

## Delivering a Software Transition Plan for a Juvenile District Court A Professional Readiness Experiential Program (PREP) Project Effort

### ----- *Authors / Student Project Team Members* -----

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## Introduction

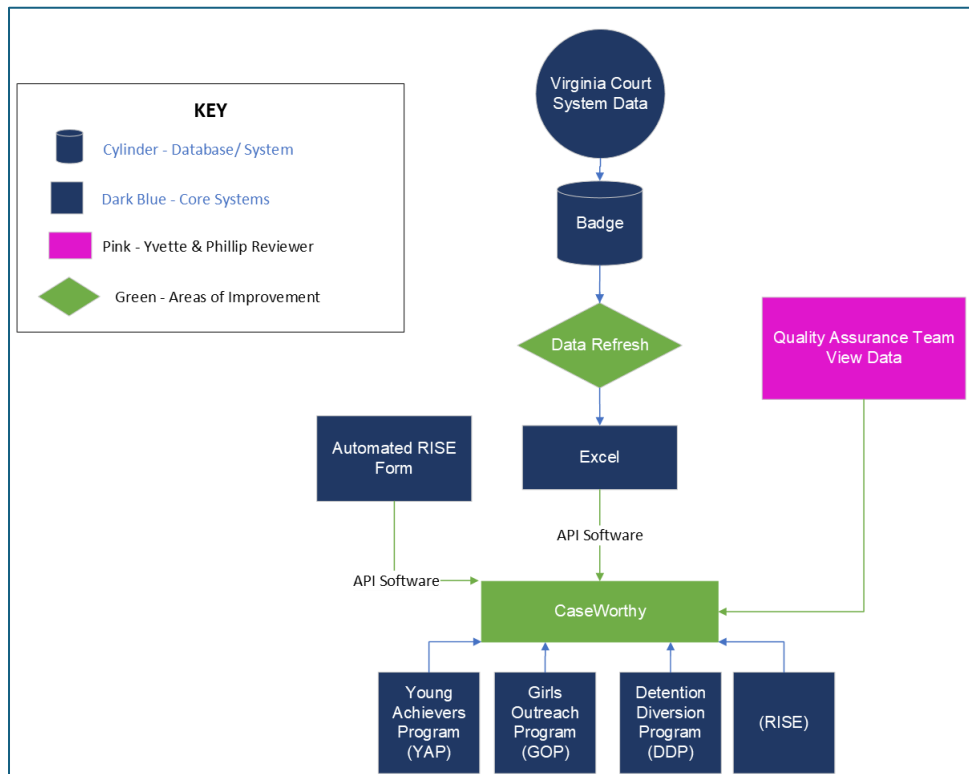
This semester, our team partnered with the Arlington County Juvenile & Domestic Relations District Court to solve a business challenge they are facing. As an organization serving juveniles, adults, and families, the Court’s mission is to enhance public safety and victim impact through competency development and offender accountability.

## Business Challenge

The Juvenile & Domestic Relations District Court is currently facing inefficiencies in their operations and is looking for new case management software to transition to. Their data management was discovered to be a very fragmented process, which was time consuming and required manual data adjustments done by the Quality Assurance Team. Their operation relies on multiple platforms—Badge, Microsoft Access, Excel, and Airtable—creating data silos that prevented the team from accessing complete records efficiently. Transitioning to a centralized system will allow the organization to better serve its court programs and guide leadership in making informed decisions.

## Activities Done to Address the Business Challenge

Throughout this semester, our team met with the relevant stakeholders, including the Quality Assurance Manager and Program Coordinators, to understand the Court's workflow and their ideal outcome. We were able to map out their flow of data, pinpoint key inefficiencies, and create a proposed solution that aligns with the Court's vision. We discovered early on that Arlington County holds an active license with CaseWorthy’s software, which became the primary focus of our research.



By mapping the data flows and inefficiencies of the current system, we created a "To-Be" Process that leverages automated data flows, such as the built-in API software and automatic data formation within Caseworthy's application. This allows program staff to have up-to-date information on juveniles and view the entire timeline of their journey in the court system. Moreover, the new process provides the Quality Assurance Team with a central location to view all programs without having to go through multiple divisions, ensuring the accuracy of their records.

For our team to gain further insight on the platform, we had a discovery and demo meeting with CaseWorthy to get an overview of their features and analyze how the software could fit into the Court's operations. Our team intended to provide a personalized software demo along with an implementation plan that could serve as a guide for relevant stakeholders. Due to legal complications regarding a Non-Disclosure Agreement (NDA), our team could not access CaseWorthy's interactive sandbox despite many attempts.

Consequently, our team pivoted to providing a detailed analysis of CaseWorthy alongside a comprehensive implementation plan. This plan outlines the Court's next steps and includes a diagram of our proposed solution to address the current operational gaps.

### **Results & The Positive Impact**

The new process crafted by our team centralizes data and implements automation to significantly reduce manual labor. This solution consolidates the workflow into three primary platforms: Badge (state-sponsored), Microsoft Excel, and CaseWorthy. All program staff would be utilizing CaseWorthy for their daily operations with Excel being used as the bridge from Badge, transferring data through API automation.

These efficiencies allow the Quality Assurance Team to easily access a complete record for any individual in the court system on one platform. Furthermore, relevant stakeholders can shift their focus from administrative tasks to juvenile support and decision-making. Ultimately, our solution ensures that juveniles benefit from court programs effectively, rather than becoming stuck in a continuous loop or falling through the gaps of a fragmented system.

### **Conclusion**

Our solution implements CaseWorthy to modernize data management for the Arlington County Juvenile & Domestic Relations District Court. This improvement enables staff to provide services and take actions that align with their mission. By transitioning from a manual, fragmented process to a centralized system, the Court can establish a more reliable framework for managing their operations and juvenile cases. The long-term success of this system will depend on the Implementation Plan our team has crafted, which outlines the Training Plan and Operations & Maintenance Plan protocols for a smooth transition. Ultimately, the document serves as a guide

to ensure the system evolves with the organization as they grow and better serve the community.

**PREP Student Reflection**

Throughout this project, our team developed valuable skills and professional growth. We strengthened our ability in adapting quickly to shifting priorities and sharpen our communication practices, especially around aligning expectations and asking the most effective questions. Working together as a team, we built stronger skills on research and process documentation which were essential to delivering our final deliverables.

Reflecting on the project as a whole, we gained several important skills that will shape how we approach future work. Staying productive and engaged during idle periods is one of these important skills that keep us disciplined as a team. Our team also learned that technology advancement is not the only focus as meaningful process improvement tailored to the company was our central focus to ensure the technology is best fit for the business. Additionally, we gained a deeper understanding of how important stakeholder engagement is to a project's success and how early and consistent engagement truly impacts outcomes.