



## PD-11 INTEGRATED MANAGEMENT INFORMATION SYSTEM

PD-11 maintains its own, autonomous management information system (MIS), which is integrated electronically, vertically and horizontally. Vertical integration is reflected by the interaction of our system with a wide range of data bases and information maintained by others at the local, state and national levels.

Horizontal integration is reflected by the office-wide breadth and accessibility of the MIS, Public Defender File And Case Tracking System (PDFACTS). It incorporates and integrates data from all aspects of our office. PDFACTS is designed to provide simultaneous access to data by multiple types of personnel (e.g., attorneys, investigators, social workers and secretaries). With different levels of security, various types of staff are authorized to see their own and others' data.

PDFACTS has two major aspects, litigation and management. Litigation includes our program to develop an "electronic case file." Daily, PDFACTS automatically imports data from the Miami-Dade County Criminal Justice Information System (CJIS). This avoids the necessity of manually keying basic information into the system and permits the automated opening of files, and generation of pleadings and reports. When opening files, the system creates different file labels, reflecting specific types of data relevant to each division.

Management aspects include recording and counting staff actions (e.g., the number of motions filed, and requests for service from investigators and social workers, their responses and work product), and conducting inventories. The system is designed to generate reports through a report manager program, and through specific tailored queries.

The PD-11 MIS is linked to numerous, external databases and makes broad use of the Internet, websites, and a Intranet homepage designed for internal office uses. The most important of the databases is CJIS. Other county and state databases to which PD-11 has access include the Miami-Dade County Accounting Department (FAMIS), Florida Accounting Information Resource (FLAIR), and Florida Department of Corrections (FDOC). Broadband access to the Internet is available on all PD-11 computers.

### DATABASES

- CJIS** Miami-Dade County maintains CJIS on its main-frame computer. Data is entered into this database by various state and local criminal justice agencies, such as the Miami-Dade County Corrections and Rehabilitation Department, and the Offices of the Clerk, State Attorney and Public Defender. This database interacts directly with PDFACTS.
- FAMIS** houses Miami-Dade County accounting information.
- DHSMV** is a statewide database of driver's license and auto tag information, including individual's license status and ticket history.

### WEBSITES

- PD-11** provides information about our responsibilities, functions, qualifications and experience, facilities, and innovative programs, as well as the criminal justice system.
- Florida Public Defender Association (FPDA)** provides public and member-only information regarding Florida defender training, support, and services.
- Judicial Administrative Commission (JAC)** provides public and restricted access to administrative information, support and oversight of the offices of State Attorneys, Public Defenders, court-appointed attorneys and other entities.
- National Legal Aid and Defender Association** provides public and member-only access to information relating to defender professional and political issues at the national level, including networking.
- Miami-Dade County** provides access to online databases relating to county government operations, facilitating the location of information and services, including public safety and court information (e.g., jail inmate location and release information, and clerk of the court information relating to infraction and traffic cases).
- Florida State Court** provides online access to Florida judicial decisions, which are available within 24 hours of publication by the court.
- Florida Department of Corrections (FDOC)** provides information relating to state prison facilities, including locations and staff; prisoners, including inmate location and release dates; and probationers.
- Florida Department of Financial Services** is intended for use by state employees, agencies, and vendors doing business with the state. This site permits inquiries into payroll information, W-4 information and reimbursements (i.e., travel and flexible benefits).
- WESTLAW** is a commercial online database for US legal research. Westlaw offers full-text access to state and federal judicial decisions, law reviews and bar journals, and legislation.
- FLAIR** provides on-line access to the state accounting and personnel systems.
- Florida Sheriffs Association** permits search for sheriffs' department addresses and telephone numbers statewide.
- Switchboard of Miami** a countywide resource directory that permits electronic search for treatment programs and community services.
- INTRANET**
- Office Phone List** compiles all PD-11 internal telephone numbers.
- Trial Board** trial information updated weekly.

**Human Resources** facilitates linkage to internal and external websites and databases related to human resources (e.g., PD-11 employee bulletin board for personal announcements, PD-11 office policy manual, and medical and other insurance benefits).

**Links to Frequently Used Websites** facilitates linkage to frequently used websites (e.g., FDOC state inmate information, Florida Department of Law Enforcement sex offender registry, county inmate jail information, FPDA directory).

## THE PD-11 MIS

### PDFACTS

PDFACTS is the internal PD-11 system of office-wide applications, programs and databases. It permits the development of all of the elements of this system, through the integration of a relational database with development tools. PDFACTS is composed of several applications that promote efficient input, access, retrieval, use and maintenance of administrative, client- and case-related information.

In 1989, PD-11 developed the concept of an electronic client case file and instituted an innovative program to begin to develop such a file, as the technology and office resources permitted. PDFACTS is the current version of that program. Various applications described below, including Client File, Casenotes, Forms Bank History, Calendar and DSU Referral are components of the Electronic Case File Development Program.

All application screens in PDFACTS are designed to appear and function in a similar fashion. To enable the user to learn quickly, the screens have been designed to look and function similar to other Windows programs. Once learned, the basic functions (i.e., add, save, edit) permit the user to navigate all the various applications in the system.

Reports, based on the information stored in the database, can be generated in every application. Administrators, office management, and staff use PDFACTS reports for statistical purposes, as well as for quality control.

### **Applications commonly used by attorneys and support staff:**

**Client File** is a database used to create an electronic client file, parallel to the hard copy. The application opens new cases, and displays and updates existing cases, so as to maintain a client's case history. Scanned documents and digital photographs are also integrated. Unlike the hard copy, the electronic data is accessible office wide. All of the information entered into **Client File** is used throughout the **PDFACTS** applications. One example of the wide variety of query reports that **Client File** can generate is how many probation violations have been filed in a determined period of time.

**Forms Bank History** is a database used by managers and all staff (e.g., attorneys and social workers) to merge basic information from **Client File** (i.e., client's name, case number, judge's name) into documents in **Forms Bank** (e.g., motion to suppress, demand for speedy trial) through a word processing program. **Forms Bank History** contains more than 900 pre-formatted forms. Generating documents through **Forms Bank History** creates a permanent digital record, for that particular case's history and for management purposes. This application is capable of handling (e.g., merging, creating records and printing) an unlimited number of documents at one time, enabling users to work in volume and use their time most efficiently (e.g., batching motions, letters, memos, and

merging into WordPerfect). **Forms Bank History** can generate work load reports (e.g., the number of documents worked on) for management purposes, including work allocation. The application is capable of storing materials (e.g., scanned official reports, time-stamped receipts, and digital photographs) and linking them to specific cases.

### **Calendar**

serves two purposes. It is used to schedule and maintain appointments (e.g., depositions, interviews, and meetings). It also merges basic information from **Client File** into documents in **Forms Bank** which require an address (e.g., subpoenas, letters and defense witness lists). When a subpoena is generated, the form will contain a unique tracking number with a barcode; the receptionist will use this device for automated access to case information, allowing the witness to be directed to the proper interview room. **Calendar** can generate several types of reports. The report most frequently generated by **Calendar** reflects the number of depositions set, to ascertain how many court reporters will be needed on any given day.

### **Subtrack**

tracks issuance of subpoenas and all related activity, as well as PD-11 visitors (e.g., witnesses, clients and the general public) for various purposes. Receptionists use the unique tracking number and barcode printed on every subpoena to retrieve the appointment information from **Calendar**, and populate the information in **Subtrack**. Reports are generated weekly from **Subtrack** to determine how many interviews and depositions were taken during the prior week, how many were canceled when the witness was already here, and why they were canceled.

### **DSU Referral**

automates the referral process used by attorneys requesting assistance from forensic social workers (in our Disposition Services Unit — DSU). Before making a request for service, an attorney must determine the legal objectives of the case and what deliverables are needed from the social worker to assist in accomplishing those objectives. Once a referral has been entered into this application, if social worker action is warranted, the unit will open a file in **DSU Client File** for social worker notes and responses, the DSU secretary imports information from **Client File** into **DSU Client File**. **DSU Referral** maintains the request as a permanent record. Referrals to psychologists, requests for medical and other confidential records are recorded, and related documents (e.g., reports from forensic experts) are scanned and summarized for easy access by the defense team.

### **Investigation Request**

is an electronic request and response form used by attorneys and investigators. **E-mail** is utilized in conjunction with **Investigation Request** as a means of communication regarding requests and responses between the attorney and investigator. Multiple management reports can be generated from **Investigation Request**. For example, the unit supervisor can query how many requests have been completed by the investigator within any specified period of time.

### **Applications commonly used by the Personnel Office:**

#### **Employee**

tracks personnel data, including personal information, emergency contacts, tenure (bar and office), salary, Equal Employment Opportunity Commission (EEOC), and attendance and leave balances. **Employee** gathers information from several other applications such as: **Punch, Employee Online Time Sheet, Time Card, and Employee Sick and Annual Leave**. If an employee's personnel status (e.g., salary, job title, class code, position number) needs to be modified, the Personnel Office generates

a state form Personnel Action Request (PAR), through **Employee**. This PAR reflects the information necessary for processing by the JAC.

**Punch** is a temporary database used as the support staff digital timecard. This application automatically transfers time-keeping data into **Time Card** on a daily basis.

**Employee Online Time Sheet** digitally keeps time for attorneys, disposition specialists and various administrators. Supervising attorneys, administrators and various supervisors use **Employee Online Time Sheet** to keep track of their employees' time. The application is designed to enable the various supervisors to confirm leave time for their employees with authority to modify the calculations or reasons, as needed. This application interacts with **Time Card**.

**Time Card** compiles all employees' time records. The Personnel Office and supervisors use **Time Card** to track and maintain records on employees' time. The information in **Time Card** originates in **Punch** and **Employee Online Time Sheet**. **Time Card** keeps track of support staff time, including lunch hours and breaks.

**Employee Sick and Annual Leave** is used by the Personnel Office to maintain annual and sick leave information on all employees. Supervisors have authority to view the sick and annual leave data, in order to approve or deny leave based on an individual's creditable time.

### **State Application Processing**

tracks new support-staff applicants. As new applications are received by the Personnel Office, the information is input manually into the system, for tracking and statistical purposes. As new applicants are screened, various letters can be generated automatically. **State Application Processing** can generate statistical reports, such as the EEOC report required annually by the State of Florida.

### **Applications commonly used by the Executive Office:**

#### **Applicant**

tracks new attorney applicants. As new information is received, it is input manually into the system, for tracking and statistical purposes. As new applicants are screened, various letters can be generated automatically. **Applicant** can generate statistical reports, such as the EEOC report required annually by the State of Florida.

#### **Interns**

tracks basic information regarding past and present PD-11 interns.

#### **Business Office Management System (BOMS)**

is a vendor-provided database used by the PD-11 business office and other Florida defender offices. **BOMS** is used for the budget, accounts payable and equipment inventory (e.g., furniture, computers and faxes). The report most frequently generated by BOMS relates to caseload management and indicates the amount of money paid to outside vendors on a specific case.