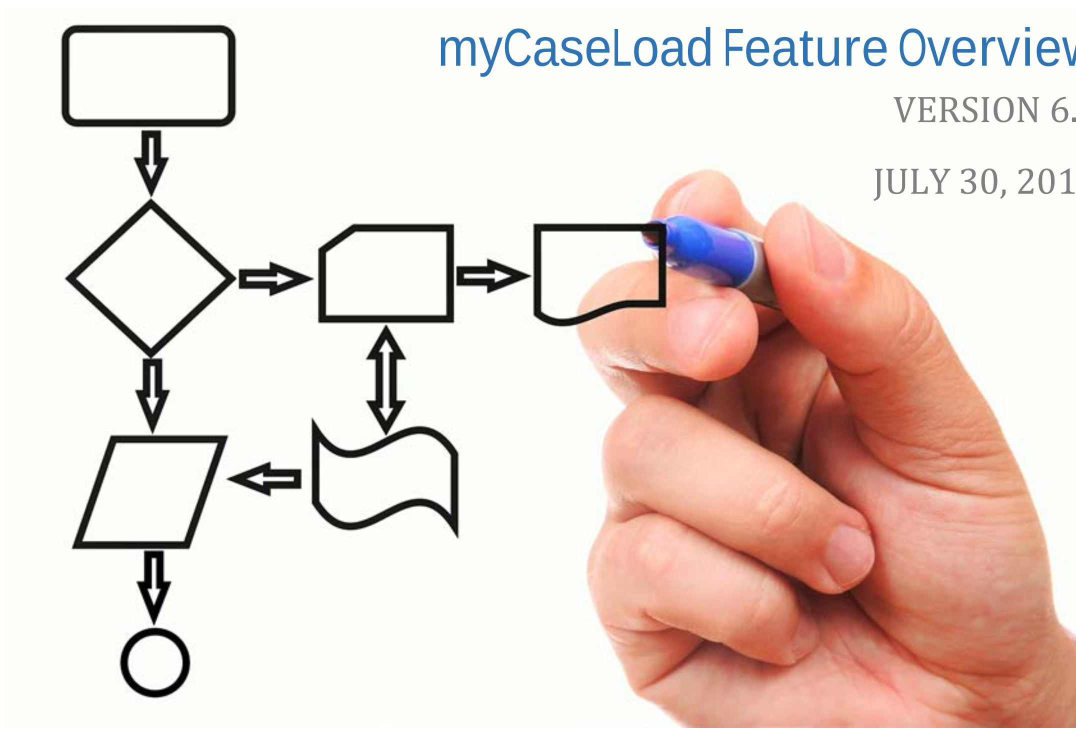
CaseLoad Software

CaseLoad

# myCaseLoad Feature Overview

VERSION 6.3

JULY 30, 2015





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## About CaseLoad Software

The CaseLoad Software team have been headquartered in Toronto, Ontario where it has been delivering case management software solutions since 1994. CaseLoad 1.0 was released in 1995. Since then, CaseLoad has been continuously upgraded to our most recent release, myCaseLoad 6.

Our software was not designed for law courts or law offices and then retrofitted to meet the needs of the client. Our software is not an ERP or CRM system that uses some underlying functionality to try and meet the needs of our clients. The design and functionality of our software is the direct result of many years of experience with our customers. We are entirely focused on the exclusive needs of government Boards, Tribunals, Courts and Commissions. Our clients all need to track various types of- disputes and appeals for their citizens and every feature of myCaseLoad is specifically implemented to meet the needs of this very unique vertical. Our system is built with the understanding and experience from working with justice agencies across North America.

**Our clients include:**

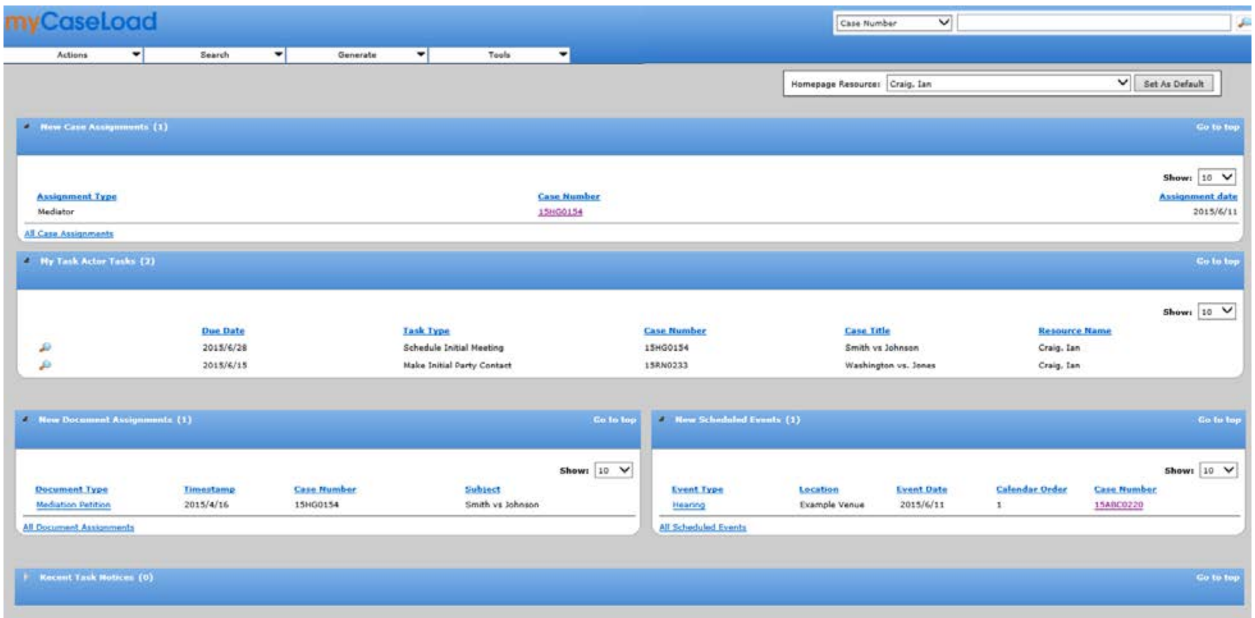
*Illinois Human Rights Commission*
*Maryland Office of Administrative Hearings*
*Michigan Administrative Hearings System*
*Michigan Medicaid Appeals*
*Michigan Tax Tribunal*
*Minnesota Bureau of Mediation Services*
*Ontario Consent and Capacity Board*
*Ontario Child and Family Services Board*
*Ontario Civilian Police Commission*
*Minnesota Department of Health Services*
*Minnesota Tax Court*
*South Carolina Administrative Law Court*
*Washington State Office of Administrative Hearings*
*West Virginia Supreme Court of Appeals*
*Ontario Health Board*
*Ontario Review Board*
*Ontario Social Benefits Review Board*

## myCaseLoad Feature Overview

myCaseLoad THE CMS OF CHOICE FOR ADMINSTRATIVE APPEALS.

CaseLoad Software is proud to outline the powerful features of its Commercial-Off-the-Shelf (COTS) web-based case management system: myCaseLoad.

myCaseLoad is a complete Case Management System (CMS) developed in modules, so you can purchase the functionality necessary for your organization. Not every organization has the same requirements of their CMS and as such, we have designed myCaseLoad to provide you with the flexibility to only license those modules, within our COTS solution, that meet your unique requirements. Modules can easily be turned on when licensed and added to your overall system functionality.

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### myCaseLoad Base Module:

**Web-Based Access:** No need for software on the user's laptops and desktops. The application can be securely available through any internet connection.

**Highly Configurable:** Administrator's console lets you configure and manage user permissions and security, configure all of the drop-down values to meet your business rules and user interface languages.

**Powerful Workflow Engine:** Will automate your business rules, enforce legislative and best-practice guidelines, assign tasks, and calculate due dates, update case status, generate documents and provide alerts. Many workflows and case types can be added and managed by the engine to increase productivity and reduce process bottlenecks.

**Intake Wizards**: Easily configurable user interfaces to collect information, data plus documents and attach them to a case. Wizards will lead your people through predefined steps ensuring complete and accurate data intake; reducing training time and costs.

**Scheduling and Calendaring Tools**: Resource scheduling will help you to manage your resources; whether it is people, meeting rooms or courts, more effectively. Centralized management of calendars is provided with flexible scheduling of cases or sessions with daily, weekly and monthly views of scheduled events and resources.

**Information Access:** All statistics are captured in a central comprehensive database as a single source of information. Powerful search capabilities are provided to retrieve case, party or counsel information by name, case number or date range. Audit information is captured for all cases. A record of all case related activities or changes to the case file is maintained with the case record.

**Advanced Reporting:** Reports may be generated at the click of a mouse or scheduled to be run on a periodic basis. The myCaseLoad environment supports both "canned" and "ad hoc" reporting requirements. Allows you to monitor performance, identify bottlenecks and make informed managerial decisions.

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## Additional Base Features

- **Parties and Roles** – Add individuals to a case from a court-wide rolodex, and assign their roles.
- **Case Relationships-** Join and relate cases together by matter type or to be heard together.
- **Notes-** Add notes at any time, prioritize and report on all notes in a case.
- **Assignments-** Tasks and cases can be assigned manually or automatically anytime in the life cycle of a case.
- **Representatives-** One or more Attorneys or Representatives can be assigned to a party.
- **Document Generation-** Notices and letters can be sent out, to one or many parties by mail or electronically prepared and sent.
- **Issue Tracking-** All issues and their resolution can be tracked and reported.
- **Resource Management-** All internal and external resource types can be managed and assigned to cases and tasks.
- **Sessions and Time Slots-** All hearing, mediations, meetings and other events can be scheduled "ad hoc", or within sessions with flexible time slot layouts.
- **Alerts-** Reminders or "Ticklers" can be generated for new or pending Tasks.
- **Document Capture-** attach all electronic documents including audio and video files to a case.

## Integrated Modules Extend Functionality

**Workflow Designer Module**
The Workflow Designer is a graphical modeling tool. It comes with an easy to use interface that allows "non-technical" users to create and modify their business process models. These models will be used by the Workflow Engine to automate actions and monitor the progress of each case. The Workflow Designer permits you to graphically configure your business rules to "customize" individual tracks (or schedules) for different case types, triggering unique events, alerting staff and automatically changing case status indicators as case milestones are completed.

**E-Filing Frontend Module**
The E-Filing Frontend Module is an alternative to paper-based case filings and manual data entry. Authorized users, Lawyers and self-representing parties will be able to submit initial and sub sequent filings to your organization through a web interface. Information is entered in web data entry forms that are custom developed Acrobat Forms to replicate paper-based forms. Optional review of the documents can be performed to accept or reject the document. At this point the myCaseLoad Workflow Engine will kick off any initiating processes, such as task or resource assignment and automated document generation.

**myCaseLoad Web Services**
This module is a series of web service applications that manage the interaction between applications. It will also serve as a backend for an electronic filing system. It provides for:

- receiving case initiation information (i.e. case, document, party, representation, issue info)
- receiving subsequent filings (i.e. document details only)
- the immediate acknowledgement of any received filings, and
- sending confirmations with any generated information (e.g. case number, document number) or a rejection notice with a detailed list of reasons for the rejection
- importing scheduling information from another system

**Exchange Integration Module**
This module connects the Exchange Server and the users' Outlook Calendars to myCaseLoad Scheduling and Calendaring functionality allowing representatives the ability to see their scheduled myCaseLoad events in their Outlook Calendar and allow schedulers to see when the representative is available. The representative would have no need to maintain and consult two calendaring systems.

**Clerk Reviewer Module**
This application will allow a user to review an electronically submitted document, classify it as an Appeals form or another document type. It allows the user to review the document, accept or reject it, and enter relevant data from the document to be placed into myCaseLoad. The outcome of a review would kick off a workflow based on business rules.

**Document Publishing Module**
This module tracks the status of a document from an initial status to a final status. Each of the status types is user-configurable. When a document status is changed, the effective date of the change is recorded. The information can provide powerful monitoring statistics showing the timeframes for a document to move from status to status (e.g. Draft Received to Issued or Suggestions Sent to Modifications Received). When a document has reached its final publishable

state, the system will make a new document entry with the latest file attachment. As well, the attachment can be copied to a network folder where a public website can access the document.

**Community Website**
The Community Website module allows your case management information to be accessible to the general public or agency staff. The Website gives case participants a greater level of access to their cases. The users can search for cases using multiple search criteria such as appeal number, their name, attorney name, etc. Parties can download documents and look for hearing information. Only information that you want to show will be visible on the website.

Parties and attorneys can be granted a secure id and password to gain access to any cases with an access level higher than "Public". The E-Filing Frontend Module can be integrated into the Community Website to provide a seamless solution for your clients. The website can be easily tailored to have a similar look and feel as your current website.

**Full Text Search Module**
When a document attachment is uploaded in myCaseLoad, it will be sent to a specific area of the network allowing search server software to index the new document. The user will be able to search for documents within myCaseLoad by specifying database criteria as well as text criteria. The search results will be displayed in myCaseLoad with hyperlinks to the document and the related case record.

**Team Resource Module**
This module allows teams and panels to be defined. When a team is assigned or scheduled to work on a case, the business rules associated with the individual team members will be enforced. For example, Judge Adams, Brown, and Clark will make up the panel for the summer term. The panel will be assigned to all cases during that term.

**Accounts Receivable Module**
The Accounts Receivable User Module is only required for users performing actions in which a fee is levied (e.g. document filing fees, service charges), a payment is received, an invoice / cash receipt is voided (e.g. NSF, refund), or a till reconciliation is required. Each payment can be received by multiple methods (e.g. cash, credit card, or check) and applied to multiple invoiced charges.

**Recusal Management Module**
This module will allow schedulers to manage the assigning of panel members, Judges and Justices to a case. It records potential conflicts for each Justice, Judge or other resources and notifies the user during any assignment operation.