also consulted, and contacts were made with systems not covered in previous mailings.

Of all individuals and offices addressed, about 35 per cent responded by filling out and returning the preliminary questionnaire. An analysis of completed questionnaires, along with information gained by letters and phone calls, led first to the identification of 51 operational computerized systems.

But that total did not hold up. It dropped to 30 as multiple locations, (more than one agency using the same computer facility, for example) and reporting errors were discovered.

So the "universe" to be sampled ended at 30 juvenile justice computer installations.

D. Site Selection

After study of the 30 qualifying installations, it was decided (partly to keep costs down) that 20 of them would provide the sample. The following criteria were considered in an effort to choose, for on-site examination, sites representative of juvenile justice agencies throughout the nation:

- A. Size of jurisdiction
- B. Geographic location
- C. Population density
- D. Mode of operation
- E. Variety of applications
- F. Level of jurisdiction

Table 1 describes the 20 sites selected. Of them, six were statewide jurisdictions, 13 were counties and one was a city. Ten of the information systems were "on-line" and 10 were "batch."* Skagit County in Washington, Clackamas County in Oregon and Lane County in Oregon

*For brief explanations of "on-line" and "batch" systems, and of a few other computer terms, see "Preface to Findings," page 15.

TABLE 1
Description of Agencies Included in On-Site Assessments

AGENCY NAME	JURISDICTION	POPULATION	TOTAL* REFERRALS	TYPE OF SYSTEM	TIME TO DEVELOP SYSTEM
California Bureau of Criminal Statistics Sacramento, California	State	21,000,000	178,000	Batch	20 Months
Utah Juvenile Court Salt Lake City, Utah	State	1,150,000	39,113	On-Line	2 Years
Juvenile Service Administration of Maryland Baltimore, Maryland	State	3,900,000	57,285	Batch	1 Year
Florida Youth Services Program Office Tallahassee, Florida	State	7,000,000	143,000	Batch	6 Months
Michigan Department of Social Services Lansing, Michigan	State	9,100,000	39,000	Batch	12 to 18 Months
Juvenile Court of Connecticut Hartford, Connecticut	State	3,100,000	14,280	Batch	6 Months
Clark County Juvenile Court Las Vegas, Nevada	County	350,000	7,400	On-Line	18 Months
Johnson County Juvenile Court Olathe, Kansas	County	241,000	4,059	Batch	5 Years
Alameda County Probation Department Oakland, California	County	1,250,000	18,200	On-Line	2 Years
Pima County Juvenile Court Tucson, Arizona	County	450,000	9,179	On-Line	1 Year
El Paso County Juvenile Court El Paso, Texas	County	370,000	3,200	On-Line	3 Months
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	County	2,000,000	38,623	On-Line	6 Months
Jackson County Juvenile Court Kansas City, Missouri	County	700,000	8,385	On-Line	9 Months
St. Louis County Juvenile Court St. Louis, Missouri	County	972,000	14,889	On-Line	15 Months
Fulton County Juvenile Court Atlanta, Georgia	County	670,000	7,608	On-Line	9 Months
Lane County Juvenile Court Eugene, Oregon	County	240,000	4,500	On-Line	3 Years
Clackamas County Juvenile Court Oregon City, Oregon	County	202,000	4,226	Batch	3 Months
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	County	53,000	1,587	Batch	1 Year
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	County	750,000	28,222	Batch	Unknown
Washington, D.C. Superior Court, Family Division Washington, D.C.	City	786,000	7,079	Batch	7 Weeks

*CAUTION: THE FIGURES IN THIS COLUMN ARE NOT COMPARABLE, AS SOME COUNTS INCLUDE TRAFFIC REFERRALS, OTHERS ONLY DELINQUENCY, ETC.

were all low-population areas while the remainder were in or contiguous to major urban centers.

The three largest systems, California, Florida and Maryland, were run by juvenile service organizations that did not include the actual court operation. All three of these systems were "batch."

The volume of referrals handled by the 20 agencies varied from fewer than 1,600 a year for Skagit County to more than 175,000 a year for California. Agency operating budgets ranged from just under \$300,000 to \$183,000,000 (for all counties served by the California system) a year.

Although the number of systems studied was small in absolute terms, two-thirds of the operational systems were included and were carefully selected to be representative of the whole. It is felt that the sample provides a valid base for purposes of this study.

E. In-Depth Questionnaire/Data Collection

In order to collect the data which the Advisory Committee determined was necessary, an in-depth questionnaire was developed by the committee and project staff. The questionnaire went through two committee revisions. Its use and format were further refined through discussions with Dr. Irving Cresti of the Gallup Organization and Dr. Jacqueline Corbett of the National Center for Juvenile Justice. Further, on-site pilot tests were conducted in Salt Lake City and Eugene before the final form of the questionnaire was established.

The questionnaire in its final form (Appendix 4) consisted of 100 fixed-response and short-answer questions divided into four major sections:

- I. Agency Description
- II. System Development
- III. System Description
- IV. System Operation

A fifth section requested the details of each system's applications, and a sixth was used for recording comments of those interviewed. At each on-site location, an effort was made to interview the judge or agency head, administrative staff, supervisors and line personnel regarding the system.

Scheduling problems precluded the completion of interviews of all these people at every site. Consequently, remarks attributed to any one group represents a sample whose size was less than 20. Additionally, four documents were requested from each site: a copy of its annual report, a list of the system's data elements and output reports, a copy of the system's security and privacy regulations, and a system impact statement.

Procedure for on-site data collection/verification was as follows:

- 1) The questionnaire and instructions were sent for review to each agency a week or two before the investigator's scheduled visit. An explanatory letter included the request that the agency person primarily responsible for completing the form phone the staff with questions, if any.
- 2) Once on-site, the entire questionnaire was reviewed with members of the agency staff, and their responses were recorded. The on-site interview afforded the opportunity for recording detailed comments on areas unique to each agency as well as comments on system-related experience in general.
- 3) After a number of the on-site investigations, staff prepared a complete, typed copy of the questionnaire and of responses obtained, and mailed it to the agency to check accuracy and completeness.

Following collection, data were compiled and analyzed. With the help of several persons who acted as temporary consultants, a draft of this report was produced. The draft was revised by the advisory committee and then, in July 1976, each of the 20 visited agencies sent a representative to a meeting to check the accuracy of the data gathered, to update information as required and to review the revised report.

Findings and Implications

A. PREFACE TO FINDINGS

B. SYSTEMS APPLICATIONS

1. Management Statistics and Reporting
2. Record Checking and/or Name Index
3. Caseload Monitoring
4. Casework Evaluation
5. Calendaring and Docketing
6. Fiscal Applications
7. Production of Agency Documents
8. Test Evaluation and Treatment Strategies

C. GENERAL IMPACT ON RESOURCES

1. Staff
2. Implementation Time
3. Expense
4. Hardware/Software

D. INFORMATION BASE

1. Tracking, History and Statistics
2. Data Elements
3. Subjective Data

E. DATA ENTRY

1. When
2. How
3. Data Accuracy

F. DATA MAINTENANCE

1. Auditing
2. Expungement and Purging
3. Back-up and Documentation

G. DATA CONTROL

1. Access
2. Report Distribution
3. Security Guidelines
4. Dedicated Machines

H. NATIONAL DATA COMPILATION

A. PREFACE TO FINDINGS

Material in this chapter follows the preceding outline. Readers may find it helpful to become generally familiar with the outline before proceeding.

In each section or subsection, data directly supportable by the survey are labeled "findings." Suggestions, ideas or beliefs of the authors are designated as "comments."

Several terms used in this chapter are briefly defined below:

1. "On-line" system: any automated information system that uses computer terminals (usually video screens) for the input and/or retrieval of data.
2. "Batch" system: any automated information system that does not use terminals. Usually, input is from cards or tapes and output is solely on printed reports.
3. Hardware: the actual computer machinery. Examples are the computer itself, terminals, communication lines and tape machines.
4. Software: the programs that make a computer run. "System software" makes the computer operate. "Application software" makes it perform specific tasks for its user.
5. Lag time: the interval of time between an event's occurrence and the computer's ability to report it.

This Preface to Findings must also include a note of caution about certain of the data presented below.

Because of inherent differences in the courts and agencies surveyed (due to such things as a diversity in governing legislation and terminology), rigorous methodological controls were attempted where feasible. They were not always successful.

For example, in describing the agencies surveyed, data on "referrals" are presented — but, because of differences in definitions and jurisdiction, such data are not comparable across agencies. They are presented for general descriptive purposes only; inferences as to workload or cost/referral would be misleading.

B. SYSTEMS APPLICATIONS

Findings:

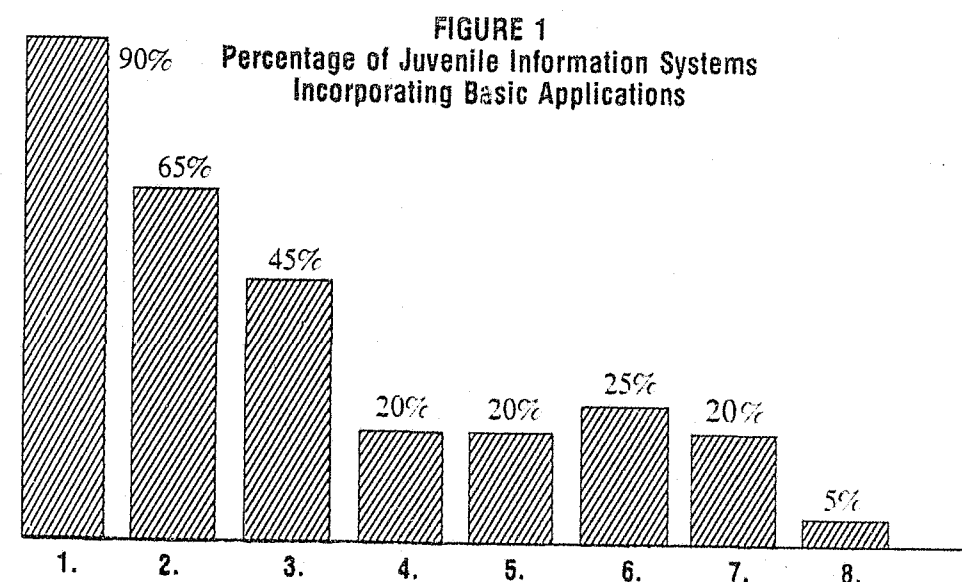
Among the 20 systems observed on-site, there were vast differences in equipment, methods and degrees of achievement. Nevertheless, eight general-application functions were identifiable (Table 2).

Note that no individual system performed all eight functions. In fact, only three systems incorporated five or more applications. Conversely, no function or application was implemented in all 20 systems reviewed (Fig-

TABLE 2
Computer Applications by Agency

AGENCY NAME	RECORD CHECKING & NAME INDEX	PRODUCTION OF AGENCY DOCUMENTS	MANAGEMENT STATISTICS	CASELOAD MONITORING	CASEWORK EVALUATION	CALENDARING AND/OR DOCKETING	FISCAL APPLICATIONS	TEST EVALUATION AND TREATMENT STRATEGY
California Bureau of Criminal Statistics Sacramento, California			X					
Utah Juvenile Court Salt Lake City, Utah	X	X	X	X	X	X	X	
Juvenile Service Administration of Maryland Baltimore, Maryland	X		X					
Florida Youth Services Program Office Tallahassee, Florida			X	X	X			
Michigan Department of Social Services Lansing, Michigan		X	X	X				
Juvenile Court of Connecticut Hartford, Connecticut			X					
Clark County Juvenile Court Las Vegas, Nevada	X	X						
Johnson County Juvenile Court Olathe, Kansas								X
Alameda County Probation Department Oakland, California	X		X	X				
Pima County Juvenile Court Tucson, Arizona	X		X					
El Paso County Juvenile Court El Paso, Texas	X		X					
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	X		X				X	
Jackson County Juvenile Court Kansas City, Missouri	X		X	X	X	X	X	
St. Louis County Juvenile Court St. Louis, Missouri	X	X	X	X	X		X	
Fulton County Juvenile Court Atlanta, Georgia	X		X	X		X		
Lane County Juvenile Court Eugene, Oregon	X		X	X				
Clackamas County Juvenile Court Oregon City, Oregon			X	X				
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington			X					
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	X		X				X	
Washington, D.C. Superior Court, Family Division Washington, D.C.	X		X			X		

ure 1). However, the "Management Statistics and Reporting" application was operational in all but two systems inspected. A review of highlights of the eight functional areas follows.



1. Management Statistics and Reporting
2. Record Checking and/or Name Index
3. Caseload Monitoring
4. Casework Evaluation
5. Calendaring and Docketing
6. Fiscal Applications
7. Production of Agency Documents
8. Test Evaluation and Treatment Strategies

1. Management Statistics and Reporting

Findings:

All systems with the exception of two produced some variety of management statistics and reports. Typically, there were reports breaking down referrals and dispositions by age, sex, race, referring agency, offense and geographical location. Once a data base had been established, agencies often required special reports to be programmed and run on an "as needed" basis. An example was a study performed by Maryland analyzing recidivism by offense and by disposition from 1968 to 1973.

The Florida Youth Services Program Office was more concerned with processing times than with the usual statistics, and its system produced very detailed reports on the length of time children spent at various stages in the court process. Florida would then make comparisons of these times among the counties within the state, against national standards and standards set by Florida law. These reports were useful in identifying bottlenecks, for budgeting purposes and in allocating resources throughout the state.

In addition to routine statistics, Lane County was able to use the computer to draw maps of the community and to place crimes, offenders or both on the maps for study. Crimes and offenders could be connected by lines to study the mobility of delinquents.

Another area of management reporting (perhaps it could be considered an application in its own right) was monitoring and reporting on the use of detention and placement resources. Reports on matters such as daily population, population movement and facility utilization were generated by several systems, including Jackson County, Florida, St. Louis County, Utah and Lane County.

2. Record Checking and/or Name Index

Findings:

Record checking is the ability to go to a computer terminal or name-index listing and determine if a child has had previous contact with the agency. Occasionally, index listings are used only to obtain a file number or computer number to facilitate further look-up procedures.

However, most of the systems examined in this study carried (directly on their terminal displays and name-index listings) information on events associated with previous case processing and information on the current case status. In fact, several of the "on-line" systems had displays showing a broad range of case-related details such as previous referrals and dispositions, court activity, detention information, caseworker assignments, and biographic and demographic data.

Comment:

All 10 "on-line" systems had this record-checking capability because terminals are ideally suited for the instantaneous retrieval of individual records. "Batch" systems, on the other hand, have a tendency to be plagued by time delays. For example, if a "batch" index is run every Monday, then events occurring on Tuesday will not show up until the following Monday; or if data is entered in a "batch" system only at the time of disposition, then children involved in the intake process might not show up on any listing for several months.

One exception to this finding was Washington, D.C., which had a "batch" system approximating the timeliness of an "on-line" system by having its computer in the same building and entering data daily. These features allowed looking up records with a maximum 24-hour lag time.

3. Caseload Monitoring

Findings:

In caseload monitoring, the computer was used to keep track of who had responsibility at each successive decision point for each client. Usually reports were provided to intake and probation staff indicating the cases they had open, the dates received, the reasons referred, the recent caseload activity and, in some systems, the next steps the caseworker had committed himself to take. This function benefited both the line staff and supervisory personnel.

Often reports went to supervisors indicating which children were being unduly delayed in processing or were being overlooked entirely. The design of a caseload monitoring system was expected to aid in caseload balancing, to guarantee service to all clients, to speed up agency processing of referrals and to delineate clearly each caseworker's responsibilities. Several systems provided this function, including Utah, St. Louis County, Jackson County and Lane County.

Comment:

It should be noted that while both "batch" and "on-line" systems are capable of producing case-load monitoring reports, often the delays in data entry characteristic of "batch" systems can hinder the total effectiveness of the information. This is a particular shortcoming of "batch" systems if data are entered infrequently.

4. Casework Evaluation

Findings:

Only three courts, Utah, St. Louis County and Jackson County, used computers routinely to evaluate the work of their probation officers. All used variations of this general procedure: Each worker's caseload size was determined at the beginning and the end of the reporting period, taking into account new assignments and cases terminated and transferred, thereby yielding a numeric representation of "throughput" (volume of work performed). Coupled with throughput, an assessment of the anticipated difficulty of the cases on the caseload was also made. Each case was usually given an index number representing its level of anticipated difficulty. The index number was based on the severity of the current referral and the frequency and severity of previous referrals, considering race, sex and age.

After a difficulty rating was determined, an effectiveness rating was created. Using the variables described above, the effectiveness rating reflected any possible recidivism that had occurred *after* the case had been

assigned. Then it was necessary to examine one more factor: how the caseworker spent his time with respect to his clients during the reporting period.

One court found it could identify workers who were particularly effective with certain classifications of children and thus used the findings in the assignment of cases. Another agency found this system a useful tool in aiding the worker to concentrate his time on the truly difficult cases.

Comment:

While casework evaluation systems had not proved to be totally accurate, they often fostered and stimulated common action between probation officers and supervisors in cases that needed special attention. They also allowed the caseworker to see himself or herself in relation to other workers in the court.

5. Calendaring and Docketing

Findings:

Calendaring and docketing consisted of using the computer as a tool for gradually shaping the court calendar, and then, just prior to each court day, producing the final docket or court list. This application lent itself fairly well to "on-line" systems and "batch" systems with daily input and output.

Generally, calendars were available on terminal displays or in advance on computer printouts. These calendars were used as work sheets and for scheduling cases. Then, at the beginning of a week, a final docket was prepared (it could still be modified manually). Washington, D.C., Atlanta (Fulton County), Utah and Jackson County prepared court dockets by computer.

No juvenile justice information system included in this survey used the computer to schedule judicial court hearings automatically.

6. Fiscal Applications

Findings:

Five courts used the computer to aid them in accounting for particular financial operations. Shelby County had a comprehensive system aiding in its role as a clearinghouse for all support payments. Philadelphia also had a support payment system. Jackson County used the computer to account for payment orders and the notification of delinquent accounts; in addition, all the physical inventory of the court was monitored by an inventory system, including the ordering of supplies when stock on hand dropped below a certain level. St. Louis County used its system to produce a tape for the county finance department, authorizing payment to placement

agencies for the care of children. Utah used its system to monitor restitution payments and to record checks used in payment.

7. Production of Agency Documents

Findings:

Computers were sometimes helpful in printing agency documents other than name indexes, court calendars and dockets. Utah was the paradigm in this respect.

When a child was referred to the court, the information was entered into the computer, which then printed out a receipt-of-referral form, the basic referral document for the court. In addition, clerks entered the texts of petitions into the computer, and these were combined with personal data already stored within the system. Then, using specially preprinted forms, the computer printed petitions, summonses and a sheet for the minutes of the hearings.

Additionally, when a child was placed in detention, information was entered through a terminal, and a detention booking sheet was generated by computer. Still further, information entered gave the computer the capability of producing a daily population report listing those children in detention, in shelter and being released.

Comment:

Production of documents was one area that clearly produced savings in clerical time. However, extensive integration of the computer into the daily operation of a court is a controversial matter. As dependency on the computer grows, so does the problem of computer malfunction. On the other hand, some argue that the benefits greatly outweigh the occasional inconveniences.

8. Test Evaluation and Treatment Strategies

Findings:

Only one system studied, that in Johnson County, Kansas, used the computer for test evaluation and suggestions on treatment. To accomplish this, data from the referral problem, along with scores from an intelligence test, a parental interview, an experience survey and a high school personality inventory were entered into the computer. The computer analyzed the information based on the norms established by all the previous children tested. It then produced one to six pages of narrative covering intelligence, peer group, family, school and community relationships, and indicated probable areas for treatment concentration.

Johnson County used these tests, at the probation officer's discretion, to confirm intervention strategies, to get ideas when in doubt and to aid volunteer caseworkers with informal cases.

C. GENERAL IMPACT ON RESOURCES

In figuring the costs of automation, it is difficult to separate factors such as staff, time and money because of their interdependence. However, an attempt was made.

1. Staff:

Findings:

Over half of the agencies visited did send staff to other courts or agencies that used automated systems.¹ All but one found this to be very beneficial although it was often noted that the visits were most informative in terms of identifying problems to avoid rather than in finding procedures to emulate.

Eighty per cent of the agencies surveyed contributed staff to design their new computerized applications.² Often key personnel, including judges, court administrators and supervisors, were involved in lengthy design processes. In addition, many staff members participated in user groups, task forces and other routine agency meetings, discussing impending automation.³ Only 10 per cent of the juvenile agencies using automated data processing hired the technicians to program their applications.

Comment:

Occasionally, this lack of administrative control over programmers was cited as an important area of concern; on the other hand, supervising a programming staff is no easy matter.

Another aspect of implementing an automated system, affecting both staff and time, is the effort required in the planning for and the actual training of staff. Additionally, it takes time to prepare manuals and operation guides to promote the successful implementation and operation of an automated system. The sophistication of the automated system and the size of the agency (particularly in a statewide system) are two factors with a direct bearing on the degree of training necessary. A multi-office state agency often requires continuous training to maintain the standards necessary for accurate and complete data.

Findings:

No agency surveyed showed a decrease in staff as a result of automating.⁴ In fact, six of the 20 agencies reported an increase.⁵ Usually, this

¹See Appendix 5, page 73

²See Appendix 5, page 75

³See Appendix 5, pages 79 and 80

⁴See Appendix 5, page 88

⁵See Appendix 5, page 87

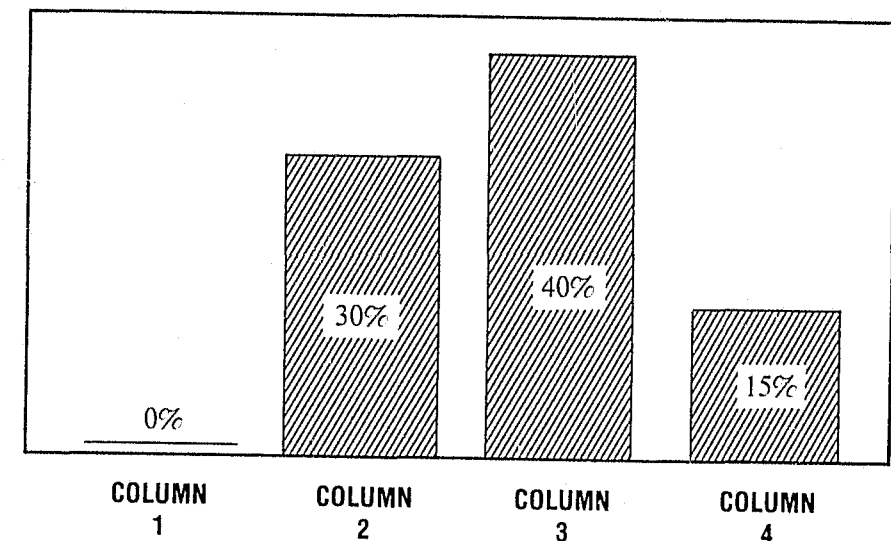
situation occurred with "on-line" systems that added a programmer or data entry clerk.

About 40 per cent of the sites visited expressed hope that they would experience a decreased rate of hiring in the future as a result of automating.¹ Fifteen per cent felt they would experience an increased rate of hiring in the time to come due to automation.² Several agencies could foresee both a decrease and an increase—a decrease in clerical help and an increase in programming and technical support (Figure 2).

Comment:

Perhaps these findings put an end to the myth that the computer replaces staff.

FIGURE 2
Impact on Agency Staffing



*
 COLUMN 1=Agencies experiencing a reduction in staff due to automation
 COLUMN 2=Agencies experiencing an increase in staff due to automation
 COLUMN 3=Agencies expecting a decreased rate of hiring in the future due to automation
 COLUMN 4=Agencies expecting an increase in rate of hiring in the future due to automation

*Columns 1 and 2 are mutually exclusive.

Columns 3 and 4 are not mutually exclusive either with respect to each other or with respect to columns 1 and 2.

¹See Appendix 5, page 89

²See Appendix 5, page 90

2. Implementation Time:

Findings:

The amount of time required to develop an information system from design to start-up seemed to vary quite a bit. Certainly the size and comprehensiveness of a system was a factor. The range in these times was from seven weeks for the Washington, D.C. system to five years for the test evaluation and treatment strategy module of Johnson County. Eliminating the two extremes, the remaining 18 systems had development times ranging from three months to two years.

Comment:

Factors contributing to the variance in development time are agency commitment to the project, prior data processing experience, complexity and comprehensiveness of system desired, manpower and resources available, and size and scope of jurisdiction. It would be safe to assume that, starting from scratch, a sophisticated system for a large agency would require at least two years for planning and implementation.

In a sense, development time is an artificial concept. Systems are seldom static entities. They are usually growing, changing combinations of programs and modifications.

As an example, the California staff estimated it took about 20 months to develop that system. However, getting the bugs out required another year, and developing reports to their present state called for still another year. So was the development time 20 months, 32 months or 44 months? What about new reports still being designed?

The initial phases of putting in a system are somewhat analogous to laying the foundation of a building—a building that will be expanded and restored continually.

3. Expense:

Findings:

The exact cost of developing an automated system was seldom known. Variations were immense, ranging from several hundred thousand dollars for a sophisticated "on-line" system to the Skagit County "batch" system, which was programmed for no initial charge by a private service bureau. (In exchange, the agency agreed to pay the private bureau a monthly service fee to operate the system.)

St. Louis County estimated a cost of \$25,000 just to enter existing cases into the system at start-up time. Atlanta hired 15 people for three months to enter the names of all clients served since 1936. However, costs like

these were the agency's choice. Many others elected to begin by entering cases as they occurred.¹

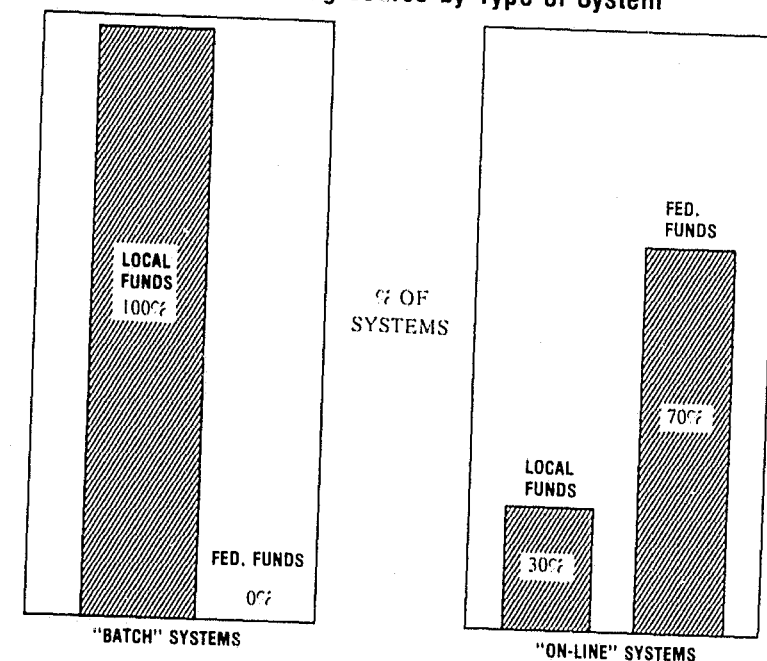
All of the "batch" systems surveyed had the majority of their funding provided locally. On the other hand, 70 per cent of the "on-line" systems were funded primarily by LEAA² (Figure 3).

Comment:

Some interesting approaches to economical system development were observed. Lane County often supplemented its own programming staff with volunteers wanting data processing experience. Florida and Connecticut worked with university data centers, which presumably provided programming services at rates lower than usual. Police data centers were also utilized for system development, and several agencies were the beneficiaries of technical contributions from large corporations.

It seems fair to say that large information systems are not usually cost-justifiable on an immediate basis. However, they may be justifiable over the years because of their capacity for increased data accuracy and speed of information retrieval, their more timely and comprehensive data analysis and their ability to process large volumes of information.

FIGURE 3
Major Funding Source by Type of System



¹See Appendix 5, page 84

²See Appendix 5, page 74

4. Hardware/Software:

Findings:

No juvenile agency participating in this study leased, owned or had exclusive use of its own computer.¹ In most cases, computer facilities were shared with county or state government.²

IBM equipment was used by most agencies, (Table 3 gives hardware data) and COBOL was the most popular programming language (Table 3).³

Often, in sharing a computer, information from other governmental agencies could be utilized by the juvenile agency. This required the consent of both agencies, and appropriate software had to be written. Several juvenile agencies had computer access to information such as that in police, motor vehicle and driving records. This information was often used during investigations.

Only one system allowed other agencies to have computer access to juvenile data. Alameda County let the police, welfare and health departments have access to a very abbreviated name index through computer terminals.⁴

D. INFORMATION BASE

1. Tracking, History and Statistics:

Findings:

With the exception of some of the fiscal applications, all the systems tied all their records to specific individuals.⁵ In addition, most systems collected cumulative data on a child, thus, in concept, providing both the history and current status of the child's involvement with the agency and the possibility of tracking the client through the system.⁶

Comment:

There are at least three aspects to client tracking: (1) the ability to go back months or years and examine records of what occurred relevant to a specific client's processing, (2) the ability to analyze case processing in general (e.g., how many referrals for burglary go to court and what is the average number of court appearances?) and (3) immediate access to information on where a child is currently located in the agency process.

"Batch" systems, with their inherent lag-time problems, are particularly adept at handling the first two aspects. "On-line" systems are equally facile with all three.

¹See Appendix 5, page 117²See Appendix 5, page 117³See Appendix 5, page 109⁴See Appendix 5, page 121⁵See Appendix 5, page 116⁶See Appendix 5, pages 123 and 125

TABLE 3
Computer Hardware and Software

AGENCY NAME	TYPE OF COMPUTER	OPERATING SYSTEM	PROGRAMMING LANGUAGE	DEDICATED TO CRIMINAL JUSTICE	OTHER DATA ACCESSIBLE
California Bureau of Criminal Statistics Sacramento, California	Spectra 70 Model 65	TDOS 23	COBOL ^o BAL 20 ^o	Yes	None
Utah Juvenile Court Salt Lake City, Utah	IBM 370/158	OS/VS-II	Mainly COBOL	No	Motor Vehicles Drivers License
Juvenile Service Administration of Maryland Baltimore, Maryland	IBM 370/Two 145's	DOS-VS	COBOL	Yes	None
Florida Youth Services Program Office Tallahassee, Florida	CDC6600&Cyber 73	KRONOS	Fortran 20 ^o SPSS 80 ^o	No	None
Michigan Department of Social Services Lansing, Michigan	Burroughs 4700	MCPV	COBOL 100 ^o	No	
Juvenile Court of Connecticut Hartford, Connecticut	IBM 370/155 & 165	Unknown	Fortran 40 ^o IBM Utilities 60 ^o	No	None
Clark County Juvenile Court Las Vegas, Nevada	IBM 370/145	DOS/VS CICS	COBOL 20 ^o BAL 80 ^o	No	None
Johnson County Juvenile Court Olathe, Kansas					
Alameda County Probation Department Oakland, California	3 IBM 370/155's				
Pima County Juvenile Court Tucson, Arizona	IBM 370/145	DOS	BAL— "on-line" COBOL— Batch	No	None
El Paso County Juvenile Court El Paso, Texas	Univac 9400	DOS	COBOL 95 ^o	No	None
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	IBM 370/145	DOS/VS	Batch-Alp Faster CICS	Yes	Prisons. Support
Jackson County Juvenile Court Kansas City, Missouri	IBM 360/40	DOS	FASTER COBOL	Yes	None
St. Louis County Juvenile Court St. Louis, Missouri	IBM 370/155	OS/VM	Mainly COBOL FASTER	Yes	Drivers License City Juvenile
Fulton County Juvenile Court Atlanta, Georgia	IBM 370/135 & 145	DOS	FASTER COBOL	No	None
Lane County Juvenile Court Eugene, Oregon	IBM 370/155 & 158	OS/VS1	BAL	No	Police. Motor Vehicles
Clackamas County Juvenile Court Oregon City, Oregon	Burroughs B-4700	MCPV	COBOL	No	None
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Unknown	Unknown	Unknown	No	None
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	IBM 370/145	OS-VSI	COBOL	Yes	None
Washington, D.C. Superior Court, Family Division Washington, D.C.	IBM 370/145	DOS-VS	BAL	Yes	None

Findings:

Two of the larger state systems, which dealt primarily with gross statistics, did not attempt to organize their records in a manner facilitating client tracking. Florida treated each different referral belonging to a child as a

separate entity and, although capable of connecting them, did not do so. California kept a child's record as long as he or she was active, but, if the child's case was terminated and at a later date came back to the agency's attention, it was treated as an entirely different case with no connectable identifying ties.

Certainly the local juvenile agency could have made a connection between the old and new records, but the statewide automated system could not. This manner of collecting data permitted the analysis of case processing across clients but was not conducive to individual record checks.

Comment:

Both Maryland and Michigan do attempt to provide both statistical and individual aspects of case tracking. The problem in large states of tying together records of a child referred first in one county and then in another is not small. Utah provides all aspects of tracking by locating terminals across the state through which all clients are identified and processed.

2. Data Elements:

Findings:

The number and type of data elements collected by the various juvenile agencies varied greatly with the size and sophistication of the system. Skagit County collected as few as 20 elements. Large "on-line" systems like those of St. Louis County and Utah each collected as many as nearly 200 separate pieces of information per referral.

Such information generally fell into three areas: (1) data on the child, his family and siblings, (2) information on the reasons the child was being referred, and (3) a record of the processing and services provided by the juvenile agency. Table 4 shows some of the more common data elements collected by 15 of the agencies surveyed.

Comment:

There seems to be a tendency to collect far more information than necessary. It would be wise for any agency designing a system to justify carefully why it wants to collect each data element and how data will be used. It is also important to consider the detail of information needed. For example, if a sibling's address were required, perhaps all that would need to be known is whether it's in town or out. This is important because "on-line" computer storage, and data collection and entry, are very expensive.

3. Subjective Data:

Findings:

About two-thirds of the agencies surveyed did not have any subjective data elements.¹ Even those agencies collecting some subjective data relegated it to a minor role. Perhaps a test score, an estimate of economic well being, or an estimate of adjustment and acceptance of treatment was included. It appeared, however, that there was a trend to drop out subjective elements altogether.

One interesting subjective element was Skagit County's recording of any lack of resources noted by the probation officer in handling a case. These apparent shortages were totaled and used to substantiate requests for money to fill areas where resources were lacking.

E. DATA ENTRY

1. When:

Findings:

Most agencies entered all of their referrals into their automated systems.² A few excluded minor offenses or traffic offenses. A written referral was generally required to initiate the entry of information into the systems.

Agencies having "on-line" systems tended to enter referrals into the system as soon as they arrived at the office. They updated the records with further information as it became available (Figure 4).

Comment:

It would not be unlikely for a comprehensive "on-line" system to enter a referral upon receipt, update after the intake screening, update again after subsequent court hearings, again after disposition and still again at termination. Additional updating might also occur upon the discovery of any error, or upon a change in the status of the child or in the handling of the case.

Findings:

"Batch" systems, on the other hand, tended to enter data only once or twice on a referral. Those systems entering data only once did it after disposition or after intake determination. Washington, D.C. was the only agency having a "batch" system that entered data as frequently as an "on-line" system.

¹See Appendix 5, page 124

²See Appendix 5, page 113

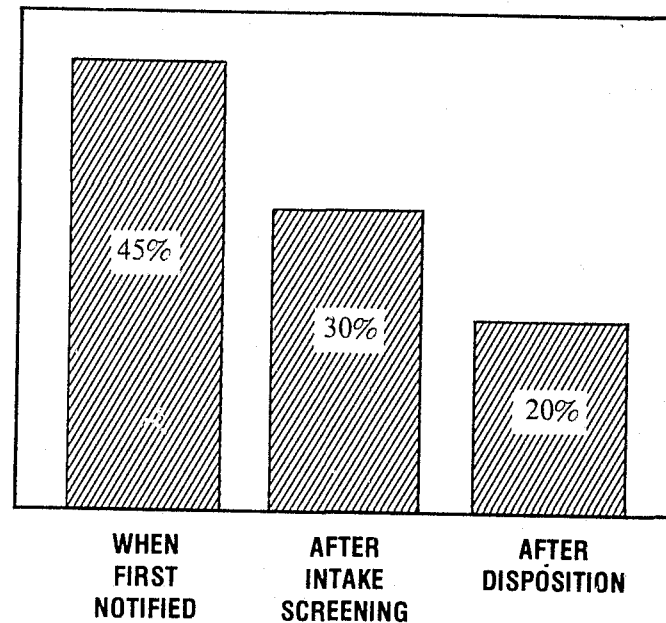
TABLE 4
Most Commonly Used
Data Elements

	Utah	St. Louis	Fulton	Shelby	Washington, D.C.	Connecticut	Skagit	Clackamas	El Paso	Philadelphia	Lane	Jackson	Maryland	Clark County	Pima County
Name	X	X	X	X	X				X	X	X	X	X	X	X
Juvenile #	X	X	X		X	X	X	X	X	X	X	X		X	X
Case #	X	X	X			X			X	X				X	X
Father's Name	X	X	X							X	X	X		X	X
Mother's Name	X	X	X							X	X	X		X	X
Address	X	X	X	X						X	X	X	X	X	X
Census Tract	X	X	X	X		X					X	X			X
Zip Code	X		X							X			X	X	X
School	X	X	X	X		X	X	X		X	X			X	X
Phone		X	X							X	X	X		X	X
Grade		X	X	X				X			X		X	X	X
Race	X	X	X	X		X	X	X	X	X	X	X	X	X	X
Sex	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Who child's staying with	X	X	X	X			X	X	X	X	X	X	X	X	X
Age		X		X		X	X	X	X		X	X	X	X	
Religion	X	X	X	X						X			X	X	
Birthday	X	X	X	X	X	X		X		X	X	X	X	X	X
Place of Birth	X		X											X	X
Marital Status	X		X											X	
AKA	X	X	X								X	X		X	X
Mother's Address	X	X	X							X	X	X		X	X
Father's Address	X	X	X							X	X	X		X	X
Mother's Occupation	X	X	X									X		X	
Father's Occupation	X	X	X									X		X	
Date Police Report Rec'd.		X			X						X	X			
Referral Number		X		X		X		X		X	X	X		X	
Referral Date	X	X	X	X		X	X	X	X	X	X	X	X	X	X
Referral Time		X									X			X	X
Source of Referral	X	X	X	X	X	X		X	X	X	X	X	X	X	X
Police Report Number		X			X					X	X			X	
Place Apprehended		X											X	X	
Detained	X	X	X			X	X		X	X	X	X	X	X	X
Date Detained	X	X	X			X			X		X	X	X	X	X
Time Detained	X	X	X								X	X		X	X
Reason Detained	X	X	X						X		X	X	X	X	X
Hold Order Signed		X									X			X	
Date Released	X	X	X			X			X		X	X	X	X	
Time Released	X	X	X								X	X		X	
Released To		X	X								X	X		X	
Probation Officer	X	X	X	X	X	X	X	X			X	X		X	
Date Assigned		X	X								X	X		X	
Offense	X	X	X	X	X	X	X	X	X	X	X	X		X	X
Detention Approved By		X												X	
Most Severe Offense		X								X			X		
Town		X	X			X					X		X	X	
Census Tract	X	X	X		X	X	X								
Next Most Serious Offense	X	X				X				X			X		X
Disposition	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Disposition Data	X	X	X		X	X		X		X	X	X	X	X	X
Treatment Termination Date		X	X	X						X	X	X	X	X	
Hearings	X	X	X		X	X		X	X	X	X	X		X	X
Who Heard	X	X	X		X	X		X		X	X	X		X	X
Summons, Subpoena, Letter To Whom		X										X		X	
Legal File Number		X	X							X	X	X		X	
Type Petition		X								X		X		X	
Petition Date		X	X		X	X			X	X	X	X		X	
Probation Off. Recommendations		X													
Natural Parents Marital Status	X		X	X				X		X	X	X		X	X
Income Level															
Support Source	X			X			X	X						X	
Intake Officer	X	X									X	X		X	X
Intake Decision	X	X								X	X	X	X	X	X
Decision Date	X	X								X	X	X		X	
\$ Amount of Restitution/Fine	X		X							X		X		X	
Warrant or Pick-up Orders		X	X							X		X		X	X
Data on Siblings		X	X									X	X	X	

Comment:

Entering information in the system at least twice—somewhere early in the processing and somewhere near the end—would be helpful in keeping records as accurate and complete as possible.

FIGURE 4
Point in Agency Processing that Information
Is First Entered into the Automated System*



*Not available
for one system

2. How:**Findings:**

Most agencies had keypunch staff, clerical staff or data entry clerks enter information into the computerized data systems. In rare instances, the intake or detention workers entered data.¹

Generally, "batch" systems entered data by keypunching it on computer cards, magnetic tape or diskettes. If the keypunching was not performed by juvenile court personnel, an interim step was sometimes required to code the data in preparation for keypunching. "On-line" systems, in all courts but Philadelphia, relied on their terminals for direct entry of data via telecommunication lines.²

¹See Appendix 5, page 138

²See Appendix 5, page 139

3. Data Accuracy:**Findings:**

About 80 per cent of the systems surveyed utilized the computer to edit their data at the time of entry.¹ This meant that the computer would catch errors—wrong birthdates, for example, or listings of offenses that did not exist. This allowed illogical errors to be caught at the time of entry and corrected immediately. Other errors were caught by double checking data entry and by periodic reports going to caseworkers with the request that they immediately point out any erroneous data.

Comment:

It cannot be stressed enough that accuracy of data is crucial. Entire computerized systems can be rejected and left unused by staff because the information therein is consistently inaccurate. Interestingly, one source of error is the lack of timely and accurate reporting of information by the staff. There is no point to getting information faster, if it is wrong.

If there are many errors in an automated system, workers will use that as an excuse to fall back on a manual paper system. However, if there is a large number of errors in the paper system, people will continue to use it because that is all there is, and those mistakes are their own.

People are always likely to blame errors in computerized data on the computer. And yet it can be shown that undetected errors caused by computers occur less than once in a trillion data-processing operations. (Strangely—or perhaps not so strangely—even programmers will tend to blame the computer for errors they have introduced.)

F. DATA MAINTENANCE**1. Auditing:****Findings:**

Routinely auditing records was another procedure used to keep information complete and accurate. By far the most common form of auditing was the production of error listings. These accompanied most reports and showed records known to contain incomplete or logically erroneous data. Upon receipt of such listings, staff members in the data entry or clerical area were expected to seek out appropriate files and correct inconsistencies.

¹See Appendix 5, page 140

Another auditing procedure which proved to be seldom used, but, in concept, highly endorsed, was that of randomly checking a small percentage of records monthly to investigate the level of accuracy. This could lead to the discovery of faulty procedures that encouraged certain patterns of error. Atlanta audited 100 per cent of its records. Upon the termination of a case, the entire record was checked against the computer record. This system arose because there were no computer editing routines.¹

A more technical audit routine was the actual counting of records every time they were processed. These continuous counts often helped detect errors that would have led to the total loss of countless records.²

Comment:

It has been demonstrated that the total investment in an information system can be enormous. Therefore, an agency can't afford to risk the loss of its precious data, possibly representing years of effort, simply for a lack of basic auditing procedures. A juvenile agency should not assume that the data processing department they are dealing with knows what is best. The juvenile court or agency should be involved in the design and be aware of the protective measures that should be taken.

2. Expungement and Purging:

Findings:

The concepts of expungement and purging concerned removing records from the computer files. About half of the agencies participating in this study did not have procedures for either expungement or purging.³

Comment:

One point brought out by discussions on expungement and purging was the lack of consistent definition of terms. Terms such as expunge, purge, restrict and seal are often used interchangeably but should be defined clearly in respect to each court's jurisdictional practices.

Findings:

The problem of expungement—the actual destruction of records—affected equally the “batch” and “on-line” systems. Most systems expunged records only on court order.⁴ These orders came about on the individual initiative of clients wishing to have their records destroyed. Consequently, it was a relatively rare occurrence.

¹See Appendix 5, page 100

²See Appendix 5, page 101

³See Appendix 5, pages 136 and 137

⁴See Appendix 5, page 134

Comment:

However, it appears that the trend in legislation across the country is to remove many of the obstacles to expungement and perhaps to make it more the rule than the exception. Therefore, it would seem prudent in designing juvenile information systems to prepare for this possibility and provide fairly simple procedures for expungement.

Some states are passing laws which place on the courts the burden of notifying children when they are eligible to apply for expungement of their records. In larger jurisdictions, this seems to be a task that could only be accomplished by computer, and it implies that elements such as names and addresses must be in formats suitable for mailing.

Comment:

“On-line” systems must deal with the problem of purging, which can be defined as the process of removing or restricting the record from the active file. Files simply continue to grow until the agency can't afford to keep all of them instantly available through the terminals.

Fortunately, as children pass the age of jurisdiction, there becomes less and less reason to keep their files active. Generally, guidelines should be established that will allow records of clients to be removed, according to established court criteria, to less expensive forms of data storage such as computer tapes or microfiche. “Batch” systems, while not as immediately concerned with this problem, since their mode of storage for data is less expensive, should also consider purging procedures. Some “on-line” systems purge the records but leave the name on file with a pointer indicating where the record is currently stored. Concern for security and privacy of juvenile records mandates careful attention to removal of inactive records.

3. Back-Up and Documentation:

As previously noted, data systems are costly in terms of staff effort, time and money. However, as time goes by, these systems become an increasing asset by virtue of the data they hold that can be used for study and research. Their utility is further enhanced as they become more understood, accepted and refined. It is imperative, consequently, that the investment made in this information system be fully protected.

For the sake of discussion, “back-up” is the term used to describe protective measures taken against the possibility of physical disaster. In other words, the juvenile courts or agencies must be prepared to continue

if the data center were burned to the ground or blown to bits by a disgruntled employee.

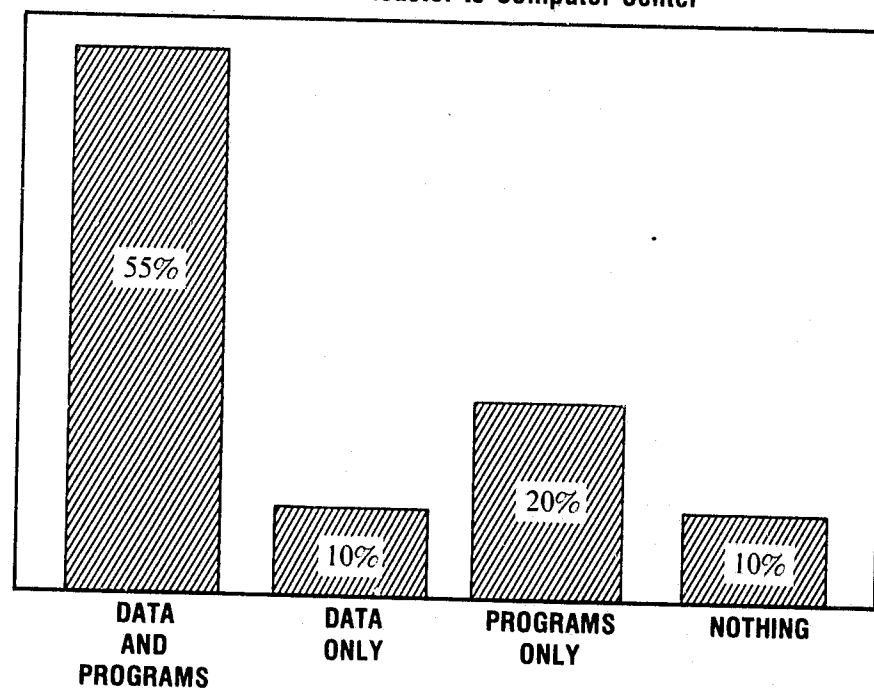
Findings:

Eleven of the systems inspected had the facility to rebound with both programs and data after a total calamity. Several other agencies protected either their data or their programs, but not both. Only two agencies would have been wiped out by disaster (Figure 5).

Comment:

"Back-up" also protects a system against misfortune less dramatic than major disasters. It is insurance against problems caused by old or damaged storage devices, against programming errors that destroy data and programs, and against minor accidents that affect the completeness and accuracy of records.

FIGURE 5
Percentage of Agencies Prepared to Continue Operation
After Total Disaster to Computer Center



Findings:

Documentation usually referred to several levels of documents, written in ordinary English, which explained how the system operated and how the many parts and programs inter-related. Documentation also included instructions on the various reports produced by the system and manuals for data entry or terminal operation.

In general, agencies rated their day-to-day documentation, such as user manuals and data entry guides, higher than their less frequently used programmer's documentation. However, most agencies considered their documentation to be adequate or better.¹

Comment:

Good documentation tells programmers where to go and what to do in case developments such as changes in offense codes, the addition of new probation officers and the addition of new placement facilities should be incorporated into the system.

Documentation is important as a reference for staff, in the training of staff and in the event that key personnel must be replaced.

G. DATA CONTROL

1. Access:

Findings:

Almost every agency allowed all its staff access to the records on file in the automated systems.² A few "batch" systems geared to aggregate statistics did not have the facility to examine individual records, and, consequently, the question of access was meaningless.

2. Report Distribution:

Findings:

In the matter of distributing computer reports within an agency, most agencies allowed any staff member to examine any report with one exception: Casework evaluation reports, being personal in nature, were usually limited in distribution to the caseworker involved and his immediate supervisor.

With respect to distribution of reports outside an agency, there was considerable variance in policy. No agency allowed the indiscriminate release of reports bearing client names or specific identification. However, some courts did not allow *any* report, even the most innocuous of statistical reports, to be released to anyone outside the agency without the judge's or administrator's approval.

In contrast, Maryland had on its mailing list several hundred agencies, individuals and institutions for the routine distribution of monthly reports.

In most courts and agencies, the distribution of statistical reports outside the agency varied between those diverse positions.

¹See Appendix 5, pages 128 and 129

²See Appendix 5, page 126

Comment:

There is no quarrel here with diverse policies on report distribution, but there did appear to be a number of courts and agencies that lacked a policy, or lacked understanding of any existing policy, concerning the release of personal data.

It often appeared that there were no clear guidelines for the release of information to welfare agencies, mental health and health departments, police agencies, the FBI, placement agencies, parents, attorneys, the children involved, victims, concerned citizens, prospective employers, the military. A great deal of uncertainty existed among employees as to what information could be released and what information could never be released. If information could be released, to whom? Regarding information whose release is discretionary, it should be clearly established which employees have the authority to decide and act.

There are policy decisions which appear to be ignored in practice and, in fact, need to be established, along with specific penalties for violation. They should then be documented in procedure manuals and become part of new-employee orientation. It is important that these policies be realistic and workable, or they will continue to be ignored.

3. Security Guidelines:**Findings:**

More than half of the agencies surveyed did not have written guidelines to insure the security of their computer records.¹ All, however, did have physical security precautions at their data centers.² Further, all the "on-line" systems had software security precautions programmed into their systems.³

Comment:

It is clear that if the proper safeguards are to be used, each agency must specify the expected behavior of personnel regarding the automated system and its output together with penalties for policy violations.

Areas that should be covered in such a policy statement include: removal from the building of computer listings with personal identifiers, who can authorize the production of computer reports, who can authorize the release of data and how outdated computer reports will be destroyed.

¹See Appendix 5, page 96

²See Appendix 5, page 98

³See Appendix 5, page 97

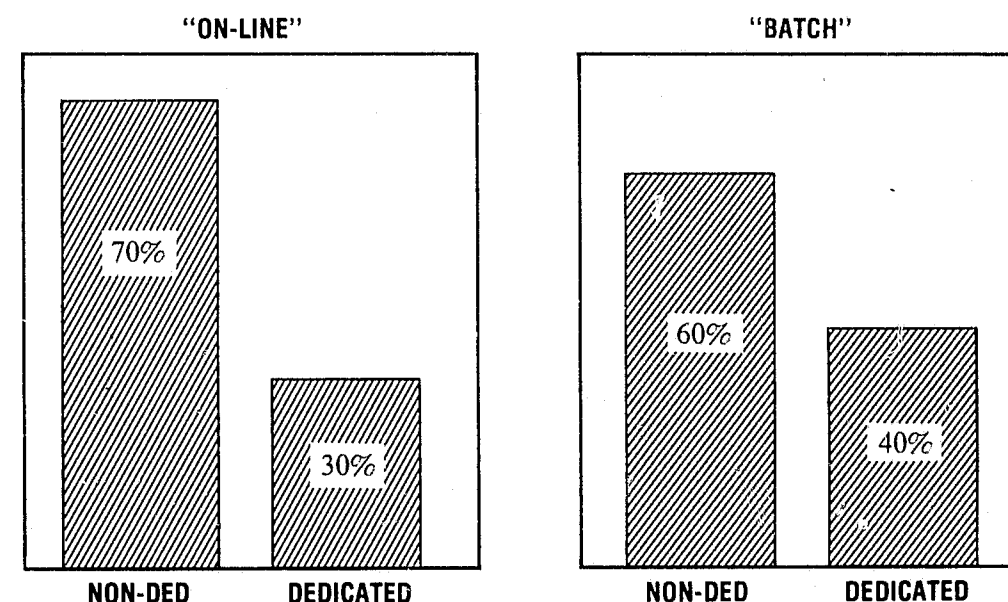
It might be wise to have written policies, procedures and penalties, and to require employees to read and sign them, indicating their understanding.

4. Dedicated Machines:**Findings:**

An issue receiving considerable attention was whether an agency could maintain adequate security and confidentiality of records on a computer used by many agencies for diverse purposes: the issue of dedicated versus nondedicated computers.

No agency interviewed had experienced any real problems as a result of sharing computers, and the majority of computers used for both "on-line" systems and "batch" systems were nondedicated (Figure 6).

FIGURE 6
Dedication of Computer Systems
To Criminal Justice

**H. NATIONAL DATA COMPILATION****Findings:**

All participating agencies indicated that if the data they were collecting were similar to the data others were collecting, they would have no objection to contributing statistical data to a national compilation effort.¹

¹See Appendix 5, page 143

Further, each agency indicated it had established procedures whereby bona fide research efforts could make use of its data.¹

Comment:

The unanimous willingness to contribute data to a national compilation was based on several reasonable caveats, such as "as long as it doesn't violate our statutes," and "as long as we know what the data will be used for, and how the compilation will be circulated." In essence, however, all agreed to the desirability and utility of an effort such as that now being performed by the National Center for Juvenile Justice.

Summary and Remarks

To repeat an observation in the Introduction of this study: Information systems in juvenile justice are in a pioneering stage, having for the most part been conceived, designed, constructed and implemented in the 1970s.

Further, about as many systems have failed as have succeeded. For example, in the short time between distribution of this study's preliminary questionnaires and the beginning of the on-site investigations, at least two juvenile court systems ceased to be operational. Since data on the 20 sample systems was gathered, Atlanta, whose court once had a comprehensive "on-line" system, has failed to allocate funds necessary for ongoing operations. The Atlanta agency gave up its automated system on January 1, 1976.

What makes a system successful? It is simply impossible to answer from the observations provided by this study. Only a few generalities appear at this point.

Of systems studied, some were very effectively operated and well constructed; others were inherently poor in their design. Some were the product of an entire agency's design and labor; others were imposed by administration. A few agencies had integrated the computer into their operation, making it indispensable; others fiercely maintained an independence from the machine.

One condition appearing consistently in clearly successful systems was that someone, or some group, fairly high in administration, was deeply committed to seeing the system succeed—a person or group with the ability to expend the funds, time and staff to make the system work.

This study of juvenile systems has shown that while there are not many courts or agencies automated at the present time, there is quite a breadth in

the variety of applications performed by computer. Of the eight applications described earlier, three stand out as forming the core of most systems: (1) management reporting, (2) name-index and record checking and (3) caseload monitoring. In fact, many systems are based solely on management reporting or management reporting and record checking.

Three needs seem to require the attention of the judge or agency administrator in order to establish policies in writing. First is the need to establish guidelines for the expungement and purging of records. Second is the need for policies governing the distribution of both personal and collective information generated by the computer system. Third is the need for guidelines controlling the behavior of employees regarding the confidentiality of information in the computer or generated by reports from the computer.

This report on juvenile justice information systems is an effort to aid other agencies in their decisions concerning automation. To that end, it seems useful to summarize suggestions made in response to the question, "What would you do differently if you were to design and develop your system over again?"

1. Involve the user more. Orient and design the system, the reports and the displays for user convenience.
2. If developing a "batch" system, keep an eye toward easy conversion to an "on-line" system.
3. Examine the manual system more closely before automating. ("We assumed it was fine; it was not.")
4. Take more time. Have a better total plan. Be more specific in plans. Put more things in writing.
5. Gain more control over data processing resources.
6. Be more cost-conscious.
7. Improve methods for maintaining data accuracy and reliability.
8. Utilize modular development, structured walk-throughs, top-down development and other recent programming and project-management techniques.

JISRA—Phase II

Based on the data and experiences documented in the first phase, it has been determined that a thorough study of the following needs must be fulfilled if computer-based juvenile justice information systems are to be used to their fullest advantage:

¹See Appendix 5, page 144

1. A model juvenile justice information system which may be used as a framework for system designers and serve as a uniform base from which to discuss system-related issues.
2. A set of standardized data definitions.
3. A document which would provide a step-by-step explanation of how to implement a system, with recommendations where feasible.
4. An investigation of the utility and practicality of an interagency comprehensive juvenile justice information system.

These needs will be addressed in JISRA—Phase II.

Appendixes I through V

Appendix I

JISRA—PHASE I PRINCIPAL "ON-SITE" CONTACTS

Art Besser
Systems Director of Data Processing
Clark County Juvenile Court Services
3401 East Bonanza
Las Vegas, Nevada 89101
(702) 649-3611

Donald E. Boys
Representing St. Louis County Juvenile
Court
Box 83
Osage Beach, Missouri 65065
(314) 348-5688

Arno Cassel
Director, Research and Planning Court of
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Family Court Division
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Administrator
Planning and Development
Florida Youth Services Program Office
1323 Winewood Boulevard
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John D. Dumbauld
Program Administrator
Juvenile Justice Data Center
Bureau of Criminal Statistics
P.O. Box 13427
Sacramento, California 95813
(916) 322-5335

Grace Elmore
Administrative Services Assistant
C.O.R.P.U.S.
125 12th Street
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Loni Ferebee
Supervisor, Computer Applications
Lane County Juvenile Department
2411 Centennial Boulevard
Eugene, Oregon 97401
(503) 687-4092

William Fulmer
Juvenile Court of Memphis and Shelby
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P.O. Box 310
Memphis, Tennessee 38101
(901) 527-5231

John Halka
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(602) 624-8651

Viann Hardy
Administrator of Management Services
Jackson County Juvenile Court
Kansas City, Missouri 64108
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Joan LeBarron
Juvenile Counselor
Clackamas County Juvenile Department
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Oregon City, Oregon 97045
(503) 655-8342

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Johnson County Courthouse
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Director, Data Processing
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Washington, D.C. 20001
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Michael R. Phillips
Deputy Administrator
Utah Juvenile Court
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Salt Lake City, Utah 84104
(801) 533-5254

Kathleen H. Sloan
Administrative Assistant for Research
and Planning
Connecticut Judicial Department
Drawer "A," Station "N"
Hartford, Connecticut 06106
(203) 566-7700

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Juvenile Court Administration
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Jane Taylor
Information System Coordinator
Fulton County Juvenile Court
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Atlanta, Georgia 30312
(404) 572-3274

Janet Thiessen
Juvenile Probation Department
Superior Court of Skagit County
Mt. Vernon, Washington 98273
(206) 336-6141

Gary Webb
Division of Information and Evaluation
Systems
300 South Capitol Avenue
Lansing, Michigan 48926
(517) 373-2217

Raymond H. Zitir
Director of Data Processing
Room 05
City-County Building
El Paso, Texas 79901
(915) 543-2971

Appendix II

JISRA ADVISORY COMMITTEE PHASE I

Detective Walter Ellison
Youth and Sex Squad
1136 Herron Avenue
Pittsburgh, Pennsylvania 15219
(412) 255-2100

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Director of Court Services
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Dr. Don Gottfredson, Dean
School of Criminal Justice
Rutgers University
New Brunswick, New Jersey 08903
(201) 648-5870

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Director of Systems
National Center for State Courts
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Denver, Colorado 80203
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O.J. Hawkins,
Executive Director
SEARCH Group, Inc.
1620 35th Avenue, Suite 200
Sacramento, California 95822
(916) 392-2550

Hon. Edward V. Healey, Past President,
NCJCJ
Rhode Island Family Court
Roger Williams Building
Providence, Rhode Island 02903
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E. Hunter Hurst, III, Director
National Center for Juvenile Justice
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C. Paul Phelps, Director
Department of Corrections
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Capitol Station
Baton Rouge, Louisiana 70804
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Hon. Romae T. Powell
Fulton County Juvenile Court
445 Capitol Avenue, S.W.
Atlanta, Georgia 30312
(404) 572-2241

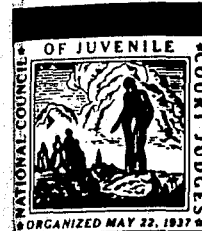
Hon. John P. Steketee
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Hon. John J. Toner
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Institute of Judicial Administration
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Hon. Marshall P. Young, Chairman
Pennington County Court
Rapid City, South Dakota 57701
(605) 394-2571

GRANT MONITOR
Dr. James C. Howell
National Institute for Juvenile Justice and
Delinquency Prevention
U.S. Department of Justice
Law Enforcement Assistance
Administration
633 Indiana Avenue, N.W.
Washington, D.C. 20530



NATIONAL COUNCIL OF JUVENILE COURT JUDGES

POST OFFICE BOX 8978

RENO, NEVADA 89507

(702) 784-8012

LOUIS W. McHARDY
Executive Director

May, 1975

Dear Judge,

In the last three years, the number of juvenile courts using some form of automated information system has more than quadrupled. And, with this increased usage has come the sophistication necessary to deal with the unique problems involved in automating court files. It is my belief that juvenile court judges and judges with juvenile jurisdiction must be at the forefront of these developments so that the principles on which our work is based will not be lost in the rush to optimize the power of contemporary technology. If we are to utilize the potential of electronic data processing systems, we must be prepared to address the technical, practical, legal, and ethical issues which surround the use of computers in our courts.

Therefore, as one of its major undertakings this year, the National Council of Juvenile Court Judges is engaged in a project to discover how many juvenile courts in the United States are currently using, or plan to use, some form of automated information system, and for what purpose. Our goal is to compile this material and publish a document which can be used as a reference for information on such topics as: what special requirements are involved in assuring the existence of record confidentiality in an automated environment; how much does it cost and how long does it take to change from a manual system to an automated one; what to look for in terms of realistic uses of computers; and information on a host of other considerations which will be invaluable today and in the future. Also because our national and state legislatures are presently considering numerous bills relating to electronic data banks, our need for accurate data has never been more acute.

PLEASE HELP US. I know very well that your time, as mine, is at a premium. Nevertheless, I feel that the few minutes which you spend filling out the enclosed survey will be time well spent. Although the enclosed form is short, its completion will be of great value to the success of this project and ultimately to you. For your convenience, a return envelope is enclosed and I ask that you respond no later than June 10, 1975.

I want to thank you in advance for your help on this important project and for your continued support of Council activities. If you have any questions, they may be directed to Lawrence A. Boxerman at our Reno office.

Very truly yours,
Edward V. Healey, Jr.
Edward V. Healey, Jr., President
National Council of Juvenile Court Judges

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NATIONAL COUNCIL OF JUVENILE COURT JUDGES

P.O. Box 8000
Reno, Nevada 89507

JUVENILE COURT INFORMATION SYSTEM SURVEY

I. COURT AND LOCATION

Complete title of court _____

Street or building address _____

Town or City _____

County _____

State _____

II. TYPE OF COURT

☐ Court of Last Resort ☐ Trial Courts of General Jurisdiction ☐ Courts of Limited Jurisdiction
☐ Intermediate Appellate Court ☐ Other Courts (specify) _____

III. Are you, or does your court have a full-time judge? Yes _____ No _____

IV. How much of your total judicial time (court and administrative) is devoted to juvenile matters?

Full-time _____ Quarter-time _____
 Half-time _____ Less than Quarter-time _____

V. Do you use an automated information system (AIS)? Yes _____ No _____
If the answer is Yes, which of the following is, or is scheduled to be supported by the system;

State of Development

	Planned	Designed	Tested	Operational	Years in Use
Calendaring/Scheduling					
Financial Administration					
Statistical Reporting					
Internal Administrative Control					
Research/Planning					

VI. Would you like to have access to, or develop an automated information system (AIS)? Yes _____ No _____
If the answer is Yes, in which of the following would you like the system to support:

☐ Calendaring/Scheduling
☐ Financial Administration
☐ Statistical Reporting
☐ Internal Administrative Control
☐ Research/Planning

VII. Who actually runs your system (agency and name of system director, and address if different from above)?

VIII. Who else uses the system which you use (list Agencies)?

IX. Do you send data to any agency which uses an AIS: Yes _____ No _____

X. Who on your staff is responsible for overseeing DP activity (name and title, address if different from above)?

XI. Who completed this questionnaire (name and title, address if different from above)? Date.

Appendix IV



National Council of Juvenile Court Judges

SYSTEM SURVEY INSTRUCTIONS

Every attempt has been made to make this questionnaire as easy to fill out as possible. There are three types of questions used to make up the questionnaire.

Most questions simply require checking the appropriate answer (for example, questions I.A.1. and I.C.1.). All of these questions leave room for "other" answers if nothing is there that seems correct.

Some questions require a "fill-in" response (for example, I.B.1. and I.D.1.). These questions usually require a number, name, or brief phrase.

The third type of question is one of degree. It will have two statements separated by five large dashes [for example, questions II.A.5. (page 3) and II.B.4. (page 4)]. Simply place your check mark on the dash near the statement on the left if you strongly agree with it; place your check on the right most dash if you strongly agree with the statement on the right. The remaining three dashes are for your check mark if you are not strongly in agreement with either statement but somewhere in the middle.

On page 10, question III.C.1. requires a list of all the data elements you collect on clients for your automated system. If you have a list available just attach it to the questionnaire.

As you proceed through the questionnaire, if any questions are not clear or understandable please list them and then call us collect at 702-784-6631, so we can help clarify them for you.

If you do not know the answer to some questions, or they do not apply, just note that near the question and continue.

If you have comments or advice for others relating to any issues or questions, feel free to make notes or additions in the margins or spaces near the questions.

We appreciate your help and hope the results of this survey can help your court and others in the application of computer technology to information collection, storage, retrieval and analysis.

Thank you,

Lawrence A. Boxerman, Director
Systems and Technology

Larry Parker, Assistant Director
Systems and Technology



National Council of Juvenile Court Judges

JUVENILE INFORMATION SYSTEM REQUIREMENTS ANALYSIS SYSTEM SURVEY

I. DESCRIPTION OF COURT

Title of Court: _____

Address: _____

Town or City: _____

County: _____

State: _____

Who is primarily responsible for filling out this questionnaire? _____

Telephone: _____

A. 1. Does the jurisdiction of your court extend throughout:

State ☐, County ☐, City ☐, Other _____

2. How many courts or offices (in other locations) make up your agency? _____

3. How many courts or offices (in other locations) report to your information system? _____

B. 1. How many incidents in the following categories did your court handle in the last reportable year? (If one child was referred 3 times, that would be three incidents)

Year: 19 _____	Judicial (Petition)	Non-judicial (No-petition)
Delinquency	_____	_____
Children's Offenses (status)	_____	_____
Dependency and Neglect	_____	_____
Divorce	_____	_____
Support	_____	_____
Custody	_____	_____
Traffic	_____	_____
Other	_____	_____

C. 1. What are the basic services provided by your court?

Court Hearings ☐ Impose and collect fines ☐
 Counseling and/or Probation Services ☐ Adoption ☐
 Detention ☐ Placement and Foster Care ☐
 Support Collection ☐ Other _____

I. Description (continued)

D. 1. What is the population of your jurisdiction?

Population _____

E. 1. What is the total budget for your court for one year, excluding special-project federal funds?

Fiscal year: 19 _____

Amount _____

F. 1. Will you include a copy of a recent annual report?

Yes ☐ No ☐ Year of Report: 19 _____

II. DEVELOPMENT

A. 1. Have employees from your court visited other courts or agencies for the purpose of examining their data processing systems?

Yes ☐ No ☐If yes, were the visits beneficial? Yes ☐ No ☐

Comments _____

2. Was your system totally developed with your own funds?

Yes ☐ No ☐

If no, own funds _____ % Other funds _____ %

Other funding sources _____

3. Who developed the general system design used by your court?

Contractor/Consultant %

Your own DP Staff %

County DP Staff %

State DP Staff %

Police DP Staff %

Your own Non-DP Staff %

Other %

..... %

TOTAL 100%



II. Development (continued)

A. 4. Who wrote the programs making up your system?

Contractor/Consultant %

Your own DP Staff %

County DP Staff %

State DP Staff %

Police DP Staff %

Your own Non-DP Staff %

Other %

..... %

TOTAL 100%

5. If consultants were utilized in developing or maintaining your system, how do you feel about their work?

satisfied _____ disappointed _____

6. What part did/do you (the primary person responsible for filling out this questionnaire) play in the development and operation of your automated system?

Project leader ☐ Programmer ☐ Systems Analyst ☐

Other _____

7. If you were doing the whole project over, would you do it:

differently _____ about the same _____

Briefly, what would you change?

8. How much time elapsed between the time you began the general system design of your automated system and the time it was in operation?

9. During the development of your system, did you have a users group made up of members of your agency and/or other agencies to aid in the design?

Yes ☐ No ☐

10. During the design of your automated system were suggestion logs, discussion groups, staff meetings, etc. used so that all members of your agency could impact the usefulness of your final product?

Yes ☐ No ☐

Comments _____



II. Development (continued)

- B. 1. During the initial planning and design of your system, was the training of staff made a formal part of the project plan?

Yes ☐ No ☐

2. Which staff members are provided training about your computerized system?

Judges ☐ Detention Workers ☐ Administrators ☐

Clerical Staff ☐ Probation Officers ☐ Intake Workers ☐

Other _____

3. What methods do you utilize in training staff about the computerized system? If you utilize different techniques with different staff, indicate appropriate staff.

Which Staff:

Formal training sessions _____

Informal training sessions _____

Self-training manuals. _____

No training _____

Other _____

4. We feel our training of staff is:

good and adequate _____ not good/inadequate.

- C. 1. After your system was tested, what files were loaded?

None — We began by entering only new cases ☐

Active cases were entered in skeletal form ☐

Active cases were entered in complete form ☐

All cases _____ years back were entered in skeletal form ☐

All cases _____ years back were entered in complete form ☐

Other _____

If you know, what was the cost and time required for this initial file loading?

Cost _____ Time _____

2. For what period of time were manual and automated systems run parallel?

3. Were there any changes in job titles directly attributable to the automated system?

Yes ☐ No ☐

4.



II. Development (continued)

- C. 4. Were there any pay level changes attributable to the system?

Yes ☐ No ☐

5. Were there additions to the staff as a result of automating?

Yes ☐ No ☐

6. Were there reductions in staff as a result of automating?

Yes ☐ No ☐

7. Do you anticipate any future reductions in staffing (i.e. decreased rate of hiring or failure to replace workers leaving, etc.)

Yes ☐ No ☐

8. Do you anticipate any future increases in staffing as a result of automating?

Yes ☐ No ☐

9. Was staff allocated differently as a result of automation?

Yes ☐ No ☐

10. Were new positions created?

Yes ☐ No ☐

If yes, what were they? _____

11. Do you feel the "chain of command" within your agency was altered as a result of automating?

Yes ☐ No ☐

12. Was any office space outside your agency required as a result of automating?

Yes ☐ No ☐

13. Has your agency made any study of the impact on your agency caused by automating?

Yes ☐ No ☐ If yes, enclose copy.

- D. 1. Do you have written guidelines for privacy/confidentiality/and security?

Yes ☐ No ☐ If yes, enclose copy.

2. Does the computer hardware that you are using afford you any security precautions?

Terminals that lock ☐ Terminals that require ID cards ☐ None ☐

Other _____

5.



II. Development (continued)

D. 3. Does your computer software (programs) provide security for your data?

Yes ☐ No ☐

If yes, check appropriate boxes.

Unusually jumbled and coded data ☐Codes to "sign-on" or retrieve data ☐Access limited to specific terminals ☐Methods to trace unauthorized retrieval ☐None ☐

Other _____

4. Check those items that would describe the area your computer and data is kept.

Access to authorized personnel only ☐Locked or keycard access doors ☐Protection against fire ☐Protection against flood ☐Personnel have ID for authorization ☐

Other _____

5. Are personnel that are required to work on or around your programs and data, given (security/record) checks before employment or authorization?

Yes ☐ No ☐

6. Do you routinely audit your records in order to test for completeness and accuracy?

Yes ☐ No ☐

If yes, check appropriate boxes:

When:

Error Listings ☐ _____Upon Each Display (using highlights or etc.) ☐ _____Random Record Checks ☐ _____Other ☐ _____

7. During the reorganization or reloading do you count the number of records read off the file and the number written back on and dropped?

Yes ☐ No ☐

8. Do you have control or direct influence over data center policy and staff that may effect or be connected with your system or data?

Yes ☐ No ☐

9. Do you routinely inform all new workers of the highly confidential nature of your data and of the responsibilities inherent in working with it?

Yes ☐ No ☐

10. Is there a written agreement with the computer center on the management and priority of resources used for the juvenile system?

Yes ☐ No ☐

II. Development (continued)

D. 11. Are there penalties enforcing the confidentiality and security of records?

No ☐ Loss of job ☐Fines ☐ Jail or imprisonment ☐Discretion of court administrator or judge ☐

Other _____

12. Which of the following persons has the right to examine the child's computer record?

Child himself ☐Child's Parents ☐Child's Guardian ☐Child's Attorney ☐No one other than court staff ☐Prosecutor ☐

Other _____

Has anyone ever exercised this right?

Yes ☐ No ☐

Are there procedures for correcting erroneous material pointed out by the child, his parents, his guardians, or his attorney?

Yes ☐ No ☐

Have these procedures ever been used?

Yes ☐ No ☐

III. SYSTEM DESCRIPTION

A. 1. What kind of computer(s) do you use?

2. What operating system is employed?

3. What programming languages are used in your system? If more than one language is used, give approximate percentages.

Language

Percentage Used

TOTAL

100%

4. Is your system an "on-line" system?

Yes ☐ No ☐

If yes, what software monitors your terminal? _____

5. If your system is "on-line", where are terminals located in the court?

Intake ☐ Probation ☐ Clerical ☐ Detention ☐ Courtroom/Chambers ☐

Other: _____



III. System Description (continued)

- A. 6. Would you be willing to give copies of your programs and/or design documents to other courts?
Yes ☐ No ☐
7. How much storage space is required to keep all of your computer-based records?
Storage Device _____ Space Required _____
Record Size _____ Number of Records _____
If known, approximate number of bytes _____
- B. 1. On whom is data stored within your system? (Check appropriate boxes)
All referrals ☐ All dependency and neglect ☐
All referrals with petition ☐ Only dependency and neglect with petition ☐
All delinquency ☐ Only delinquency with petition ☐
Other _____
2. Within your system, who does the judge and court administrator hold responsible for the accuracy and completeness of data stored in system?
Judge ☐ Court Administrator ☐
Probation Officers ☐ Clerk of the Court ☐
Data Entry Clerks ☐ Court Data Processing Supervisor ☐ Other _____
3. Who is responsible for the well-being of your physical records (i.e. disks, tapes, cards, etc.)?
Court computer staff ☐ Consultants ☐
State/county DP staff ☐ Service Bureau ☐
Other _____
4. Which of the following people collect information that is entered into your system?
Police ☐ Probation Officers ☐ Intake Workers ☐
Detention Workers ☐ Other Court Personnel ☐ Administration ☐
Judge ☐ Computer Personnel ☐
Other _____
5. With respect to the records in your system:
Are they all tied to specific individuals? Yes ☐ No ☐
Are some individual and other summary or aggregate records? Yes ☐ No ☐
Are none of them individual and all of them aggregate or summary records? Yes ☐ No ☐
Other _____



III. System Description (continued)

- B. 6. Who owns ☐ leases ☐ your computer?
State ☐ A Superior Court ☐ University ☐
County ☐ Your own Court ☐ Service Bureau ☐
City ☐ Police ☐ Other _____
7. Which most accurately describes your computer?
A computer located right in your agency ☐
A centralized computer that you travel to, to use ☐
A centralized computer you are tied to through teleprocessing or remote job entry ☐
A decentralized computer network of computers or mini computers ☐
Other _____
8. Which best describes the computer you use?
It is only used for work concerning your agency (dedicated) ☐
It serves your agency and other criminal justice groups ☐
It serves criminal justice as well as non-criminal justice groups ☐
Other _____
9. If your computer is shared and not located in your agency:
Do you have a written agreement with the computer center regarding security and confidentiality?
Yes ☐ No ☐
10. Can any agency other than your own directly access your records through the computer or terminals?
Yes ☐ No ☐
If yes, list: _____
11. Through your computer system, can you access the data base of any other agency?
Yes ☐ No ☐
If yes, list: _____
12. Do the computer records in your system reflect the history of the client's involvement with your agency, just the current status, or both?
History ☐ Current Status ☐ Both ☐
13. Does your system include any subjective data elements such as opinions, value judgements, or evaluative material?
Yes ☐ No ☐
14. Is your system capable of tracking a child through the juvenile court process?
Yes ☐ No ☐ Comment: _____



III. System Description (continued)

- B. 15. Which full time staff members within your agency have the right to access all your information files?
- All Staff ☐ Detention Staff ☐ Court Administration ☐
 Supervisors ☐ Judge ☐ Data Processing Staff ☐
 Clerical Staff ☐ Probation Officers ☐
 Other _____

16. To what other agencies do you release records? Check whether you release this information routinely (e.g. every month) or upon specific request only.

Agencies:	Routinely	Specific Request
Police	_____	_____
Corrections Staff.....	_____	_____
Other Courts.....	_____	_____
Mental Health	_____	_____
F.B.I.....	_____	_____
Welfare Agencies.....	_____	_____
Military.....	_____	_____
Potential Employers	_____	_____
Public	_____	_____
Other	_____	_____

- C. 1. Please attach a list of the specific data elements that you collect and store in your automated system.
2. What logical or physical files make up the automated system you operate?
- Name File ☐ Detention File ☐ Individual/Vital Statistics File ☐
 Social File ☐ Family File ☐ Referral File ☐ Formal Court File ☐
 Companion Case File ☐ Medical File ☐ Victim File ☐
 Case Number File ☐ Other _____
3. What ways exist to access your data?
- By Name ☐ By Victim ☐ Date of Birth ☐
 By Address ☐ By Social Security No. ☐ "Soundex" ☐
 By Case Number ☐ Mother/Father's Name ☐
 Other _____



III. System Description (continued)

- C. 4. I consider the general level of documentation on our system:
 excellent _____ minimal or non-existent
5. I consider our user's and/or operator's manual (in use at this time):
 excellent _____ minimal or non-existent

IV. SYSTEM OPERATION

- A. 1. What event(s) initiate the creation of a client record in your system?
- Any Written Referral ☐ A Petition Filed ☐
 A Police Report ☐ Any contact (phone call, etc.) ☐
 Other _____
2. At which point in the processing of a referral do you first enter information on a client into your system?
- As soon as agency notified ☐ After disposition ☐ After the intake screening ☐
 When case is closed ☐ Upon the filing of a petition ☐
 Other _____
3. Our system has thorough procedures to establish the accuracy of the information we enter into the system _____ Our system assumes that data coming in on source documents is accurate
4. Do you have established procedures as to who may, and how one should update or delete a record existing within the system?
- Yes ☐ No ☐
5. If you routinely expunge (completely destroy), or purge (restrict or remove from normal access, seal) records; how often do you go through the process?
- | | | | | | |
|---------------------------|-----------------------------|----------------------------|----------------------------|----------|-------|
| | On Request
(court order) | Weekly
or More
Often | Monthly
or
Quarterly | Annually | Other |
| EXPUNGE
(Destroy) | _____ | _____ | _____ | _____ | _____ |
| PURGE
(Restrict, Seal) | _____ | _____ | _____ | _____ | _____ |
6. If you do destroy or restrict data, do you erase the total record or just the personal identifiers?
- Total Record ☐ Personal Identifiers ☐
 Other _____



IV. System Operation (continued)

- A. 7. Briefly describe any routine standards or criteria you have for expunging (completely destroying) records. Limit comments to space provided.

8. Briefly describe any routine standards or criteria you have for purging (restrict or remove from normal access, seal) records. Limit comments to space provided.

- B. 1. Who regularly enters data into your system?

Data Entry Clerks ☐ Detention Staff ☐ Clerical Staff ☐
 Probation Officers ☐ Intake Workers ☐ Programming Staff ☐
 Other

2. How do you enter data into your system?

Terminal Entry ☐ Punched Cards ☐ Optically Scanned Documents ☐
 Magnetic Tape ☐ Paper Tape ☐
 Other

3. Do you use your computer to edit any of the data at the time of entry?

Yes ☐ No ☐

4. Do you have an activity log that indicates which employees have requested specific information from the system?

Yes ☐ No ☐

5. In the event of a computer failure we have an excellent "back-up" system and procedures to carry us through until the system is restored.

We have a minimal "back-up" system and are very dependent on the computer's availability.

6. If your computer center were destroyed by fire and flood, would you be prepared with duplicate copies of your programs and all information currently in your system to carry on at a later date?

Yes, Programs Only ☐ Yes, Programs and Data ☐
 Yes, Data Only ☐ No ☐

IV. System Operation (continued)

- B. 7. If it were discovered that the data you collect is similar to what other automated courts collect, would you be willing to contribute summary or aggregate data to an acceptable national compilation effort?

Yes ☐ No ☐

Comment:

8. Do you have procedures whereby bona fide research efforts can make use of your data?

Yes ☐ No ☐

If yes, what are the procedures?

Approval of the Judge ☐

Approval of the Court Administrator ☐

Court Order ☐

Other





National Council of Juvenile Court Judges

INSTRUCTIONS FOR SECTION V

Section V. (SYSTEM APPLICATIONS) is to be filled out for each major application your computer performs. In other words, if your computer produces management statistics and the daily detention population, you would fill out two "Section V's." If you have five applications, you would fill out five sheets. If your system produces a lot of reports, try to group them into major categories. Below are some suggestions:

1. Master Name Index
 - i.e., A. Name lists or displays
 - B. Case history displays
 - C. Court activity displays
 - D. Family and social information displays
2. Management and Statistical Reports
 - i.e., A. Breakdown of referrals (and/or cases)
 - B. Breakdown of dispositions
 - C. Breakdown by geographic location
 - D. Breakdown by offense
 - E. Breakdown by age and sex
 - F. etc.
3. Generated Forms
 - i.e., A. Petition
 - B. Summons
 - C. Traffic notices
 - D. Appointment letters
 - E. Subpoenas
 - F. Notices on expungement
 - G. Address labels
 - H. etc.
4. Court Applications
 - i.e., A. Calendaring/scheduling
 - B. Docketing
 - C. Assignment of attorneys
 - D. Assignment of courtrooms
 - E. Evidence control
 - F. etc.
5. Caseload Management
 - i.e., A. Probation officers' reports
 - B. Intake reports
 - C. Effectiveness reports (performance evaluation)
 - D. Recidivism reporting
 - E. How officers spend time
 - F. etc.
6. Detention Reports
 - i.e., A. Daily population reports
 - B. Detention management reports
 - C. Booking or release reports
 - D. Personal property inventory
 - E. etc.

These are suggestions, nothing more. Please feel comfortable describing your use of the computer in any terms you like.

The comment sheet (the last sheet in the questionnaire) is for you to jot some notes from various staff members as to what they like and what they dislike about the computer. Please be objective and report both favorable and unfavorable responses.

V. SYSTEM APPLICATIONS

1. Name of application: _____
2. Briefly list the outputs from the computer that are associated with this function or application: _____
3. At what stage of development would you characterize this application?
 - Design Stage ☐ Being Implemented ☐ Being Programmed ☐
 - Currently Operational ☐ Test Stage ☐
 - Other _____

If application is currently operational, how many months has it been operational? _____

4. What were/are the goals for this application? And which staff members are affected by the goals (for example: reduce paper work for probations officers, improve decision making for administrators, etc.)? _____



COMMENT SHEET

Administrators _____

Probation Officers _____

Clerical _____

Detention Staff _____

Other _____

Appendix V

ANSWERS TO QUESTIONNAIRE

QUESTION I.A.1

Does the jurisdiction of your court extend throughout?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	State
Utah Juvenile Court Salt Lake City, Utah	State
Juvenile Service Administration of Maryland Baltimore, Maryland	State
Florida Youth Services Program Office Tallahassee, Florida	State
Michigan Department of Social Services Lansing, Michigan	State
Juvenile Court of Connecticut Hartford, Connecticut	State
Clark County Juvenile Court Las Vegas, Nevada	County
Johnson County Juvenile Court Olathe, Kansas	County
Alameda County Probation Department Oakland, California	County
Pima County Juvenile Court Tucson, Arizona	County
El Paso County Juvenile Court El Paso, Texas	County
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	County
Jackson County Juvenile Court Kansas City, Missouri	County
St. Louis County Juvenile Court St. Louis, Missouri	County
Fulton County Juvenile Court Atlanta, Georgia	County
Lane County Juvenile Court Eugene, Oregon	County
Clackamas County Juvenile Court Oregon City, Oregon	County
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	County
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	County
Washington, D.C. Superior Court, Family Division Washington, D.C.	City



QUESTION I.B. 1

How many incidents in the following categories did your court handle in the last reportable year?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Total, 178,000
Utah Juvenile Court Salt Lake City, Utah	Total, 32,113
Juvenile Service Administration of Maryland Baltimore, Maryland	Total, 57,289
Florida Youth Services Program Office Tallahassee, Florida	Total, 143,000
Michigan Department of Social Services Lansing, Michigan	Total, 39,000
Juvenile Court of Connecticut Hartford, Connecticut	Total, 14,280
Clark County Juvenile Court Las Vegas, Nevada	Total, 7,400
Johnson County Juvenile Court Olathe, Kansas	Total, 4,059
Alameda County Probation Department Oakland, California	Total, 18,200
Pima County Juvenile Court Tucson, Arizona	Total, 9,179
El Paso County Juvenile Court El Paso, Texas	Total, 3,200
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Total, 38,623
Jackson County Juvenile Court Kansas City, Missouri	Total, 8,385
St. Louis County Juvenile Court St. Louis, Missouri	Total, 14,889
Fulton County Juvenile Court Atlanta, Georgia	Total, 7,608
Lane County Juvenile Court Eugene, Oregon	Total, 4,500 (additional 2,500 minor offenses not entered into computer system)
Clackamas County Juvenile Court Oregon City, Oregon	Total, 4,226
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Total, 1,587
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Total, 28,222
Washington, D.C. Superior Court, Family Division Washington, D.C.	Total, 7,079

QUESTION I.D.1

What is the population of your jurisdiction?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Total, 21,000,000
Utah Juvenile Court Salt Lake City, Utah	Total, 1,150,000
Juvenile Service Administration of Maryland Baltimore, Maryland	Total, 3,900,000
Florida Youth Services Program Office Tallahassee, Florida	Total, 7,000,000
Michigan Department of Social Services Lansing, Michigan	Total, 9,100,000
Juvenile Court of Connecticut Hartford, Connecticut	Total, 3,100,000
Clark County Juvenile Court Las Vegas, Nevada	Total, 350,000
Johnson County Juvenile Court Olathe, Kansas	Total, 241,000
Alameda County Probation Department Oakland, California	Total, 1,250,000
Pima County Juvenile Court Tucson, Arizona	Total, 450,000
El Paso County Juvenile Court El Paso, Texas	Total, 370,000
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Total, 2,000,000
Jackson County Juvenile Court Kansas City, Missouri	Total, 700,000
St. Louis County Juvenile Court St. Louis, Missouri	Total, 972,000
Fulton County Juvenile Court Atlanta, Georgia	Total, 670,000
Lane County Juvenile Court Eugene, Oregon	Total, 240,000
Clackamas County Juvenile Court Oregon City, Oregon	Total, 202,000
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Total, 53,000
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Total, 750,000
Washington, D.C. Superior Court, Family Division Washington, D.C.	Total, 786,000

QUESTION I.E.1

What is the total budget for your court for one year, excluding special project federal funds?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	\$183,000,000 (Total budget for all 58 counties serviced by the bureau) \$250,000 (For statewide data collection system)
Utah Juvenile Court Salt Lake City, Utah	\$2,550,000
Juvenile Service Administration of Maryland Baltimore, Maryland	\$24,000,000 (Total agency budget) \$133,000 (Research and DP cost for one year)
Florida Youth Services Program Office Tallahassee, Florida	\$50,000,000 (Approximately)
Michigan Department of Social Services Lansing, Michigan	Total not available \$250,000 (Data processing operations)
Juvenile Court of Connecticut Hartford, Connecticut	\$7,500,000
Clark County Juvenile Court Las Vegas, Nevada	\$4,500,000
Johnson County Juvenile Court Olathe, Kansas	\$338,000
Alameda County Probation Department Oakland, California	\$8,962,000 \$123,523 (For data processing last year)
Pima County Juvenile Court Tucson, Arizona	\$2,300,000
El Paso County Juvenile Court El Paso, Texas	\$501,474
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	\$5,761,947
Jackson County Juvenile Court Kansas City, Missouri	\$4,200,000
St. Louis County Juvenile Court St. Louis, Missouri	\$2,884,000
Fulton County Juvenile Court Atlanta, Georgia	\$2,754,190
Lane County Juvenile Court Eugene, Oregon	\$1,400,000
Clackamas County Juvenile Court Oregon City, Oregon	\$319,295 (Does not include detention)
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	\$294,526
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	\$1,902,773
Washington, D.C. Superior Court, Family Division Washington, D.C.	\$350,000 (Total salary figure for workers dealing with juveniles)

QUESTION II.A.1

Have employees from your court visited other courts or agencies for the purpose of examining their data processing systems?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes, showed what to avoid
Juvenile Service Administration of Maryland Baltimore, Maryland	No, but did attend first symposium
Florida Youth Services Program Office Tallahassee, Florida	Yes, mostly in terms of what to avoid — also attended symposium
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	Yes, also attended symposium
Clark County Juvenile Court Las Vegas, Nevada	Yes, also benefited from symposium
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Yes, also found symposium valuable
El Paso County Juvenile Court El Paso, Texas	Yes, did benefit from it
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, showed us what's available and gave an insight into problems to expect
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	Yes, gave confidence it could be done
Fulton County Juvenile Court Atlanta, Georgia	Yes, did not find it particularly beneficial
Lane County Juvenile Court Eugene, Oregon	Yes, showed what to avoid and years later showed positive things
Clackamas County Juvenile Court Oregon City, Oregon	Yes, was beneficial
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.A.2

Was your system totally developed with your own funds?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No, Own 10% LEAA 90%
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Yes
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	No, Own 89% LEAA 11%
Clark County Juvenile Court Las Vegas, Nevada	No, Own 10% LEAA 90%
Johnson County Juvenile Court Olathe, Kansas	No, Some local Some LEAA
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	No, Own 25% Other 75%
El Paso County Juvenile Court El Paso, Texas	No, Own 25% LEAA 75%
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No, Own 66% 1st year Own 35% 2nd year LEAA 33% 1st year LEAA 65% 2nd year
Jackson County Juvenile Court Kansas City, Missouri	No, Own 25% LEAA 75%
St. Louis County Juvenile Court St. Louis, Missouri	No, Own 10% LEAA 90%
Fulton County Juvenile Court Atlanta, Georgia	No, Own 75% LEAA 25%
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.A.3

Who developed the general system design used by your court?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Own Non-Data Processing Staff—90% Own Data Processing Staff—10%
Utah Juvenile Court Salt Lake City, Utah	Own Non-Data Processing Staff—80% State DP—15%, Contractor/Consultant—5%
Juvenile Service Administration of Maryland Baltimore, Maryland	Own Non-Data Processing Staff—50% Public Safety Data Processing Staff—50%
Florida Youth Services Program Office Tallahassee, Florida	Own Non-Data Processing Staff—50% Own Data Processing Staff—50%
Michigan Department of Social Services Lansing, Michigan	Own Staff—50% Contractor—50%
Juvenile Court of Connecticut Hartford, Connecticut	Own Non-Data Processing Staff—100%
Clark County Juvenile Court Las Vegas, Nevada	Own Non-Data Processing Staff—50% County Data Processing Staff—50%
Johnson County Juvenile Court Olathe, Kansas	Own Non-Data Processing Staff—100%
Alameda County Probation Department Oakland, California	Own Non-Data Processing Staff—50% County Data Processing Staff—50%
Pima County Juvenile Court Tucson, Arizona	County Data Processing Staff—100%
El Paso County Juvenile Court El Paso, Texas	County Data Processing Staff—100%
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Own Data Processing and Non-Data Processing Staff—100%
Jackson County Juvenile Court Kansas City, Missouri	Own Data Processing Staff—100%
St. Louis County Juvenile Court St. Louis, Missouri	Own Non-Data Processing Staff—30% Contractor/Consultant—70%
Fulton County Juvenile Court Atlanta, Georgia	Own Non-Data Processing Staff—50% County Data Processing Staff—50%
Lane County Juvenile Court Eugene, Oregon	Own Data Processing and Non-Data Processing Staff—100%
Clackamas County Juvenile Court Oregon City, Oregon	Own Non-Data Processing Staff—100%
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Own Non-Data Processing Staff—100%
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Own Non-Data Processing Staff—90% County Data Processing Staff—10%
Washington, D.C. Superior Court, Family Division Washington, D.C.	Own Data Processing and Non-Data Processing Staff—100%

QUESTION II.A.4

Who wrote the programs making up your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Own Data Processing Staff—25% Dept. of Justice Data Processing Staff—75%
Utah Juvenile Court Salt Lake City, Utah	State Data Processing Staff—100%
Juvenile Service Administration of Maryland Baltimore, Maryland	State Public Safety Data Staff—100%
Florida Youth Services Program Office Tallahassee, Florida	Own Data Processing Staff—70% Florida State U—30%
Michigan Department of Social Services Lansing, Michigan	Own Data Processing Staff—25% Contracted Privately—75%
Juvenile Court of Connecticut Hartford, Connecticut	University Social Service Data Center—100%
Clark County Juvenile Court Las Vegas, Nevada	County Data Processing Staff—100%
Johnson County Juvenile Court Olathe, Kansas	County Data Processing Staff—100%
Alameda County Probation Department Oakland, California	County Data Processing Staff—100%
Pima County Juvenile Court Tucson, Arizona	County Data Processing Staff—100%
El Paso County Juvenile Court El Paso, Texas	County Data Processing Staff—100%
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Own Data Processing Staff—100%
Jackson County Juvenile Court Kansas City, Missouri	Own Data Processing Staff—100%
St. Louis County Juvenile Court St. Louis, Missouri	County Data Processing Staff—90% Contractor—10%
Fulton County Juvenile Court Atlanta, Georgia	County Data Processing Staff—100%
Lane County Juvenile Court Eugene, Oregon	Court Data Processing Staff—95% County Data Processing Staff—5%
Clackamas County Juvenile Court Oregon City, Oregon	Own Data Processing Staff—50% Contractor/Consultant—50%
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Private Service Bureau—100%
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	County Data Processing Staff—100%
Washington, D.C. Superior Court, Family Division Washington, D.C.	Court Data Processing Staff—100%

QUESTION II.A.5

If consultants were utilized in developing or maintaining your system, how do you feel about their work?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Not applicable
Utah Juvenile Court Salt Lake City, Utah	Should be used early and for short assignments
Juvenile Service Administration of Maryland Baltimore, Maryland	Not applicable
Florida Youth Services Program Office Tallahassee, Florida	Very satisfied (Florida State University)
Michigan Department of Social Services Lansing, Michigan	Disappointed
Juvenile Court of Connecticut Hartford, Connecticut	No answer
Clark County Juvenile Court Las Vegas, Nevada	Satisfied
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Not applicable
Pima County Juvenile Court Tucson, Arizona	Not applicable
El Paso County Juvenile Court El Paso, Texas	Not applicable
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Not applicable
Jackson County Juvenile Court Kansas City, Missouri	Disappointed, used for 3 months
St. Louis County Juvenile Court St. Louis, Missouri	Moderately satisfied
Fulton County Juvenile Court Atlanta, Georgia	Not applicable
Lane County Juvenile Court Eugene, Oregon	Not applicable
Clackamas County Juvenile Court Oregon City, Oregon	Satisfied
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Satisfied
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Satisfied
Washington, D.C. Superior Court, Family Division Washington, D.C.	Not applicable

QUESTION II.A.8

How much time elapsed between the time you began the general system design of your automated system and the time it was in operation?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	1 year, 8 months
Utah Juvenile Court Salt Lake City, Utah	2 years
Juvenile Service Administration of Maryland Baltimore, Maryland	1 year
Florida Youth Services Program Office Tallahassee, Florida	6 months
Michigan Department of Social Services Lansing, Michigan	12 to 18 months
Juvenile Court of Connecticut Hartford, Connecticut	6 months
Clark County Juvenile Court Las Vegas, Nevada	18 months—approximately
Johnson County Juvenile Court Olathe, Kansas	5 years
Alameda County Probation Department Oakland, California	2 years
Pima County Juvenile Court Tucson, Arizona	1 year
El Paso County Juvenile Court El Paso, Texas	3 months
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	6 months
Jackson County Juvenile Court Kansas City, Missouri	9 months
St. Louis County Juvenile Court St. Louis, Missouri	15 months
Fulton County Juvenile Court Atlanta, Georgia	9 months
Lane County Juvenile Court Eugene, Oregon	3 years (on most recent revision)
Clackamas County Juvenile Court Oregon City, Oregon	3 months
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	1 year
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Unknown
Washington, D.C. Superior Court, Family Division Washington, D.C.	7 weeks

QUESTION II.A.9

During the development of your system, did you have a users group made up of members of your agency and/or other agencies to aid in the design?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.A.10

During the design of your automated system were suggestion logs, discussion groups, staff meetings, etc. used so that all members of your agency could impact the usefulness of your final product?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Not initially, but did go to all counties during first major revision
Florida Youth Services Program Office Tallahassee, Florida	No, but did get input from many sources and lots of input from higher levels
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes, during design, meetings were rotated in all three districts
Clark County Juvenile Court Las Vegas, Nevada	Yes, a limited extent orientation was held with all units
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	No, staff was kept informed what was happening
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, meetings with court administration
Jackson County Juvenile Court Kansas City, Missouri	Yes, through supervisory channels
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes, but difficult for staff because computer was foreign
Lane County Juvenile Court Eugene, Oregon	Yes, system discussed at unit meetings
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, but not everyone on staff
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.B.1

During the initial planning and design of your system, was the training of staff made a formal part of the project plan?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No answer
Michigan Department of Social Services Lansing, Michigan	Partially
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No answer

QUESTION II.B.2

Which staff members are provided training about your computerized system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Administrators, clerical and technical staff
Utah Juvenile Court Salt Lake City, Utah	Clerical and supervisory staff, Probation Officer
Juvenile Service Administration of Maryland Baltimore, Maryland	½ hr. orientation to all probation staff in state. More training for those filling out forms or coding.
Florida Youth Services Program Office Tallahassee, Florida	Clerical staff, Probation Officer, intake personnel.
Michigan Department of Social Services Lansing, Michigan	Administrators, Probation Officer, social service & private agency caseworkers, intake personnel.
Juvenile Court of Connecticut Hartford, Connecticut	Judges, administrators, clerical staff, Probation Officers
Clark County Juvenile Court Las Vegas, Nevada	Administrators, clerical staff, intake personnel (degree varies), Probation Officer.
Johnson County Juvenile Court Olathe, Kansas	All but clerical staff
Alameda County Probation Department Oakland, California	All staff
Pima County Juvenile Court Tucson, Arizona	Probation Officers, intake personnel
El Paso County Juvenile Court El Paso, Texas	Administrators and intake personnel
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Clerical staff
Jackson County Juvenile Court Kansas City, Missouri	All staff
St. Louis County Juvenile Court St. Louis, Missouri	All staff (judge not included)
Fulton County Juvenile Court Atlanta, Georgia	All staff
Lane County Juvenile Court Eugene, Oregon	All staff (detention group workers not included)
Clackamas County Juvenile Court Oregon City, Oregon	Administrators, clerical staff, Probation Officer, intake personnel
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Administrators, clerical staff, Probation Officer, intake personnel
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Judge, Probation Officer, intake personnel, statistical clerk
Washington, D.C. Superior Court, Family Division Washington, D.C.	Clerical staff, research and planning staff

QUESTION II.B.4

How good, do you feel, is the training of your staff?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Fair
Utah Juvenile Court Salt Lake City, Utah	Fair
Juvenile Service Administration of Maryland Baltimore, Maryland	Not as good as it should be
Florida Youth Services Program Office Tallahassee, Florida	Fair—varies across the state
Michigan Department of Social Services Lansing, Michigan	Fair—varies across the state (Have two trainers)
Juvenile Court of Connecticut Hartford, Connecticut	Fair—would like more training as part of routine staff training
Clark County Juvenile Court Las Vegas, Nevada	Fair
Johnson County Juvenile Court Olathe, Kansas	Fair
Alameda County Probation Department Oakland, California	Excellent
Pima County Juvenile Court Tucson, Arizona	Excellent
El Paso County Juvenile Court El Paso, Texas	Excellent
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Good
Jackson County Juvenile Court Kansas City, Missouri	Good
St. Louis County Juvenile Court St. Louis, Missouri	Good
Fulton County Juvenile Court Atlanta, Georgia	Excellent
Lane County Juvenile Court Eugene, Oregon	Good
Clackamas County Juvenile Court Oregon City, Oregon	Fair
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Good
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Excellent
Washington, D.C. Superior Court, Family Division Washington, D.C.	Good

QUESTION II.C.1

After your system was tested, what files were loaded?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Active cases in complete form
Utah Juvenile Court Salt Lake City, Utah	All cases six years back were converted from "batch" system
Juvenile Service Administration of Maryland Baltimore, Maryland	None, began entering new referrals
Florida Youth Services Program Office Tallahassee, Florida	None, began entering new referrals
Michigan Department of Social Services Lansing, Michigan	Active cases in complete form
Juvenile Court of Connecticut Hartford, Connecticut	New cases were entered & dispositions on all pending cases as of 1/1/75 were picked up
Clark County Juvenile Court Las Vegas, Nevada	Currently hoping to get all active cases included in skeletal form
Johnson County Juvenile Court Olathe, Kansas	All records used in development & on-going are in system as it is a self-changing system
Alameda County Probation Department Oakland, California	All cases two years back entered in complete form
Pima County Juvenile Court Tucson, Arizona	Active cases and "closed" cases where child is under 18 years of age in complete form
El Paso County Juvenile Court El Paso, Texas	Active cases in complete form
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	None, began entering new referrals
Jackson County Juvenile Court Kansas City, Missouri	None, began entering new referrals and any relevant history
St. Louis County Juvenile Court St. Louis, Missouri	Cases where child under 17 years of age in complete form (Estimated cost \$25,000—6 to 8 months time)
Fulton County Juvenile Court Atlanta, Georgia	Active cases in complete form. Name index for everyone back to 1936. (Took 15 people 3 months)
Lane County Juvenile Court Eugene, Oregon	All cases four years back
Clackamas County Juvenile Court Oregon City, Oregon	All cases eight years back entered in complete form (Already on cards)
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	None, began entering new referrals
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	None, began entering new referrals
Washington, D.C. Superior Court, Family Division Washington, D.C.	All cases back to 1966 entered in complete form (Already on cards)

QUESTION II.C.3

Were there any changes in job titles directly attributable to the automated system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, senior clerk to stat. clerk and crime studies trainee, I, and II
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes, input clerks evolved
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	Yes, Research Asst. to Supervisor of Machine Records, Clerks to Terminal Operator
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, 4 clerks to coding clerks

QUESTION II.C.4

Were there any pay level changes attributable to the system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, stat clerk crime studies T, I, II
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Yes, terminal operator
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	Yes: Supervisor of Machine Records, term. operators
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, 4 coding clerks

QUESTION II.C.5

Were there additions to the staff as a result of automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, clerical and technical staff
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes, technical staff
Juvenile Court of Connecticut Hartford, Connecticut	No, some part time clerks added for coding data
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No, some temporary help used for conversion to new system
Pima County Juvenile Court Tucson, Arizona	Yes, Supervisor, Terminal operators (2) Programmer analyst
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, Key punch operators (2)
Jackson County Juvenile Court Kansas City, Missouri	No, added programmers (staff count remained same)
St. Louis County Juvenile Court St. Louis, Missouri	Yes, programmers
Fulton County Juvenile Court Atlanta, Georgia	Yes, terminal operator
Lane County Juvenile Court Eugene, Oregon	Yes, Programmers, Data processor, Clerk
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.C.6

Were there reductions in staff as a result of automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.C.7

Do you anticipate any future reductions in staffing (i.e. decreased rate of hiring or failure to replace workers leaving, etc.)?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes (decreased rate—have already experienced it)
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes, (decreased rate—unless significant workload increase)
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes (decreased rate)
St. Louis County Juvenile Court St. Louis, Missouri	Yes (decreased rate)
Fulton County Juvenile Court Atlanta, Georgia	Yes (decreased rate)
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes (decreased rate)

QUESTION II.C.8

Do you anticipate any future increase in staffing as a result of automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, technical staff
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, a programmer
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Was not asked
El Paso County Juvenile Court El Paso, Texas	Was not asked
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	Was not asked
Fulton County Juvenile Court Atlanta, Georgia	Was not asked
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.C.9

Was staff allocated differently as a result of automation?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, more overseers and trouble shooters
Utah Juvenile Court Salt Lake City, Utah	Yes, slightly on clerical side
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	Slightly, some different things to do
Michigan Department of Social Services Lansing, Michigan	Slightly
Juvenile Court of Connecticut Hartford, Connecticut	Yes, new and different tasks
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	Yes, some of retention staff took on role of testing which they had never done before
Alameda County Probation Department Oakland, California	Yes, support staff only
Pima County Juvenile Court Tucson, Arizona	Yes, team supervision in census tracts
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	Yes, clerk to terminal operator
Lane County Juvenile Court Eugene, Oregon	Yes, different tasks—data entry, etc.
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, statistical clerks
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, clerks

QUESTION II.C.10

Were new positions created?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, crime studies trainee, I, II; statistical clerks
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, data preparation clerk
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes, mainly analysts
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes, project director (systems director)
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Yes, Supervisor, Terminal operators (2), Programmer analyst
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, keypunch operator
Jackson County Juvenile Court Kansas City, Missouri	Yes, programmers
St. Louis County Juvenile Court St. Louis, Missouri	Yes, programmers
Fulton County Juvenile Court Atlanta, Georgia	Yes, supervisor of machine records, terminal operator
Lane County Juvenile Court Eugene, Oregon	Yes, programmer and data processor
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, statistical clerks
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.C.11

Do you feel the "chain of command" within your agency was altered as a result of automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes, systems director over clerical staff; a clerk IV supervised clerical staff before
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Yes, team leaders were created, clerical taken out of units
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

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QUESTION II.C.12

Was any office space outside your agency required as a result of automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	Yes, a file cabinet at data center
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.C.13

Has your agency made any study of the impact on your agency caused by automating?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No, minor studies of case processing time, etc., have been made
Clark County Juvenile Court Las Vegas, Nevada	No, however, there have been some procedural changes
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION II.D.1

Do you have written guidelines for privacy/confidentiality, and security?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes, a general order from board of judges
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes, in draft form
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes, have court order and state plan on security & privacy; they're part of operator's manual
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	No, have a policy guide
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, in draft form
Jackson County Juvenile Court Kansas City, Missouri	Yes, National Crime Information Center Guidelines (FBI)
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, but they were not designed specifically for computer
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, there are relevant laws

QUESTION II.D.3.

Does your computer software (programs) provide security for your data?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Not applicable
Utah Juvenile Court Salt Lake City, Utah	Yes, access limited to specified terminals, sign on code, batch programs must be signed by authorized person
Juvenile Service Administration of Maryland Baltimore, Maryland	Not applicable
Florida Youth Services Program Office Tallahassee, Florida	Not applicable
Michigan Department of Social Services Lansing, Michigan	Not applicable
Juvenile Court of Connecticut Hartford, Connecticut	Not applicable
Clark County Juvenile Court Las Vegas, Nevada	Yes, access limited to specific terminals, sign on code, coded data, some methods to trace unauthorized requests
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Yes, access limited to specific terminals, access limited to specific people, coded data
Pima County Juvenile Court Tucson, Arizona	Yes, access limited to specific terminals, sign on code, coded data, some methods to trace unauthorized requests
El Paso County Juvenile Court El Paso, Texas	Yes, access limited to specific terminals, terminal ID and operator ID
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, access limited to specific terminals, sign on code
Jackson County Juvenile Court Kansas City, Missouri	Yes, access limited to specific terminals, some methods to trace unauthorized requests
St. Louis County Juvenile Court St. Louis, Missouri	Yes, access limited to specific terminals, coded data, some methods to trace unauthorized requests if we know they occurred
Fulton County Juvenile Court Atlanta, Georgia	Yes, access limited to specific terminals, sign on codes
Lane County Juvenile Court Eugene, Oregon	Yes, access limited to specific terminals, coded data, some methods to trace unauthorized requests and identify illegal attempts
Clackamas County Juvenile Court Oregon City, Oregon	Not applicable
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not applicable
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Not applicable
Washington, D.C. Superior Court, Family Division Washington, D.C.	Not applicable

QUESTION II.D.4

Check those items that would describe the area your computer and data is kept.

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
Utah Juvenile Court Salt Lake City, Utah	Authorized personnel only, locked doors, flood protection, ID for personnel
Juvenile Service Administration of Maryland Baltimore, Maryland	Authorized personnel only, locked doors
Florida Youth Services Program Office Tallahassee, Florida	Computer room is secure; but that's it, many terminals are not
Michigan Department of Social Services Lansing, Michigan	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
Juvenile Court of Connecticut Hartford, Connecticut	Authorized personnel only, locked doors, ID for personnel
Clark County Juvenile Court Las Vegas, Nevada	Authorized personnel only, locked doors, fire and flood protection
Johnson County Juvenile Court Olathe, Kansas	Authorized personnel only, locked doors, ID for personnel
Alameda County Probation Department Oakland, California	Authorized personnel only, locked doors, ID for personnel
Pima County Juvenile Court Tucson, Arizona	Authorized personnel only, locked doors, fire and flood protection
El Paso County Juvenile Court El Paso, Texas	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Authorized personnel only, locked doors, fire and flood protection
Jackson County Juvenile Court Kansas City, Missouri	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
St. Louis County Juvenile Court St. Louis, Missouri	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
Fulton County Juvenile Court Atlanta, Georgia	Authorized personnel only, fire protection
Lane County Juvenile Court Eugene, Oregon	Authorized personnel only, locked doors, ID for personnel
Clackamas County Juvenile Court Oregon City, Oregon	Authorized personnel only, locked doors, fire and floor protection
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Authorized personnel only, locked doors, fire and flood protection, ID for personnel
Washington, D.C. Superior Court, Family Division Washington, D.C.	Authorized personnel only, locked doors, fire and flood protection, ID for personnel

QUESTION II.D.5

Are personnel that are required to work on or around your programs and data, given routine (security/record) checks before employment or authorization?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes, for Juvenile Personnel No, for Data Processing Personnel
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, in Juvenile Dept. Unknown with respect to Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.D.6

Do you routinely audit your records in order to test for completeness and accuracy?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, error listings. If it seems there is a problem random checks by sampling throughout the year, twice a year run a complete audit
Utah Juvenile Court Salt Lake City, Utah	Yes, error listings for each report
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, monthly error listings
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes, monthly error listings, some random checks, manual verification on some input documents
Juvenile Court of Connecticut Hartford, Connecticut	Yes, monthly error listings, random checks 5% a month of current work
Clark County Juvenile Court Las Vegas, Nevada	Yes, error listings and some random checks
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Yes, daily error listings, in-depth checks when discover problem, checks on dispositions
Pima County Juvenile Court Tucson, Arizona	Yes, monthly
El Paso County Juvenile Court El Paso, Texas	Yes, daily error listings, listing of additions
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, complete record auditing (on-going)
Jackson County Juvenile Court Kansas City, Missouri	Yes, error listings
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes, clerk audits all records after dispositions
Lane County Juvenile Court Eugene, Oregon	Yes, error listings for each report
Clackamas County Juvenile Court Oregon City, Oregon	Yes, monthly error listings on reports, random checks about quarterly
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, if something looks incorrect, a random check is performed in that area
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, daily error listings (note: don't have correction capability)
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, weekly error listings and weekly random checks

QUESTION II.D.7

During the reorganization or reloading do you count the number of records read off the file and the number written back on and dropped?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Yes, usually
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Not familiar with Data Center Procedure
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau Procedure
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.D.8

Do you have control or direct influence over data center policy and staff that may affect or be connected with your system or data?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No, there is control of data use
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.D.9

Do you routinely inform all new workers of the highly confidential nature of your data and of the responsibilities inherent in working with it?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No, only clerical staff (should definitely inform all staff)
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	No, tell some and assume some know
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, in juvenile department; not certain of service bureau policy
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION II.D.10

Is there a written agreement with the computer center on the management and priority of resources used for the juvenile system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	Yes, conditions of both parties are in a written contractual form reviewed annually
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	Question was not asked
El Paso County Juvenile Court El Paso, Texas	Question was not asked
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	Question was not asked
St. Louis County Juvenile Court St. Louis, Missouri	Question was not asked
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	Question was not asked
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, on large projects

QUESTION II.D.11

Are there penalties enforcing the confidentiality and security of records?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, discretion up to loss of job or prosecution
Utah Juvenile Court Salt Lake City, Utah	Yes, subject to contempt or loss of job
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, fines and prosecution (policy and law)
Florida Youth Services Program Office Tallahassee, Florida	Yes, discretion of administration
Michigan Department of Social Services Lansing, Michigan	Yes, fines, loss of job, prosecution
Juvenile Court of Connecticut Hartford, Connecticut	Yes, discretion of judge; laws do address this area
Clark County Juvenile Court Las Vegas, Nevada	Yes, discretion of judge or administrator (loss of job, jail, contempt of court order)
Johnson County Juvenile Court Olathe, Kansas	Yes, discretion of judge
Alameda County Probation Department Oakland, California	Yes, discretion of administration
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, discretion of administrator or judge
Jackson County Juvenile Court Kansas City, Missouri	Yes, discretion of administrator or judge; up to loss of job, fine or imprisonment
St. Louis County Juvenile Court St. Louis, Missouri	Yes, discretion of administrator or judge
Fulton County Juvenile Court Atlanta, Georgia	Yes, discretion of judge
Lane County Juvenile Court Eugene, Oregon	Yes, discretion of administrator or judge
Clackamas County Juvenile Court Oregon City, Oregon	Yes, loss of job
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, discretion of judge and administrator; has occurred with employee being fired
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, discretion of judge
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, discretion of judge; fine, loss of job, imprisonment

QUESTION II.D.12

Which of the following persons has the right to examine the child's computer record? Can records in error be corrected?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No one but contributing agency and bureau staff. Records are for statistics only
Utah Juvenile Court Salt Lake City, Utah	Child, parents and attorney can see all records Errors can be corrected
Juvenile Service Administration of Maryland Baltimore, Maryland	No one other than agency staff and authorized field staff
Florida Youth Services Program Office Tallahassee, Florida	Unclear, file is for statistics only
Michigan Department of Social Services Lansing, Michigan	There is a proposed draft allowing child, parents, guardian and attorney. Never been used to date
Juvenile Court of Connecticut Hartford, Connecticut	Attorney has the right; not children or parents. Policy never exercised
Clark County Juvenile Court Las Vegas, Nevada	Child, parents, guardian and attorney have the right. This has been done; errors could be corrected
Johnson County Juvenile Court Olathe, Kansas	Not applicable Printouts are shared with child
Alameda County Probation Department Oakland, California	Currently no policy; have had no request Would comply if requested
Pima County Juvenile Court Tucson, Arizona	Child, parents and attorney have the right Has been done, has led to corrections.
El Paso County Juvenile Court El Paso, Texas	Child and attorney have the right
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Planning a policy where child, parents, guardian and attorney have the right. Never been done. Could correct errors.
Jackson County Juvenile Court Kansas City, Missouri	Question not asked
St. Louis County Juvenile Court St. Louis, Missouri	Question not asked
Fulton County Juvenile Court Atlanta, Georgia	Question not asked
Lane County Juvenile Court Eugene, Oregon	Law gives attorney the right. Has been done. Errors could be corrected.
Clackamas County Juvenile Court Oregon City, Oregon	Question not asked
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No one but staff because data is used solely for statistics
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Attorney and prosecutor; others have not come up. No facility to correct.
Washington, D.C. Superior Court, Family Division Washington, D.C.	Child, parent, guardian, attorney and prosecutor have the right. Done often; never has been a point of contention

QUESTION III.A.1

What kind of computer do you use?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Spectra 70 Model 65
Utah Juvenile Court Salt Lake City, Utah	IBM 370/158
Juvenile Service Administration of Maryland Baltimore, Maryland	2 IBM 370/145's
Florida Youth Services Program Office Tallahassee, Florida	CDC 6600 and Cyber 73
Michigan Department of Social Services Lansing, Michigan	Burroughs B-4700
Juvenile Court of Connecticut Hartford, Connecticut	IBM 370/155 interfaced with 370-165
Clark County Juvenile Court Las Vegas, Nevada	IBM 370/145
Johnson County Juvenile Court Olathe, Kansas	IBM 370/145
Alameda County Probation Department Oakland, California	3 IBM 370/155's
Pima County Juvenile Court Tucson, Arizona	IBM 370/145
El Paso County Juvenile Court El Paso, Texas	Univac 9400
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	IBM 370/145
Jackson County Juvenile Court Kansas City, Missouri	IBM 360/40
St. Louis County Juvenile Court St. Louis, Missouri	IBM 370/155
Fulton County Juvenile Court Atlanta, Georgia	IBM 370/145 IBM 370/135
Lane County Juvenile Court Eugene, Oregon	IBM 370/158 IBM 370/155
Clackamas County Juvenile Court Oregon City, Oregon	Burroughs B-4700
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	IBM 370/145
Washington, D.C. Superior Court, Family Division Washington, D.C.	IRM 370/145

QUESTION III.A.2

What operating system is employed?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	TDOS 23
Utah Juvenile Court Salt Lake City, Utah	OS-VS II
Juvenile Service Administration of Maryland Baltimore, Maryland	DOS-VS
Florida Youth Services Program Office Tallahassee, Florida	KRONOS
Michigan Department of Social Services Lansing, Michigan	MCPV
Juvenile Court of Connecticut Hartford, Connecticut	Not that familiar with university computing facilities
Clark County Juvenile Court Las Vegas, Nevada	DOS-VS CICS
Johnson County Juvenile Court Olathe, Kansas	OS-VS1 TCS
Alameda County Probation Department Oakland, California	OS
Pima County Juvenile Court Tucson, Arizona	DOS—CICS
El Paso County Juvenile Court El Paso, Texas	DOS
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	DOS/VS
Jackson County Juvenile Court Kansas City, Missouri	DOS
St. Louis County Juvenile Court St. Louis, Missouri	OS-VM
Fulton County Juvenile Court Atlanta, Georgia	DOS
Lane County Juvenile Court Eugene, Oregon	OS-VS1
Clackamas County Juvenile Court Oregon City, Oregon	MCPV
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	OS-VS1
Washington, D.C. Superior Court, Family Division Washington, D.C.	DOS-VS

QUESTION III.A.3

What programming languages are used in your system? If more than one language is used, give approximate percentages.

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	BAL 20% COBOL 80%
Utah Juvenile Court Salt Lake City, Utah	COBOL 95% BAL 5% phonetic search
Juvenile Service Administration of Maryland Baltimore, Maryland	COBOL 100%
Florida Youth Services Program Office Tallahassee, Florida	SPSS 80% Fortran 20%
Michigan Department of Social Services Lansing, Michigan	COBOL 100%
Juvenile Court of Connecticut Hartford, Connecticut	FORTTRAN 40% IBM Utilities 60%, OSIRIS for analysis
Clark County Juvenile Court Las Vegas, Nevada	COBOL 20% BAL 80%
Johnson County Juvenile Court Olathe, Kansas	PL/I optimizer 100%
Alameda County Probation Department Oakland, California	COBOL 95% BAL 5%
Pima County Juvenile Court Tucson, Arizona	BAL 100% for "on-line"—BAL 25% COBOL 60% "batch" portions. Fortran 15%
El Paso County Juvenile Court El Paso, Texas	COBOL 95% BAL 5%
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	ALP 100% for "batch" Faster & CICS 100% for "on-line"
Jackson County Juvenile Court Kansas City, Missouri	Faster on-line Batch COBOL
St. Louis County Juvenile Court St. Louis, Missouri	COBOL 40%, Faster 35%, BAL 15%, Fortran 10%
Fulton County Juvenile Court Atlanta, Georgia	Faster on-line COBOL batch
Lane County Juvenile Court Eugene, Oregon	BAL 100%
Clackamas County Juvenile Court Oregon City, Oregon	COBOL 100%
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't know
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	COBOL 100%
Washington, D.C. Superior Court, Family Division Washington, D.C.	BAL 100%

QUESTION III.A.4

Is your system an "on-line" system? NO=BATCH. YES=ON-LINE

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION III.A.6

Would you be willing to give copies of your programs and/or design documents to other courts?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Up to director of juvenile services administration
Florida Youth Services Program Office Tallahassee, Florida	Yes
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Connecticut is not willing to give copies of its programs or design documents to other courts. It is felt this could be negotiated, however.
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Maybe, upon request and approval
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes, if they paid expense for tapes or cards
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes, with approval of director
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, if possible
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION III.A.7

How much storage space is required to keep all of your computer-based records?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	150 tapes rotated etc./ /200 byte records/
Utah Juvenile Court Salt Lake City, Utah	3330 disk drive/ /one dual density pack/ /395,000—193 byte rec/ /111,000—107 byte rec./
Juvenile Service Administration of Maryland Baltimore, Maryland	25 tapes are used—master records 350 bytes long trailer records 90 bytes long
Florida Youth Services Program Office Tallahassee, Florida	10 tapes (includes switch, backup, etc.)
Michigan Department of Social Services Lansing, Michigan	2 disk packs/ /200 byte rec./ /350,000 rec. on history/ /up to 100 tapes rotated regularly/ /110,000 names/
Juvenile Court of Connecticut Hartford, Connecticut	15,000 records stored on 4 tapes
Clark County Juvenile Court Las Vegas, Nevada	stored on disk with tape back-up/12,000 records on data file/ relates to 2,500 kids/
Johnson County Juvenile Court Olathe, Kansas	1 tape—900 records each 359 bytes long
Alameda County Probation Department Oakland, California	on-line storage is 50 cylinders/ /most records on tapes—195,000 referrals on 87,000 kids/each record 215 bytes/
Pima County Juvenile Court Tucson, Arizona	1 disk pack/ /180 byte records/ /110,000 records/
El Paso County Juvenile Court El Paso, Texas	9 cylinders on 8425 disk drive/ records are 480 bytes in length/
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	3330 disk/ /100,000 records 440 bytes long/
Jackson County Juvenile Court Kansas City, Missouri	Unknown
St. Louis County Juvenile Court St. Louis, Missouri	808 cylinders on 3330 disk drive/ /1,500,000 records varying from 396 to 200 bytes in length/
Fulton County Juvenile Court Atlanta, Georgia	family history 60,000—96 byte records/ name file 230,000—123 byte records/
Lane County Juvenile Court Eugene, Oregon	3331 disk drive—50 cylinders with tape back-up/ 70,555—200 byte records/ /15,600—50 byte records/
Clackamas County Juvenile Court Oregon City, Oregon	Tapes—24,000 kids on file—records about 80 bytes in length
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't know—approx. 5,000 referrals on file
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	IBM 3330/20 cylinders/68,000 records 76 bytes in length
Washington, D.C. Superior Court, Family Division Washington, D.C.	8 tapes rotated/ /75-80 thousand 200 byte records

QUESTION III.B.1

On whom is data stored within your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	All delinquency
Utah Juvenile Court Salt Lake City, Utah	All referrals
Juvenile Service Administration of Maryland Baltimore, Maryland	All referrals
Florida Youth Services Program Office Tallahassee, Florida	All referrals
Michigan Department of Social Services Lansing, Michigan	All referrals
Juvenile Court of Connecticut Hartford, Connecticut	All referrals
Clark County Juvenile Court Las Vegas, Nevada	All referrals
Johnson County Juvenile Court Olathe, Kansas	All clients tested (discretion of probation officer)
Alameda County Probation Department Oakland, California	All referrals
Pima County Juvenile Court Tucson, Arizona	All referrals
El Paso County Juvenile Court El Paso, Texas	All referrals
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	All referrals
Jackson County Juvenile Court Kansas City, Missouri	All referrals
St. Louis County Juvenile Court St. Louis, Missouri	All referrals
Fulton County Juvenile Court Atlanta, Georgia	All referrals
Lane County Juvenile Court Eugene, Oregon	All referrals
Clackamas County Juvenile Court Oregon City, Oregon	All referrals
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	All referrals
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	All referrals, except traffic and juvenile summons (like a minor ticket or information only)
Washington, D.C. Superior Court, Family Division Washington, D.C.	All referrals that make it past social services (informal treatment)

QUESTION III.B.2

Within your system, who does the judge and court administrator hold responsible for the accuracy and completeness of data stored in system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Program Administrator
Utah Juvenile Court Salt Lake City, Utah	Clerk of the court and director of court services
Juvenile Service Administration of Maryland Baltimore, Maryland	Chief of Research and Analysis
Florida Youth Services Program Office Tallahassee, Florida	Probably administrator to Research Director to Statistician
Michigan Department of Social Services Lansing, Michigan	Probation Officers
Juvenile Court of Connecticut Hartford, Connecticut	Administration Assistant for Judicial Research
Clark County Juvenile Court Las Vegas, Nevada	System Director
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Probation administrator
Pima County Juvenile Court Tucson, Arizona	Court data processing supervisor
El Paso County Juvenile Court El Paso, Texas	Probation officers and data entry clerks
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Data processing supervisor
Jackson County Juvenile Court Kansas City, Missouri	Director of Administrative Services
St. Louis County Juvenile Court St. Louis, Missouri	Director of Operations
Fulton County Juvenile Court Atlanta, Georgia	Clerk of court, then supervisor of machine records
Lane County Juvenile Court Eugene, Oregon	Supervisor of computer applications
Clackamas County Juvenile Court Oregon City, Oregon	Intake supervisor who is data processing liaison
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not applicable
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Clerk of Court
Washington, D.C. Superior Court, Family Division Washington, D.C.	No answer

QUESTION III.B.3

Who is responsible for the well-being of your physical records?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Criminal Bureau of Statistics for source documents and some tapes; Department of Justice Consolidated Data Center for programs and data
Utah Juvenile Court Salt Lake City, Utah	State Data Center
Juvenile Service Administration of Maryland Baltimore, Maryland	Juvenile Services Administration, source documents; Public Safety Data Center, disks, tapes, etc.
Florida Youth Services Program Office Tallahassee, Florida	Florida State University Computer Center
Michigan Department of Social Services Lansing, Michigan	Court computer staff and control unit for input and output
Juvenile Court of Connecticut Hartford, Connecticut	University Social Science Data Center (The court keeps some cards and all coding sheets)
Clark County Juvenile Court Las Vegas, Nevada	County data processing staff
Johnson County Juvenile Court Olathe, Kansas	County data processing staff
Alameda County Probation Department Oakland, California	County data processing staff
Pima County Juvenile Court Tucson, Arizona	County data processing staff
El Paso County Juvenile Court El Paso, Texas	County data processing staff
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	County data processing staff
Jackson County Juvenile Court Kansas City, Missouri	Circuit Court Data Center
St. Louis County Juvenile Court St. Louis, Missouri	Juvenile department data processing staff
Fulton County Juvenile Court Atlanta, Georgia	County data processing staff
Lane County Juvenile Court Eugene, Oregon	County and court data processing staff; court keeps copies "on site"; rotated daily
Clackamas County Juvenile Court Oregon City, Oregon	County data processing staff and Court data processing liaison
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	County data processing staff
Washington, D.C. Superior Court, Family Division Washington, D.C.	Court computer staff

QUESTION III.B.5

With respect to the records in your system:

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	All records are tied to specific individuals
Utah Juvenile Court Salt Lake City, Utah	All records are tied to specific individuals
Juvenile Service Administration of Maryland Baltimore, Maryland	All records are tied to specific individuals except for 44,000 unnamed records processed in fiscal year 1974
Florida Youth Services Program Office Tallahassee, Florida	All records are tied to specific individuals
Michigan Department of Social Services Lansing, Michigan	All records are tied to specific individuals
Juvenile Court of Connecticut Hartford, Connecticut	All records are tied to specific individuals
Clark County Juvenile Court Las Vegas, Nevada	All records are tied to specific individuals
Johnson County Juvenile Court Olathe, Kansas	All records are tied to identification numbers
Alameda County Probation Department Oakland, California	All records are tied to specific individuals
Pima County Juvenile Court Tucson, Arizona	All records are tied to specific individuals
El Paso County Juvenile Court El Paso, Texas	All records are tied to specific individuals
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	All records are tied to specific individuals
Jackson County Juvenile Court Kansas City, Missouri	All records are tied to specific individuals (except inventory records)
St. Louis County Juvenile Court St. Louis, Missouri	All records are tied to specific individuals
Fulton County Juvenile Court Atlanta, Georgia	All records are tied to specific individuals
Lane County Juvenile Court Eugene, Oregon	All records are tied to specific individuals
Clackamas County Juvenile Court Oregon City, Oregon	All records are tied to specific individuals
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	All records are tied to specific individuals
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	All records are tied to specific individuals
Washington, D.C. Superior Court, Family Division Washington, D.C.	All records are tied to specific individuals

QUESTION III.B.6

Who owns/leases your computer?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Department of Justice (owns)
Utah Juvenile Court Salt Lake City, Utah	State (owns)
Juvenile Service Administration of Maryland Baltimore, Maryland	Public Safety Data Center (leases)
Florida Youth Services Program Office Tallahassee, Florida	State University
Michigan Department of Social Services Lansing, Michigan	Judicial Data Center (leases)
Juvenile Court of Connecticut Hartford, Connecticut	University of Connecticut
Clark County Juvenile Court Las Vegas, Nevada	County (owns)
Johnson County Juvenile Court Olathe, Kansas	County Cooperative Computer Center
Alameda County Probation Department Oakland, California	County (leases)
Pima County Juvenile Court Tucson, Arizona	County (leases computer) Court (owns terminals and associated peripherals)
El Paso County Juvenile Court El Paso, Texas	County (leases)
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Court of Common Pleas (leases)
Jackson County Juvenile Court Kansas City, Missouri	Circuit Court (owns)
St. Louis County Juvenile Court St. Louis, Missouri	Regional Justice Information System (owns)
Fulton County Juvenile Court Atlanta, Georgia	County (owns)
Lane County Juvenile Court Eugene, Oregon	County (owns computers, leases most peripherals)
Clackamas County Juvenile Court Oregon City, Oregon	County (leases)
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	County (leases)
Washington, D.C. Superior Court, Family Division Washington, D.C.	Superior Court (owns computer, leases peripherals)

QUESTION III.B.7

Which most accurately describes the location of your computer?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	A centralized computer requiring travel to use
Utah Juvenile Court Salt Lake City, Utah	A centralized computer connected by teleprocessing
Juvenile Service Administration of Maryland Baltimore, Maryland	A centralized computer requiring travel to use
Florida Youth Services Program Office Tallahassee, Florida	A centralized computer requiring travel to use; have terminal in building which can be used for Remote Job Entry
Michigan Department of Social Services Lansing, Michigan	A centralized computer requiring travel to use
Juvenile Court of Connecticut Hartford, Connecticut	A centralized computer requiring travel to use
Clark County Juvenile Court Las Vegas, Nevada	A centralized computer connected by teleprocessing
Johnson County Juvenile Court Olathe, Kansas	A centralized computer requiring travel to use
Alameda County Probation Department Oakland, California	A centralized computer connected by teleprocessing
Pima County Juvenile Court Tucson, Arizona	A centralized computer connected by teleprocessing
El Paso County Juvenile Court El Paso, Texas	A centralized computer connected by terminal
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	A centralized computer requiring travel to use
Jackson County Juvenile Court Kansas City, Missouri	A centralized computer connected by teleprocessing
St. Louis County Juvenile Court St. Louis, Missouri	A centralized computer connected by teleprocessing and Remote Job Entry
Fulton County Juvenile Court Atlanta, Georgia	A centralized computer connected by teleprocessing
Lane County Juvenile Court Eugene, Oregon	A centralized computer connected by teleprocessing and Remote Job Entry
Clackamas County Juvenile Court Oregon City, Oregon	A centralized computer requiring travel to use
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Private computer service dealt with through mail
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	A centralized computer requiring travel to use
Washington, D.C. Superior Court, Family Division Washington, D.C.	Computer located in our agency

QUESTION III.B.8

Which best describes the computer you use?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Dedicated to criminal justice
Utah Juvenile Court Salt Lake City, Utah	Non-dedicated
Juvenile Service Administration of Maryland Baltimore, Maryland	Dedicated to criminal justice
Florida Youth Services Program Office Tallahassee, Florida	Non-dedicated
Michigan Department of Social Services Lansing, Michigan	Dedicated to criminal justice
Juvenile Court of Connecticut Hartford, Connecticut	Non-dedicated
Clark County Juvenile Court Las Vegas, Nevada	Non-dedicated
Johnson County Juvenile Court Olathe, Kansas	Non-dedicated
Alameda County Probation Department Oakland, California	Non-dedicated
Pima County Juvenile Court Tucson, Arizona	Non-dedicated, disk drives are dedicated
El Paso County Juvenile Court El Paso, Texas	Non-dedicated
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Dedicated to Court of Common Pleas
Jackson County Juvenile Court Kansas City, Missouri	Dedicated to courts
St. Louis County Juvenile Court St. Louis, Missouri	Dedicated to criminal justice
Fulton County Juvenile Court Atlanta, Georgia	Non-dedicated
Lane County Juvenile Court Eugene, Oregon	Non-dedicated
Clackamas County Juvenile Court Oregon City, Oregon	Non-dedicated
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Non-dedicated
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Dedicated to criminal justice
Washington, D.C. Superior Court, Family Division Washington, D.C.	Dedicated to Superior Court

QUESTION III.B.9

If your computer is shared and not located in your agency: Do you have a written agreement with the computer center regarding security and confidentiality?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	No
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Not applicable
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	Not applicable

QUESTION III.B.10

Can any agency other than your own directly access your records through the computer or terminals?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No, governor could if he knew how
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes, welfare gets index, Oakland Police get all status and name of probation officer; other police departments will be granted access
Pima County Juvenile Court Tucson, Arizona	Yes, county data processor
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	No
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION III.B.11

Through your computer system, can you access the data base of any other agency?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	Yes, motor vehicles and driver license bureaus
Juvenile Service Administration of Maryland Baltimore, Maryland	No
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	No
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes, CORPUS, police, Department Motor Vehicles, welfare, health, state files, warrants, etc.
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, prisons, support, adult cases if wanted to, but don't currently
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	Yes, drivers licenses, city juvenile court snapshot
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	Yes, Department of Motor Vehicles, police, all public information systems
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION III.B.12

Do the computer records in your system reflect the history of the client's involvement with your agency, just the current status, or both?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Current and history while active, if closed and then reopened, there is no connection
Utah Juvenile Court Salt Lake City, Utah	Both
Juvenile Service Administration of Maryland Baltimore, Maryland	Both, about one month lag time
Florida Youth Services Program Office Tallahassee, Florida	Current status, not a history system, but much data is there
Michigan Department of Social Services Lansing, Michigan	Both
Juvenile Court of Connecticut Hartford, Connecticut	Both
Clark County Juvenile Court Las Vegas, Nevada	Both
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Both
Pima County Juvenile Court Tucson, Arizona	Both
El Paso County Juvenile Court El Paso, Texas	Both
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Both
Jackson County Juvenile Court Kansas City, Missouri	Both
St. Louis County Juvenile Court St. Louis, Missouri	Both
Fulton County Juvenile Court Atlanta, Georgia	Both
Lane County Juvenile Court Eugene, Oregon	Both
Clackamas County Juvenile Court Oregon City, Oregon	Both
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Both, clients entered once only per referral at intake disposition, that is all the data there is
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Both, but referrals entered after disposition, so considerable lag
Washington, D.C. Superior Court, Family Division Washington, D.C.	Both

QUESTION III.B.13

Does your system include any subjective data elements such as opinion, value judgments, or evaluative material?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	No
Utah Juvenile Court Salt Lake City, Utah	No
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, some test scores
Florida Youth Services Program Office Tallahassee, Florida	Yes, a small amount (supervisor's evaluation view of child's adjustment)
Michigan Department of Social Services Lansing, Michigan	No
Juvenile Court of Connecticut Hartford, Connecticut	No
Clark County Juvenile Court Las Vegas, Nevada	Yes, not used (ability to store psychological test scores)
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes, test scores, case classification
Pima County Juvenile Court Tucson, Arizona	No
El Paso County Juvenile Court El Paso, Texas	No
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	No
Jackson County Juvenile Court Kansas City, Missouri	No
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	No
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes, resources unavailable, economic lifestyle
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No
Washington, D.C. Superior Court, Family Division Washington, D.C.	No

QUESTION III.B.14

Is your system capable of tracking a child through the juvenile court process?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, but not if case dismissed and later returns; system not used for record checking
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, but "lag time" is problem
Florida Youth Services Program Office Tallahassee, Florida	No, can track a certain amount within a single referral, but not set up to track multiple referrals
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Question not asked
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	No
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Partially, no petition data
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Question not asked
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	No, because of "lag time"
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, one day "lag time"

QUESTION III.B.15

Which full time staff members within your agency have the right to access ALL your information files?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	All staff assigned to juvenile area
Utah Juvenile Court Salt Lake City, Utah	All but detention staff
Juvenile Service Administration of Maryland Baltimore, Maryland	All central agency staff and authorized field staff
Florida Youth Services Program Office Tallahassee, Florida	Most statistical and research staff, if not a normal situation, would require approval
Michigan Department of Social Services Lansing, Michigan	Individual information is restricted to inputting agency. Statistics are released on a need to know basis.
Juvenile Court of Connecticut Hartford, Connecticut	All staff
Clark County Juvenile Court Las Vegas, Nevada	All staff
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	All staff
Pima County Juvenile Court Tucson, Arizona	All staff
El Paso County Juvenile Court El Paso, Texas	Detention, probation officer, court administrator
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Court administrator, judge, clerical staff, data processing staff
Jackson County Juvenile Court Kansas City, Missouri	All staff, some batch data restricted
St. Louis County Juvenile Court St. Louis, Missouri	Judge, operations supervisor, administrator, data processing staff
Fulton County Juvenile Court Atlanta, Georgia	All staff
Lane County Juvenile Court Eugene, Oregon	All staff
Clackamas County Juvenile Court Oregon City, Oregon	All staff can look at output; only one staff member can have reports run
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	All staff
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Judge, supervisors, probation officer, statistical clerks
Washington, D.C. Superior Court, Family Division Washington, D.C.	All staff

QUESTION III.C.3

What ways exist to access your data?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	By name, case number, county
Utah Juvenile Court Salt Lake City, Utah	By name, case number
Juvenile Service Administration of Maryland Baltimore, Maryland	By name, date of birth, soundex
Florida Youth Services Program Office Tallahassee, Florida	Not applicable
Michigan Department of Social Services Lansing, Michigan	By name, case number, child identification number
Juvenile Court of Connecticut Hartford, Connecticut	By case number
Clark County Juvenile Court Las Vegas, Nevada	By name, child identification number
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	By name, case number, soundex
Pima County Juvenile Court Tucson, Arizona	By name, case number, soundex
El Paso County Juvenile Court El Paso, Texas	By name, case number
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	By name, case number, family number
Jackson County Juvenile Court Kansas City, Missouri	By name, case #, name of probation officer, docket, petition #, referral #, payment order #, institution, siblings/family, through police by address & soundex
St. Louis County Juvenile Court St. Louis, Missouri	By name, case number, victim, NYS IVS (like soundex)
Fulton County Juvenile Court Atlanta, Georgia	By name, file number, mother's name, soundex
Lane County Juvenile Court Eugene, Oregon	By name, case number, victim's name
Clackamas County Juvenile Court Oregon City, Oregon	By case number
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	By case number
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Not applicable
Washington, D.C. Superior Court, Family Division Washington, D.C.	By name, case number, docket number

QUESTION III.C.4

I consider the general level of documentation on our system:

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Excellent
Utah Juvenile Court Salt Lake City, Utah	Good
Juvenile Service Administration of Maryland Baltimore, Maryland	Average
Florida Youth Services Program Office Tallahassee, Florida	Minimal to non-existent
Michigan Department of Social Services Lansing, Michigan	Average
Juvenile Court of Connecticut Hartford, Connecticut	"Fairly complete"
Clark County Juvenile Court Las Vegas, Nevada	Average
Johnson County Juvenile Court Olathe, Kansas	Good
Alameda County Probation Department Oakland, California	Not good (is in progress)
Pima County Juvenile Court Tucson, Arizona	Minimal
El Paso County Juvenile Court El Paso, Texas	Excellent
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Good
Jackson County Juvenile Court Kansas City, Missouri	Excellent
St. Louis County Juvenile Court St. Louis, Missouri	Average
Fulton County Juvenile Court Atlanta, Georgia	Excellent
Lane County Juvenile Court Eugene, Oregon	Average
Clackamas County Juvenile Court Oregon City, Oregon	Excellent
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Poor
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Good
Washington, D.C. Superior Court, Family Division Washington, D.C.	Not good

QUESTION III.C.5

I consider our user's and/or operator's manual (in use at this time):

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Excellent
Utah Juvenile Court Salt Lake City, Utah	Good
Juvenile Service Administration of Maryland Baltimore, Maryland	Average
Florida Youth Services Program Office Tallahassee, Florida	No answer
Michigan Department of Social Services Lansing, Michigan	Average
Juvenile Court of Connecticut Hartford, Connecticut	Average
Clark County Juvenile Court Las Vegas, Nevada	Average
Johnson County Juvenile Court Olathe, Kansas	Good
Alameda County Probation Department Oakland, California	Good
Pima County Juvenile Court Tucson, Arizona	Minimal
El Paso County Juvenile Court El Paso, Texas	Excellent
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Good
Jackson County Juvenile Court Kansas City, Missouri	Excellent
St. Louis County Juvenile Court St. Louis, Missouri	Average
Fulton County Juvenile Court Atlanta, Georgia	Excellent
Lane County Juvenile Court Eugene, Oregon	Good
Clackamas County Juvenile Court Oregon City, Oregon	Average
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Poor
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Good
Washington, D.C. Superior Court, Family Division Washington, D.C.	Excellent

QUESTION IV.A.1

What event(s) initiate the creation of a client record in your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Any delinquent referral made to probation
Utah Juvenile Court Salt Lake City, Utah	Any written referral
Juvenile Service Administration of Maryland Baltimore, Maryland	Any written referral
Florida Youth Services Program Office Tallahassee, Florida	Any referral (not necessarily written) at disposition time
Michigan Department of Social Services Lansing, Michigan	Petition filed
Juvenile Court of Connecticut Hartford, Connecticut	Any written referral
Clark County Juvenile Court Las Vegas, Nevada	Any written referral or child brought in
Johnson County Juvenile Court Olathe, Kansas	Probation officer discretion
Alameda County Probation Department Oakland, California	Any written referral
Pima County Juvenile Court Tucson, Arizona	Any qualified contact (usually written or a "walk-in")
El Paso County Juvenile Court El Paso, Texas	Any written referral
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	A police report or any written affidavit
Jackson County Juvenile Court Kansas City, Missouri	Any written referral
St. Louis County Juvenile Court St. Louis, Missouri	95% police reports, some "walk-ins" some schools (mostly written)
Fulton County Juvenile Court Atlanta, Georgia	Any written referral
Lane County Juvenile Court Eugene, Oregon	Any written referral (plus drop-ins or "walk-ins")
Clackamas County Juvenile Court Oregon City, Oregon	Any written referral
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Any written referral
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Any petition filed, except traffic and juvenile summons
Washington, D.C. Superior Court, Family Division Washington, D.C.	Any written referral

QUESTION IV.A.2

At which point in the processing of a referral do you first enter information on a client into your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	After intake screening
Utah Juvenile Court Salt Lake City, Utah	As soon as agency notified
Juvenile Service Administration of Maryland Baltimore, Maryland	Usually after disposition unless detention is involved prior to court
Florida Youth Services Program Office Tallahassee, Florida	After disposition
Michigan Department of Social Services Lansing, Michigan	After intake screening
Juvenile Court of Connecticut Hartford, Connecticut	As soon as agency receives written notice
Clark County Juvenile Court Las Vegas, Nevada	As soon as agency notified
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	As soon as agency notified
Pima County Juvenile Court Tucson, Arizona	As soon as agency notified
El Paso County Juvenile Court El Paso, Texas	After intake screening
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	After intake screening
Jackson County Juvenile Court Kansas City, Missouri	As soon as agency notified
St. Louis County Juvenile Court St. Louis, Missouri	As soon as agency notified
Fulton County Juvenile Court Atlanta, Georgia	After intake screening
Lane County Juvenile Court Eugene, Oregon	As soon as agency notified
Clackamas County Juvenile Court Oregon City, Oregon	Entered during month received for reporting purposes but not entered into permanent storage until disposition
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	After intake screening
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	After disposition
Washington, D.C. Superior Court, Family Division Washington, D.C.	As soon as agency notified

QUESTION IV.A.3

How thorough are the procedures for establishing the accuracy of the information you enter in your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Average
Utah Juvenile Court Salt Lake City, Utah	Accept source documents
Juvenile Service Administration of Maryland Baltimore, Maryland	Average
Florida Youth Services Program Office Tallahassee, Florida	Thorough, collect all data except "charge" at intake
Michigan Department of Social Services Lansing, Michigan	Accept source documents
Juvenile Court of Connecticut Hartford, Connecticut	Average
Clark County Juvenile Court Las Vegas, Nevada	Average
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Review with source documents
Pima County Juvenile Court Tucson, Arizona	Thorough
El Paso County Juvenile Court El Paso, Texas	Thorough
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Accept source documents
Jackson County Juvenile Court Kansas City, Missouri	Accept source documents
St. Louis County Juvenile Court St. Louis, Missouri	Thorough
Fulton County Juvenile Court Atlanta, Georgia	Accept source documents, update if error found
Lane County Juvenile Court Eugene, Oregon	Accept source documents and intake interview, can correct errors as found
Clackamas County Juvenile Court Oregon City, Oregon	Thorough, check all family information against police data
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Accept source documents
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Average
Washington, D.C. Superior Court, Family Division Washington, D.C.	Accept source documents

QUESTION IV.A.4

Do you have established procedures as to who may, and how one should update or delete a record existing within the system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Not applicable
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not formally
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION IV.A.5

If you routinely expunge (completely destroy), or purge (restrict or remove from access, seal) records; how often do you go through the process?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Don't expunge or purge; do destroy source document after three months
Utah Juvenile Court Salt Lake City, Utah	Expunge by order Purge to off-line (except name at 19), do it annually
Juvenile Service Administration of Maryland Baltimore, Maryland	Don't expunge Purge to inactive—twice a year
Florida Youth Services Program Office Tallahassee, Florida	Don't
Michigan Department of Social Services Lansing, Michigan	Expunge by court order Purge weekly and annually
Juvenile Court of Connecticut Hartford, Connecticut	Expunge by court order, names and addresses must be removed from all cases found not guilty
Clark County Juvenile Court Las Vegas, Nevada	Expunge by court order Restrict on court order
Johnson County Juvenile Court Olathe, Kansas	Don't
Alameda County Probation Department Oakland, California	Don't expunge. Seal by court order
Pima County Juvenile Court Tucson, Arizona	Expunge by court order Purge monthly to off-line when child turns 18
El Paso County Juvenile Court El Paso, Texas	Expunge on request Purge annually
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Don't expunge Restrict access by court order
Jackson County Juvenile Court Kansas City, Missouri	Don't expunge Purge to inactive—annually, when 17 and no referrals in past 2 years
St. Louis County Juvenile Court St. Louis, Missouri	Purge monthly, some by request
Fulton County Juvenile Court Atlanta, Georgia	Expunge (on specific request only)
Lane County Juvenile Court Eugene, Oregon	Expunge by court order Purge at age 22 (not frequently)
Clackamas County Juvenile Court Oregon City, Oregon	Expunge by court order
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Don't
Washington, D.C. Superior Court, Family Division Washington, D.C.	Expunge by court order, requires individuals initiate two years after close of last referral

QUESTION IV.A.6

If you do destroy or restrict data, do you erase the total record or just the personal identifiers?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Don't
Utah Juvenile Court Salt Lake City, Utah	Question was not asked
Juvenile Service Administration of Maryland Baltimore, Maryland	Don't on computer—source documents are destroyed periodically
Florida Youth Services Program Office Tallahassee, Florida	Don't
Michigan Department of Social Services Lansing, Michigan	Expunge total record Remove personal identifiers when purging
Juvenile Court of Connecticut Hartford, Connecticut	Personal identifiers
Clark County Juvenile Court Las Vegas, Nevada	Just personal identifiers (record goes off to tape and to microfiche)
Johnson County Juvenile Court Olathe, Kansas	Don't
Alameda County Probation Department Oakland, California	Just name
Pima County Juvenile Court Tucson, Arizona	Total record—will later reduce to personal identifiers
El Paso County Juvenile Court El Paso, Texas	Total record erased
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Name remains in name file, but does not appear anywhere else in identifiable manner.
Jackson County Juvenile Court Kansas City, Missouri	Don't expunge or restrict
St. Louis County Juvenile Court St. Louis, Missouri	Personal identifiers are removed leaving a research record— judge gets copy of record with everything left in
Fulton County Juvenile Court Atlanta, Georgia	Total record
Lane County Juvenile Court Eugene, Oregon	Expungement—total record Purge, when done is just moved "off-line"
Clackamas County Juvenile Court Oregon City, Oregon	Total record
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Don't
Washington, D.C. Superior Court, Family Division Washington, D.C.	Record remains intact, but is called sealed and not printable

QUESTION IV.A.7

Briefly describe any routine standards or criteria you have for expunging (completely destroying) records.

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Don't
Utah Juvenile Court Salt Lake City, Utah	By court order
Juvenile Service Administration of Maryland Baltimore, Maryland	Two years after last contact, if no further involvement
Florida Youth Services Program Office Tallahassee, Florida	Don't
Michigan Department of Social Services Lansing, Michigan	By court order
Juvenile Court of Connecticut Hartford, Connecticut	Expunge by court order—remove names and addresses from all referrals found not guilty
Clark County Juvenile Court Las Vegas, Nevada	By court order—all records expunged at 24 Legal file kept forever
Johnson County Juvenile Court Olathe, Kansas	Don't
Alameda County Probation Department Oakland, California	Don't
Pima County Juvenile Court Tucson, Arizona	By court order
El Paso County Juvenile Court El Paso, Texas	Expunging by court order only
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Don't
Jackson County Juvenile Court Kansas City, Missouri	Don't
St. Louis County Juvenile Court St. Louis, Missouri	Request from judge or to remove erroneous record
Fulton County Juvenile Court Atlanta, Georgia	Expunge by court order from individual request
Lane County Juvenile Court Eugene, Oregon	Expunge by court order from individual request
Clackamas County Juvenile Court Oregon City, Oregon	Expunge by court order from individual request
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Don't
Washington, D.C. Superior Court, Family Division Washington, D.C.	Don't

QUESTION IV.A.8

Briefly describe any routine standards or criteria you have for purging (restrict or remove from normal access, seal) records.

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Don't
Utah Juvenile Court Salt Lake City, Utah	All but name to "off-line" at 19
Juvenile Service Administration of Maryland Baltimore, Maryland	At age 21 record moved from active to inactive file
Florida Youth Services Program Office Tallahassee, Florida	Don't
Michigan Department of Social Services Lansing, Michigan	Weekly—adoptions confirmed, petition dismissed Annually—all inactive and 18 year old court wards
Juvenile Court of Connecticut Hartford, Connecticut	Don't
Clark County Juvenile Court Las Vegas, Nevada	At age 18 record goes off-line and on microfiche
Johnson County Juvenile Court Olathe, Kansas	Don't
Alameda County Probation Department Oakland, California	Seal by court order
Pima County Juvenile Court Tucson, Arizona	When child turns 18 record removed from "on-line" and stored on tape unless a ward of Dept. of Corrections
El Paso County Juvenile Court El Paso, Texas	All closed files are purged after one year
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Restrict access by court order
Jackson County Juvenile Court Kansas City, Missouri	Removed from "on-line" if—released from jurisdiction and over 17 and no referrals past 2 calendar years
St. Louis County Juvenile Court St. Louis, Missouri	Purge at 17 unless still have jurisdiction or committed severe personal crimes, then age 20
Fulton County Juvenile Court Atlanta, Georgia	Don't purge
Lane County Juvenile Court Eugene, Oregon	Remove from "on-line" to tapes at age 22
Clackamas County Juvenile Court Oregon City, Oregon	Don't
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Don't
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Don't
Washington, D.C. Superior Court, Family Division Washington, D.C.	Don't

QUESTION IV.B.1

Who regularly enters data into your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Central Data Processing Staff
Utah Juvenile Court Salt Lake City, Utah	Clerical Staff, Detention Staff
Juvenile Service Administration of Maryland Baltimore, Maryland	Data Entry Clerks
Florida Youth Services Program Office Tallahassee, Florida	Women's Correctional Facility does key punching
Michigan Department of Social Services Lansing, Michigan	Data Center does key punching
Juvenile Court of Connecticut Hartford, Connecticut	Data Entry Clerks, Probation Officers—by putting information on coding sheets, keypunched by private firm
Clark County Juvenile Court Las Vegas, Nevada	Data Entry Clerks
Johnson County Juvenile Court Olathe, Kansas	Data Center does key punching
Alameda County Probation Department Oakland, California	Data Input Clerks
Pima County Juvenile Court Tucson, Arizona	Data Entry Clerks
El Paso County Juvenile Court El Paso, Texas	Detention Staff, Intake Workers and Data Entry Clerks
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Data Entry Clerks
Jackson County Juvenile Court Kansas City, Missouri	Clerical Staff
St. Louis County Juvenile Court St. Louis, Missouri	Clerical Staff
Fulton County Juvenile Court Atlanta, Georgia	Terminal Operators, Intake Workers
Lane County Juvenile Court Eugene, Oregon	Clerical Staff, Intake Probation Officers
Clackamas County Juvenile Court Oregon City, Oregon	Clerical Staff, Probation Officer—source documents sent to data processing for keypunch entry
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Clerical sends intake sheets to Service Bureau
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Data Entry Clerks
Washington, D.C. Superior Court, Family Division Washington, D.C.	Coding Clerks

QUESTION IV.B.2

How do you enter data into your system?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Key to disk
Utah Juvenile Court Salt Lake City, Utah	Terminal entry
Juvenile Service Administration of Maryland Baltimore, Maryland	Key to magnetic tape
Florida Youth Services Program Office Tallahassee, Florida	Key to magnetic tape
Michigan Department of Social Services Lansing, Michigan	Key to tape
Juvenile Court of Connecticut Hartford, Connecticut	Key to punched cards
Clark County Juvenile Court Las Vegas, Nevada	Terminal entry
Johnson County Juvenile Court Olathe, Kansas	Key to punched cards
Alameda County Probation Department Oakland, California	Terminal entry
Pima County Juvenile Court Tucson, Arizona	Terminal entry
El Paso County Juvenile Court El Paso, Texas	Terminal entry
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Key to punched cards
Jackson County Juvenile Court Kansas City, Missouri	Terminal entry
St. Louis County Juvenile Court St. Louis, Missouri	Terminal entry
Fulton County Juvenile Court Atlanta, Georgia	Terminal entry
Lane County Juvenile Court Eugene, Oregon	Terminal entry
Clackamas County Juvenile Court Oregon City, Oregon	Key to punched cards
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not familiar with Service Bureau operations
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Key to diskette
Washington, D.C. Superior Court, Family Division Washington, D.C.	Key to punched cards

QUESTION IV.B.3

Do you use your computer to edit any of the data at the time of entry?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Yes
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes (very little)
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	No
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	No
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	No
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION IV.B.5

In the event of computer failure, how good is the "back-up" system you have?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Excellent—back-up computer in LA and Sacramento
Utah Juvenile Court Salt Lake City, Utah	Not good
Juvenile Service Administration of Maryland Baltimore, Maryland	Not applicable
Florida Youth Services Program Office Tallahassee, Florida	Not applicable
Michigan Department of Social Services Lansing, Michigan	Not applicable
Juvenile Court of Connecticut Hartford, Connecticut	Not applicable
Clark County Juvenile Court Las Vegas, Nevada	Good
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Excellent
Pima County Juvenile Court Tucson, Arizona	Average
El Paso County Juvenile Court El Paso, Texas	Minimal—very dependent on computer
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Good
Jackson County Juvenile Court Kansas City, Missouri	Excellent
St. Louis County Juvenile Court St. Louis, Missouri	Excellent
Fulton County Juvenile Court Atlanta, Georgia	Excellent
Lane County Juvenile Court Eugene, Oregon	Excellent
Clackamas County Juvenile Court Oregon City, Oregon	Not applicable
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Not applicable
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Not applicable
Washington, D.C. Superior Court, Family Division Washington, D.C.	Poor

QUESTION IV.B.6

If your computer center were destroyed by fire and flood, would you be prepared with duplicate copies of your programs and all information currently in your system to carry on at a later date?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes, programs and data
Utah Juvenile Court Salt Lake City, Utah	Yes, programs and data
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes, data only
Florida Youth Services Program Office Tallahassee, Florida	No
Michigan Department of Social Services Lansing, Michigan	Yes, programs and data
Juvenile Court of Connecticut Hartford, Connecticut	Yes, programs and data
Clark County Juvenile Court Las Vegas, Nevada	Yes, programs only
Johnson County Juvenile Court Olathe, Kansas	Yes, programs and data
Alameda County Probation Department Oakland, California	Yes, data only
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes, programs and data
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, programs only
Jackson County Juvenile Court Kansas City, Missouri	Yes, programs and data
St. Louis County Juvenile Court St. Louis, Missouri	Yes, programs only
Fulton County Juvenile Court Atlanta, Georgia	Yes, programs only
Lane County Juvenile Court Eugene, Oregon	Yes, programs and data
Clackamas County Juvenile Court Oregon City, Oregon	Yes, programs and data
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Have data in source form (don't know about Service Bureau)
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes, programs and data
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes, programs and data

QUESTION IV.B.7

If it were discovered that the data you collect is similar to what other automated courts collect, would you be willing to contribute summary or aggregate data on an acceptable national compilation effort?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Yes
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes, within constraints of Nevada Revised Statutes
Johnson County Juvenile Court Olathe, Kansas	Not applicable
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes, if not a great deal of effort
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes, if approved by judge and court administrator
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes, at judge's discretion
Lane County Juvenile Court Eugene, Oregon	Yes, at judge's or administrator's discretion
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

QUESTION IV.B.8

Do you have procedures whereby bona fide research efforts can make use of your data?

AGENCY NAME	RESPONSE
California Bureau of Criminal Statistics Sacramento, California	Yes
Utah Juvenile Court Salt Lake City, Utah	Yes
Juvenile Service Administration of Maryland Baltimore, Maryland	Yes
Florida Youth Services Program Office Tallahassee, Florida	Yes
Michigan Department of Social Services Lansing, Michigan	Yes
Juvenile Court of Connecticut Hartford, Connecticut	Yes
Clark County Juvenile Court Las Vegas, Nevada	Yes
Johnson County Juvenile Court Olathe, Kansas	Yes
Alameda County Probation Department Oakland, California	Yes
Pima County Juvenile Court Tucson, Arizona	Yes
El Paso County Juvenile Court El Paso, Texas	Yes
Court of Common Pleas of Philadelphia, Family Court Division Philadelphia, Pennsylvania	Yes
Jackson County Juvenile Court Kansas City, Missouri	Yes
St. Louis County Juvenile Court St. Louis, Missouri	Yes
Fulton County Juvenile Court Atlanta, Georgia	Yes
Lane County Juvenile Court Eugene, Oregon	Yes
Clackamas County Juvenile Court Oregon City, Oregon	Yes
Skagit County Superior Court Juvenile Probation Department Mt. Vernon, Washington	Yes
Juvenile Court of Memphis and Shelby County Memphis, Tennessee	Yes
Washington, D.C. Superior Court, Family Division Washington, D.C.	Yes

END

7 tables/minutes