

**APPENDIX H
BUSINESS AND FUNCTIONAL REQUIREMENTS**

	C	D	E
1	Requirement Number	Requirement Text	Response / Comment
2	1	Person/Entity Management	
3	1.1	Types/Roles	
4	1.1.1	System must capture position types associated to the person.	
5	1.1.2	Must capture associations, such as but not limited to: attorney/client, attorney/law firm, family unit associations	
6	1.1.3	Must allow user to enter information related to a professional entity and any associations to either individuals or other entities.	
7	1.1.4	Must allow user to specify the role of each individual associated to a case.	
8	1.1.5	Maintain party relationships with multiple petitions.	
9	1.1.6	Ability to enter names using hyphens.	
10	1.1.7	Must allow user to specify page preferences for display settings	
11	1.2	Demographics	
12	1.2.1	Allow user to capture race and/or citizenship of person.	
13	1.2.2	Must allow user to update any and all person/entity profile information/demographics.	
14	1.2.3	Ability to maintain multiple records of the following information: - General Info (e.g., Name(s), Address(es), Email, Languages, Phone(s), Date of Birth, etc.) - Additional Info (e.g., Indian Child Welfare Act (ICWA), Non-Minor Dependent (NMD) Information, Medical and Medication needs, Immigration, Delinquency, etc.) -Associations (e.g., Participant Associations on the Case, Family Associations, Non-Family Associations) - Position Info (e.g., Clerk, Attorney, Mediator, etc.) - To Do Lists & Reminders (e.g., Task lists & acknowledgements, AR reminders, Case & placement updates, Conflicts, Court orders, Expenses, Visits, etc.	
15	1.2.4	Must allow user to add, remove, modify associations between persons, persons and entities (e.g. attorney/law firm) and entities.	
16	1.2.5	Must allow user to create a family unit association between persons, including parent/child/legal guardian and sibling relationships.	
17	1.2.6	Must allow user to select to view all persons in an associated family unit, along with demographic information and case information.	
18	1.2.7	Must allow user to add, edit, delete notes related to persons, entities, family units, and associations.	
19	1.2.8	Must allow the user to delete a person or entity record from the database	
20	1.2.9	Must allow user to enter, update, or delete demographic information related to judicial officers.	
21	1.2.10	Must allow user to enter, update, or delete demographic information related to legal organizations	
22	1.2.11	Must allow user to enter, update, or delete demographic information related to a case participant, in relation to the individual case.	
23	1.2.12	Must allow user to update information in the context of a case associated to a person or entity record.	
24	1.2.13	All persons and entities entered into the system will be assigned a unique ID number.	
25	1.2.14	Allow search of Participant Data based on a selected position type.	
26	1.2.15	Ability to designate names used on cases, e.g. filed name, court true name, etc.	
27	1.2.16	Ability to search conflict associations on cases	
28	1.2.17	Ability to record the name of last school attended in Juvenile cases.	

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1	Requirement Number	Requirement Text	Response / Comment
29	2	Case Initiation	
30	2.1	Case Initiation and Numbering	
31	2.1.1	Ability to file all case categories under the jurisdiction of juvenile dependency courtrooms.	
32	2.1.2	System should allow for partially completed case initiation to be saved, and assign a unique identifier, thus allowing user to return at a later date and complete the case initiation.	
33	2.1.3	System will verify all mandatory fields have been completed, and no business rules have been violated, and will display an appropriate message to the user as to any errors.	
34	2.1.4	System should allow for quick case initiation including reopened cases by allowing entry of only mandatory case fields.	
35	2.1.5	Provide the ability to automatically create a "Case Title" that is configurable based on party role (mother, father, minor, etc.)	
36	2.1.6	Ability to create a dependency petition (300 original, 300 amended, etc.)	
37	2.1.7	Ability to specify allegations and counts.	
38	2.1.8	Ability to use an existing petition and duplicate it as a another petition. For example, if a petition is filed for Minor 1, the user should be able duplicate the petition for all subsequent minors on the case.	
39	2.1.9	Ability to file Co-Minor and Co-Sibling cases which may share certain data such as Case number and counts but are filed and processed as separate cases.	
40	2.1.10	Ability to indicate if Juvenile cases have or potentially have "dual status".	
41	2.1.11	Provide the ability to enter Case Participants during case initiation.	
42	2.1.12	To reduce duplicate Person/Entities, a system should search Person/Entity when an entry is made using a unique identifier (e.g. bar number, SSN) before creating a new Person/Entity.	
43	2.1.13	Provide the ability to configure, if a Judicial Officer/Department assignment should take place during case initiation based on court, case category and case type	
44	3	Case Management	
45	3.1	Case Filings and Updates	
46	3.1.1	System will allow user to create subsequent petitions on an existing case.	
47	3.1.2	The user should be able to associate attorney(s) to all roles of the selected petition(s), the system will associate the attorney to the case participant for all roles the case participant has on the case, <i>in addition to</i> any other associated attorneys for that case participant on the case. The effective date of the case participant/attorney association will be based on the filing date.	
48	3.1.3	The user should be able to replace attorney(s) for selected cases. The selected cases will be determined by the user. The effective date of the case participant/attorney association, and the "end date" of any previous attorney participant associations will be based on the filing date by default, or can be designated by the user.	
49	3.1.4	System will allow DCFR Report batch imports, linking files to cases and specific hearings across multiple conflict levels.	
50	3.1.5	System will allow user to incorporate data entry court appearance sheet designed for either child or adult clients.	
51	3.1.6	System will allow predetermined answers (macros) for hearing notes, with the ability to be configured by agency/office.	
52	3.2	Case Management	
53	3.2.1	Ability to validate court case entries based on court configurable rules.	
54	3.2.2	Ability of user to override suggested assignment of Judicial Officer or Department.	
55	3.2.3	Ability to re-assign cases in mass, e.g. re-assign all or some cases from one Judicial Officer, Courtroom or agency to another.	
56	3.2.4	System must allow user to update or maintain any information related to an individual case.	
57	3.2.5	System must allow user to capture notes related to a case.	
58	3.2.6	Case notes are only available to internal agency staff.	
59	3.2.7	The system must maintain a status of a case, and update the status to an appropriate new status upon the occurrence of a system event, a hearing event, an order, etc.	

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60	3.3	Case Ticklers, Prompts and Milestones	
61	3.3.1	Ability to create, read, update and delete case related ticklers	
62	3.3.2	Ability to configure ticklers to allow for optional processing at the end of the tickler period, e.g. automatically grant fee waiver if no action or prompt clerk to review and take appropriate action	
63	3.3.3	Ability to mark a tickler item as complete if the tickler condition is met prior to the end of the tickler date, e.g. Fee waiver application is acted on before end of 5 day period, then the tickler is ended and no automatic function is performed or no prompt is sent to the clerk.	
64	3.3.4	Ability to associate ticklers to specific events, actions, filings etc. - the CMS will begin the tickler based on these criteria, e.g. the filing of the Fee Waiver Application starts the 5 day tickler.	
65	3.3.5	Ability to specify if the tickler is to be based on "calendar days" or "court days".	
66	3.3.6	Ability to specify handling of tickler events that may end on weekends or holidays.	
67	3.3.7	Ability to update a tickler, including days remaining before expiry.	
68	3.3.8	Ability to automatically maintain the age of the case based on court configurable rules.	
69	3.3.9	System will maintain a configuration of statutory times within which an event must occur, and keep the status of that event.	
70	3.3.10	Ability to track and report on comparison of case specific milestones to a set of established milestones for specific case categories, case type and case tracks, e.g. milestone is to conduct mandatory settlement conference within 180 days of case filing, compare the case actual to the milestone etc.	
71	3.4	Work Queues	
72		Ability to configure work queues for specific individuals users or groups of users.	
73		Ability to create, read, update or delete work queues.	
74		System must allow user to manually populate a work queue with a task.	
75		Ability to navigate the user of a work queue to an appropriate screen for the completion of the task.	
76		Ability to manually mark a work queue task as complete.	
77		Where work queues are assigned to a group and an individual user in that group opens the task then reassign the task to the individual users.	
78		Ability for a supervisor to manually assign or reassign tasks as required.	
79		Ability to sort and/or filter work queue tasks.	
80	4	Event Management	
81	4.1	Calendaring/Scheduling	
82	4.1.1	Ability to schedule events for hearings from multiple screens, or link to standard calendaring screen from multiple other screens, for example link to calendaring screen from case initiation or add filings.	
83	4.1.2	System must allow user to change or vacate calendar event, including date, time, location, department, JO, and status.	
84	4.1.3	Ability to view calendar in day view, week view, month view formats.	
85	4.1.4	Ability to print calendar in multiple formats, e.g. One Attorney, All Attorneys etc.	
86	4.1.5	Ability to generate a sequential calendar number for cases on calendar.	
87	4.1.6	Ability to assign attributes of the calendar view such as: - Calendar Name and Description - Comprehensive list of calendar related data elements (e.g. case information, party information, event information, minutes, probate notes/case notes) and their display sequence in the view - Grouping/Combining/Sorting information - such as party names, related cases, related family members, co-defendants etc.	
88	4.1.7	Ability to view and print a calendar of events based upon date, time, hearings, department /JO, calendar type, event type, etc.	
89	4.1.8	Batch fill-in attorney updates at either case or time duration levels. Accessible administratively or from individual attorney's calendars.	

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90	5	Attorney Functions	
91	5.1	Attorney Functions	
92	5.1.1	Provide system functionality to attorneys to manage their calendars. Calendar event information should be available based on case category, calendar type and should be court configurable. I.e. filings and events that appear in each screen.	
93	5.1.2	When an attorney logs in the calendar view will retrieve events that are scheduled to their name and events that are scheduled their department associations	
94	5.1.3	Ability to create action requests or assign tasks to other users (e.g. Investigator Reports, etc.)	
95	6	Hearings	
96	6.1	Hearing Results	
97	6.1.1	Include the functionality of recording the action that is rendered by the Court.	
98	6.1.2	Allow the user, to record a result with one or more results associated with individual child clients.	
99	6.1.3	Ability to amend results.	
100	6.3	Case Closure	
101	6.3.1	Ability to automatically mark cases as "closed" depending on Case Category, Case Type, periods of time, case activity (e.g. appeals, bail etc.)	
102	7	Financial Management	
103	7.1	Invoicing	
104	7.1.1	The system will support the creation, adjusting, and canceling of reimbursement fees.	
105	7.1.2	Fees can be automatically assessed on a case (based on actions taken by the user) or added manually.	
106	7.1.3	Ability to configure: agency hourly, monthly case rate tables and hearing type rates.	
107	7.1.4	Ability to configure data exports, i.e., County of San Diego, revenue and recovery agency, based on hearing type and continuance rates.	
108	7.1.5	Ability to allow user to populate agency letterhead and review archived submissions	
109	8	Records Management	
110	8.1	Case File Management	
111	8.1.1	Ability to create and track individual case file folders	
112	8.1.2	Ability to create and track individual volumes of case file folders	
113	8.1.3	Ability to automatically create the first volume for the case file, or associate an existing volume with the case. The creation/association of this case file will be one of the first entries in the Register of Actions. This will be done without interaction required from the user.	
114	8.1.4	Ability to generate case file labels for case file folders, containing Case Numbers, Party information and Bar Codes	
115	8.2	Case Data Archival	
116	8.2.1	Ability to Archive electronic case information to another medium.	
117	8.2.2	Ability to Retrieve any archived electronic case information.	
118	8.2.3	Archiving eligibility to be based on factors such as Case Type, Case Category, specific violations, case status and elapsed time.	
119	8.2.4	Ability to produce a report of cases eligible for archiving. Eligibility to be based on factors such as Case Type, Case Category, specific violations, case status and elapsed time.	
120	8.2.5	Ability to update system with information archiving.	
121	8.2.6	Allow the user the ability to override case archiving decisions to allow for marking cases with alternative retention periods, including the ability to retain permanently.	
122	8.2.7	Archiving eligibility rules are easily maintained by a configurable table within the system.	
123	8.2.8	Create list of cases that are archived.	
124	8.2.9	Create searchable index of cases that are archived.	

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125	9	Document Management	
126	9.1	Document Management	
127	9.1.1	Provide fully functional document imaging within the CMS or provide links to an external document management system	
128	9.1.2	Ability to receive scanned documents or documents received through some other electronic means (i.e. DCFS Report batch imports, file linkages,) at any time in the case process and associate the document to a filing, event, or multiple conflict levels.	
129	9.1.3	Ability to associate one or more documents during one process, such as case initiation or subsequent filings.	
130	9.1.4	Provide an automated workflow process to route documents from one court user to another.	
131	9.1.5	Ability to store all case documents (scanned, e-filed or documents created from within the CMS) in the same place.	
132	9.1.6	Ability to view any case document from multiple screens within the CMS.	
133	9.1.7	Ability to display multiple documents within the same session.	
134	9.1.8	Ability for multiple persons to view the same document at the same time.	
135	9.1.9	Ability to display documents dependent on the security level specified for the document, the document images, in the CMS will only be displayed if the user has security privileges to access the DMS document based on the user's security profile.	
136	9.1.10	Ability to add annotations to DMS document, such as Filed or Signature stamps, dates etc.) and to create an immutable court record.	
137	9.1.11	Ability to retain the original DMS document in addition to multiple annotated working copies of the document.	
138	9.1.12	Ability to Create Case Documents, such as Mediator Reports, etc. This ability is supported within the CMS using Microsoft Word or provides a mechanism to import the file directly from Word.	
139	9.1.13	Ability to create and update case notes.	
140	9.1.14	Ability to view and print all case documents from a single screen. Users should be able to select multiple documents to open or print at the same time. Display enough information to easily identify the document by name, date, submitting party, document security etc.	
141	9.2	Form/Notice Generation	
142	9.2.1	Ability to create standard forms or notices from within the CMS.	
143	9.2.2	Ability of the CMS to produce various forms/notices during or at the conclusion of a process.	
144	9.2.3	Ability of the CMS to produce various forms/notices outside of any normal process.	
145	9.2.4	Ability to configure forms/notice to indicate if additional forms/notice or documents are required to be included with the form/notice (e.g., does a Certificate of Service need to be attached, etc.).	
146	9.2.5	Ability to regenerate forms/notices.	
147	9.2.6	Ability to generate forms/notices in various way, including local printer, network printer, in batch etc.	
148	9.2.7	Ability to indicate how or if certain information on forms/notices appear on the form (e.g. on forms that display participant addresses, one or more of the parties may have a "confidential" address that should not be displayed on the form while other addresses may display).	
149	10	Reporting	
150	10.1	Standard Reporting	
151	10.1.1	Ability to create standard statistical reports for re-use as needed.	
152	10.1.2	Ability to run standard reports for various time periods (e.g., daily, weekly, monthly, quarterly, yearly, specific begin and end dates etc.).	
153	10.1.3	Ability to schedule standard reports to automatically generate (e.g. daily Fiscal Reports etc.) and route to designated network printers.	
154	10.1.4	Ability to save reports in alternate formats (e.g. Word, Excel, PDF, etc.).	

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155	10.2	Ad-Hoc Reporting	
156	10.2.1	Ability to create run <i>Ad-Hoc</i> reports.	
157	10.2.2	Ability to save <i>Ad Hoc</i> reports for re-use at a later time.	
158	10.2.3	Ability to save <i>Ad Hoc</i> reports in alternate formats (e.g. Word, Excel, PDF, etc.).	
159	10.3	Sample Reporting	
160	10.3.1	<p>Entries and Exits (Intervals of months, quarters, 6 month, 1 year) (unit=minor)</p> <p># New Filings</p> <ul style="list-style-type: none"> - # initial filings (children never seen before and children who re-enter) - # supplemental filings (children already in the system) - # subsequent filings <p># Case Closures-and hearing type at case closure</p> <p>Exits (Termination of jurisdiction) to: (unit=minor)</p> <ul style="list-style-type: none"> - Case dismissed - Death of minor - Transfer to dependency court - Transfer to another county - Committed to CDCR, DJJ - Transfer to Tribal Court - Guardianship/Adoption <p>Transfer and ICPC</p> <ul style="list-style-type: none"> - Inter-county transfers - Cases under interstate compact <p>Current Caseload-Point-In-Time (unit=minor)</p> <ul style="list-style-type: none"> - # Children awaiting Detention hearing - # Children awaiting Initial hearing - # Children awaiting Jurisdictional hearing - # Children awaiting Dispositional hearing - # Children post-Disposition 	
161	10.3.2	Aging reports - Scheduled standard reports on hearing timeliness, with the ability to drill down to detailed case level data.	
162	10.3.3	<p>Time from arrest to filing of petition 48 hours - 631 W&I)</p> <p>Percent of hearings calendared and completed within specified timeframe</p> <p>Percent of children with initial hearing calendared and completed within specified timeframe</p> <p>(Draft Performance Measure)</p>	
163	10.3.4	<p>*Time from filing of petition to detention hearing (48 or 72 hours- W&I 633)</p> <p>Percent of hearings calendared and completed within specified timeframe</p> <p>Percent of children with initial hearing calendared and completed within specified timeframe</p> <p>(Draft Performance Measure)</p>	

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164	10.3.5	Time from detention to start of jurisdictional hearing (in custody 15 days; out of custody 30 days from filing petition -657 W&I) Percent of hearings calendared and completed within specified timeframe Percent of children with initial hearing calendared and completed within specified timeframe (Draft Performance Measure)	
165	10.3.6	Time from start of jurisdictional hearing to completion of jurisdictional hearing Percent of hearings calendared and completed within specified timeframe Percent of children with initial hearing calendared and completed within specified timeframe (Draft Performance Measure)	
166	10.3.7	Time from end of jurisdictional hearing to disposition hearing (in custody 10 days; out of custody 30 days from filing petition - 702 W&I) Percent of hearings calendared and completed within specified timeframe Percent of children with initial hearing calendared and completed within specified timeframe (Draft Performance Measure)	
167	10.3.8	Average time from date youth entered foster care (see definition below) to six month review hearing (727.2 W&I) (Draft Performance Measure)	
168	10.3.9	Average time from date youth entered foster care to 12 month permanency planning hearing (727.3 W&I) (Draft Performance Measure)	
169	10.3.10	Average time from termination of reunification services to 366.26 hearing (Draft Performance Measure)	
170	10.3.11	Average time from termination of parental rights to date of final adoption order	
171	10.3.12	Average time(s) from disposition and/or W&I 366.26 hearing to establishment of guardianship (Draft Performance Measure)	
172	10.3.13	*Time from filing of original petition to termination of jurisdiction (Draft Performance Measure)	
173	10.3.14	Termination reports based on standard statutory reasons for termination. Codes should include Case dismissed Death of minor Transfer to dependency court Transfer to another county Committed to CDCR, DJJ Transfer to Tribal Court Emancipation/Guardianship/Adoption (Draft Performance Measure)	

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174	10.3.15	<p>Parties and statutorily entitled individuals noticed in advance of every hearing</p> <p>Hearing types:</p> <ul style="list-style-type: none"> Initial Detention Jurisdictional Disposition Post-disposition hearings (e.g. VOP, 730.8, IV-E reviews) <p>(Draft Performance Measure)</p>	
175	10.3.16	<p>Youth and parents present at hearings</p> <p>(for each hearing type of which they are entitled to be present)</p> <ul style="list-style-type: none"> XX % hearings where youth is present XX % hearings where mother is present XX % hearings where father is present <p>(Draft Performance Measure)</p>	
176	10.3.17	<p>Hearings in which other statutorily entitled individuals (victims, foster parents, others) are present</p> <p>(for each hearing type of which they are entitled to be present)</p> <ul style="list-style-type: none"> XX % hearings where victim is present XX % hearings where foster parents are present <p>(Draft Performance Measure)</p>	
177	10.3.18	<p>Cases in which attorney for youth is present at every hearing</p> <p>(for each hearing type)</p> <p>(Draft Performance Measure)</p>	
178	10.3.19	<p>Cases where attorney for youth changes</p> <ul style="list-style-type: none"> Median number of times attorney representing youth changes XX % of children with no change in attorney for the youth <p>(Draft Performance Measure)</p>	

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179	10.3.20	<p>Entries and Exits (Intervals of months, quarters, 6 month, 1 year) (unit=minor)</p> <ul style="list-style-type: none"> - # initial filings <ul style="list-style-type: none"> # children never seen before # children who re-enter after case closure - # supplemental filings - # subsequent filings # Case Closures-and hearing type at case closure <p>Exits (Termination of jurisdiction) to: (unit=minor)</p> <ul style="list-style-type: none"> - Reunification - Guardianship - Adoption - Aging out <p>Change of venue</p> <ul style="list-style-type: none"> - Inter-county transfers - Cases under interstate compact <p>Current Caseload-Point-In-Time (unit=minor)</p> <p>Pre-Disposition Hearing</p> <ul style="list-style-type: none"> - # Children awaiting initial hearing - # Children awaiting Jurisdictional hearing - # Children awaiting Dispositional hearing <p>Post-Disposition Hearing</p> <ul style="list-style-type: none"> - # Children awaiting six month review - # Children awaiting 12 month review - # Children awaiting 18 month review <p>Post-Permanency</p> <ul style="list-style-type: none"> - # Children in planned permanent living arrangement <ul style="list-style-type: none"> # with Parental Right Terminated 	
180	10.3.21	Aging reports - Scheduled standard reports on hearing timeliness, with the ability to drill down to detailed case level data.	
181	10.3.22	<p>Specific draft performance measures are identified in D.2.2.1-D.2.2.13.</p> <p>Time from termination of reunification services to 366.26 hearing</p> <ul style="list-style-type: none"> - Children with .26 hearing in (X hearings) 120 days from permanency hearing <p>Percent of hearings calendared and completed within specified timeframe</p> <p>Percent of children with initial hearing calendared and completed within specified timeframe (Draft Performance Measure)</p>	
182	10.3.23	<p>Time from 366.26 hearing to completion of post-permanency review hearing</p> <ul style="list-style-type: none"> - Children with post permanency hearing in ? six months from 366.26 hearing <p>Percent of hearings calendared and completed within specified timeframe</p> <p>Percent of children with initial hearing calendared and completed within specified timeframe (Draft Performance Measure)</p>	

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183	10.3.24	Time from termination of parental rights to date of final adoption order - Children eligible for adoption whose adoption is finalized in ? 180 days after termination of parental rights (Draft Performance Measure)	
184	10.3.25	Time from dispositional and/or 366.26 hearing to establishment of guardianship - Median time from disposition hearing to establishment of guardianship - Median from .26 hearing to establishment of guardianship (Draft Performance Measure)	
185	10.3.26	Time to completion of first and second review hearing for children in planned permanent living arrangement - Children with hearing in six months from prior hearing (Draft Performance Measure)	
186	10.3.27	Time from filing of original petition to termination of jurisdiction - Median time for reunified children - Median time for adopted children - Median time for children whose cases end in guardianship - Median time for emancipating children (Draft Performance Measure)	
187	10.3.28	Hearing outcome reports - Scheduled standard reports on hearing outcomes. -Reason for continuance-should be preset with standard codes to enable meaningful reporting. Standard codes should include: Attorney not present Witness not preset Minor not present Social worker not present Witness not available Late filing of social worker report Insufficient information in social worker report Incarcerated parent not transported Agreement by parties Attorney or party file pleadings late Interpreter not available Other reports or documents late Not enough time to hear court case Lack of or late notice Lack of or late ICWA notice Parent not available Stayed by appellate court Setting for contested hearing Calendaring practice Other (specify) (Draft Performance Measure)	
188	10.3.29	Number (%) of hearings in which all parties were noticed prior to the hearing (for each hearing type). (Draft Performance Measure)	

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189	10.3.30	Number (%) of hearings with participants present by hearing type for each hearing held during report period. (361, 1002) - Detention hearing (JV 410) - Jurisdictional hearing (JV 412) - Disposition hearing (JV 415) - Six Month prepermanency hearing (JV 430-433) - Twelve Month permanency hearing (JV 435-438) - Eighteen Month permanency hearing (JV 440-442) - Welfare and Institutions Code Section 366.26 (JV 320) - Welfare and Institutions Code Section 391 (JV 365)	
190	10.3.31	Reports on case outcomes based on Judicial Council findings and orders forms Examples include but are not limited to: - JV 410: Findings and Orders After Detention Hearing--Was the child detained? - JV 412: Findings and Orders After Jurisdictional Hearing-Are the allegations of the petition sustained? - JV 415: Findings and Orders After Dispositional Hearing-Was the child removed from the custodial parent? - JV 425: Findings and Orders After In-Home Status Review Hearing-Supervision Terminated?	
191	10.3.32	Termination reports based on standard statutory reasons for termination. Codes should include: Petition dismissed Reunified with parents Death of a Child Child adopted Aged Out - With parental rights intact - With parental rights terminated Guardianship Transfer to delinquency court Transfer to another county Transfer to a Tribal Court Transfer out of state Suspension due to conservatorship (Draft Performance Measure)	
192	10.3.33	For cases where reunifications services ordered: Cases where reunifications services terminated at 6 months, 12 months and 18 months	
193	10.3.34	Cases in which hearings are heard by one judicial officer XX % of children (and families) with one judicial officer for all hearings XX % of children (and families) with one judicial officer for all post-detention hearings Median number of judicial officers per family or case (Draft Performance Measure)	

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BUSINESS AND FUNCTIONAL REQUIREMENTS**

	C	D	E
1	Requirement Number	Requirement Text	Response / Comment
194	10.3.35	Hearing types: Initial Jurisdictional 6-Month Review 12-Month Permanency 18-Month Review 366.26 Hearing Post-Permanency Review Emancipation/391 XX % cases in which mother received notice prior to (hearing type) XX % cases in which father received notice prior to (hearing type) XX % cases in which alleged/presumed father received notice prior to (hearing type) XX % cases in which child (10 years +) received notice prior to (hearing type) XX % cases in which foster parents received notice prior to (hearing type) ("all hearings" below refers to all hearings to which the party is entitled to notice) XX % cases in which mother received notice prior to all hearings XX % cases in which father received notice prior to all hearings XX % cases in which alleged/presumed father received notice prior to all hearings XX % cases in which alleged/presumed father received notice prior to all hearings XX % cases in which child (10 years +) received notice prior to all hearings XX % cases in which foster parents received notice prior to all hearings (Draft Performance Measure)	
195	10.3.36	Hearings in which other statutorily entitled individuals (CASAs, foster parents, de facto parents, others) are present (for each hearing type of which they are entitled to be present) XX % hearings where CASA is present XX % hearings where foster parents are present XX % hearings where de facto parent is present (Draft Performance Measure)	
196	10.3.37	Cases in which attorneys for parents, children and the agency are present at every hearing Children Parents County (for each hearing type) XX % of hearings where attorney for children is present XX % of hearings where attorney for child is present XX % of hearings where attorney for parents is present XX % of hearings where attorney for county is present (Draft Performance Measure)	
197	10.3.38	Point at which children and parents assigned legal counsel XX % of children appointed an attorney appointed -prior- to initial hearing XX % of cases where attorney appointed for mother -prior- to initial hearing XX % of cases where attorney appointed for father(s) -prior- to initial hearing (Draft Performance Measure)	

**APPENDIX H
BUSINESS AND FUNCTIONAL REQUIREMENTS**

	C	D	E
Requirement Number		Requirement Text	Response / Comment
198	10.3.39	Cases (and children) where attorney for children or parents changes Children Parents Mother Father(s) Median number of times attorney representing child changes XX % of children with no change in attorney for the child Median number of times attorney representing mother changes XX % of cases with no change in attorney representing the mother Median number of times attorney representing father changes XX % of cases with no change in attorney representing the father (Draft Performance Measure)	
199	10.3.40	Children for whom no reunification services are ordered, and reason XX% of children moving directly from dispositional hearing to .26 hearing (pull-down menu of 16 reasons enumerated in WIC §361.5(b)(1)-(15)) Flag for further refinement XX% Parents ordered no reunification services XX% Incarcerated parents ordered no reunification services due to 361.5 e (Draft Court Procedures/Performance Measure)	
200	10.3.41	Number of cases (and children) Age Gender Related case(s) indicator XX% cases per full time equivalent judicial position (this measure would require an additional non-CCMS source of data on the number of FTE judicial officers) (Draft Court Procedures/Performance Measure)	
201	10.3.42	Frequency of trials/contested hearings (Draft Court Procedures/Performance Measure)	
202	10.3.43	Ability to track and report the total number of collaborative court review hearings.	
203	11 Security Management		
204	11.1 Security/User Administration		
205	11.1.1	Provide a comprehensive security framework.	
206	11.1.2	Ability to assign security to data at the case level or the data element level.	
207	11.1.3	Ability to assign security to documents at the case or the individual document level.	
208	11.1.4	Ability for the user to assign/update the security access to cases and/or documents	
209	11.1.5	Ability to assign case security based on Case Category, Case Type, party roles, agency roles, etc.	
210	11.1.6	Ability for the court to easily enter/update users within the CMS	
211	11.1.7	Ability to assign users security based on their role or roles, (e.g. conflict, hourly, monthly, investigators, IT Liaison, filing clerks, cashiers, supervisors, courtroom clerks may be specific roles that are assigned). Users may have multiple roles within the CMS.	
212	11.1.8	Ability to assign security based on a set of standard templates, that allow for ease of use and re-use.	
213	11.1.9	Ability for user to update their own password at any time.	
214	11.1.10	Ability to require users to update their passwords at specific time intervals.	

**APPENDIX H
BUSINESS AND FUNCTIONAL REQUIREMENTS**

	C	D	E
1	Requirement Number	Requirement Text	Response / Comment
215	11.2	Audit Trails	
216	11.2.1	Provide audit trail of all additions, modifications, deletions to any data or documents made in the CMS, including the name of the person making the entry and the date and time it was made.	
217	11.2.2	Provide audit trail of all searches and case access for all cases and persons in the CMS, including the name of the person performing the search and the date and time it was made.	
218	11.2.3	Ability to view audit trail information	
219	11.2.4	Ability to produce reports based on audit trail information.	
220	12	Systems Requirements	
221	12.1	General Requirements	
222	12.1.1	Ability to support the use of special characters throughout the CMS.	
223	12.1.2	CMS provides short cut keys to assist in navigation.	
224	12.1.3	Ability to use "type ahead" features to assist with ease of data entry	
225	12.1.4	Ability to configure multiple court locations, buildings, divisions, departments and offices.	
226	12.1.5	Ability to configure multiple addresses and phone numbers for the various locations, buildings, divisions, departments and offices.	
227	12.1.6	Ability to configure varying business rules for the various locations, buildings, divisions, departments and offices.	
228	12.1.7	Ability to assign staff to one or more locations with ability to create, read, update or delete information any case in any location using a single sign on to the CMS, in conformance with the users security roles/access.	
229	12.1.9	Provide error, warning or validation messages to the users in a format easily understood by the user.	
230	12.1.10	When entering data that retrieves data from a reference table retrieve the values sorted alphabetically unless explicitly stated otherwise.	
231	12.1.11	When a user completes a process and submits data, prevent duplicate submission, e.g. do not let them click "Save" a second time.	
232	12.1.14	Ability to configure or update tables prior to the effective date of the entry.	
233	12.1.16	Provide a fully functioning "On Line" help process	
234	12.2	Search Functions	
235	12.2.1	Ability to perform searches for persons/entities in the CMS	
236	12.2.3	Ability to perform searches for persons/entities in the CMS using identifiers, such as drivers license number, bar number, social security number, address, phone number etc. in combination with names or by themselves.	
237	12.2.4	Ability to perform searches for cases and associations in the CMS.	
238	12.2.7	Ability to search for cases in the CMS using cases numbers	
239	12.2.8	Search results should provide the user with sufficient information for the user to select the appropriate search result item	
240	12.2.9	Ability to sort and/or filter search results.	
241	12.2.10	Search results should be retained by the CMS in the case the user needs to select an alternate result in those cases where there are multiple likely results. This allows the user to continue with their process without having to initiate a duplicate search.	
242	12.2.11	Ability to search in a rapid manner, no matter how many search results are returned. Search results are often in the hundreds or thousands, and a quick and logical method of displaying these results is required.	
243	12.3	Application Configuration	
244	12.3.1	Ability to configure CSE-IT questionnaires: automatic creation of questionnaire due notifications, summary page for supervisors, and individual staff member queues.	
245	12.3.2	Ability to enter effective begin date and end date for reference tables.	
246	12.3.3	Ability to have multiple versions of the same table value with various effective date ranges.	
247	12.3.4	Ability to create relationships between reference tables to ensure that data dependencies are established.	

**APPENDIX H
NON FUNCTIONAL REQUIREMENTS**

	A	B	C	D	E	F
1	ID	Category	Priority	Requirement Description	Examples/Questions/Criteria	Response /Comments
2	1.00	O&M	Mandatory	The solution will have a minimum of 99.9% uptime	The system availability should have an availability of 24x7 x365 days	
3	2.00	Security	Mandatory	Data at rest must be securely protected (i.e. encrypted)		
4	2.01	Security	Mandatory	Data in transit must securely transmitted (i.e. encrypted)		
5	2.02	Security	Mandatory	All Personally Identifiable Information (PII) must be securely protected		
6	2.03	Security	Mandatory	All users must have unique identifiable accounts		
7	2.04	Security	Mandatory	Solution requires all users to be authenticated		
8	2.05	Security	Mandatory	Solution only allow authorized access based on their roles		
9	2.06	Security	Mandatory	Solution shall support complex password policy	System should have ability to setup policy to enforce password complexity such as minimum password length, requires upper and lower characters, numbers and symbols	
10	2.07	Security	Mandatory	Solution shall enforce password change policy	have ability to force password change for set duration. For example passwords shall be changed every 90 days	
11	2.08	Security	Mandatory	Solution shall enable force lock after x number of attempts		
12	2.09	Security	Mandatory	Solution shall allow administrator to disable accounts		
13	2.10	Security	Mandatory	Solution shall allow self service password reset		
14	3.00	Alerts, Monitoring and Notification	Mandatory	Solution shall be monitored 24x7 for system availability to ensure it meet SLA		
15	3.01	Alerts, Monitoring and Notification	Mandatory	Solution shall send out an alert and notification to a distribution list based on threshold rules		
16	3.02	Alerts, Monitoring and Notification	Mandatory	Solution shall monitor performance to ensure system is meeting performance SLAs		
17	3.03	Alerts, Monitoring and Notification	Mandatory	Solution shall provide notification in advance of major system downtime		
18	3.04	Alerts, Monitoring and Notification	Mandatory	Alerts and Notifications should have classification and thresholds		
19	3.05	Alerts, Monitoring and Notification	Desired	In the event of an outage or a significant processing delay, court designated staff must be able to know that there is an outage, either through direct notification or through a website , within 15 minutes of the outage. Notification/status will include a brief description of the problem and the estimated time of the next update or resolution of the problem, if known.		
20	4.00	Legal/Compliance	Mandatory	System shall not a) perform any of its obligations from locations or using employees, contractors and/or agents situated outside the United States, or b) directly or indirectly (including through the use of subcontractors) store any Data outside the United States, nor will the Contractor allow any Data to be accessed by Contractor's employees, contractors and/or agents from locations outside the United States, without prior written consent of the JCC.		
21	4.01	Legal/Compliance	Mandatory	The system must be compliant with United States Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998.		
22	4.02	Legal/Compliance	Mandatory	Identification information will not be distributed, sold or mined without the express written consent of the customer		
23	4.03	Legal/Compliance	Mandatory	Public site must ADA Compliant		
24	5.00	UI/UX	Mandatory	The system will not require any client-side installs		
25	5.01	UI/UX	Mandatory	The system will not require any plug-ins or Active X controls.		
26	6.00	Testing	Mandatory	Disaster Recovery Testing. Solution will conduct at minimum an annual disaster recovery exercise to ensure system survivability		
27	7.00	Business Continuity/Disaster Recovery	Mandatory	The solution shall have a Recovery Point Objective (RPO) of no more than 1 hour	Provide the RPO time for the service in the event of disaster	
28	7.01	Business Continuity/Disaster Recovery	Mandatory	The solution shall have a Recovery Time to Operations (RTO) of no more than 24 hour	Provide the RTO time for the service in the event of disaster	
29	8.00	Service Support	Mandatory	Solution will have service support available 24x7		
30	8.01	Service Support	Mandatory	Solution shall have an assign service delivery manager as a single point of contact	In the event of an outage, an assigned service delivery manager should be a single point of contact	
31	8.02	Service Support	Mandatory	Service will provide service support levels	Provide a description of the available service support levels	
32	9.00	Training	Mandatory	Solution has on-line training and support materials available to user and administrators		
33	9.01	Training	Mandatory	Solution will have training courses available if needed		
34	10.00	Documentation	Mandatory	System will have online systems documentation for administrators and users		