



# *Mi*FILE

## Program Status Report

**State Court Administrator Tom Boyd  
Michigan House Judiciary Committee  
Tuesday, March 8, 2022**



# Presentation Outline



- Program overview
- E-Filing benefits
- What is e-filing?
- Where did we start?
- What has MiFILE accomplished?
- What have we learned?
- Why are transparency and accountability important? And how has SCAO provided both?
- What is the path forward?



# MiFILE Program Overview



- **Good news story.**
- **Proud of what we have accomplished since the legislature approved the justice system filing fee at the end of 2015 and the extension of the sunset in 2019.**
- **Until the pandemic shift to remote proceedings, e-filing was considered the most significant change to judicial system administration since the advent of computers.**
- **Now, the pandemic has focused attention on how e-filing can facilitate continued and more efficient court operations even if courthouse doors are closed.**

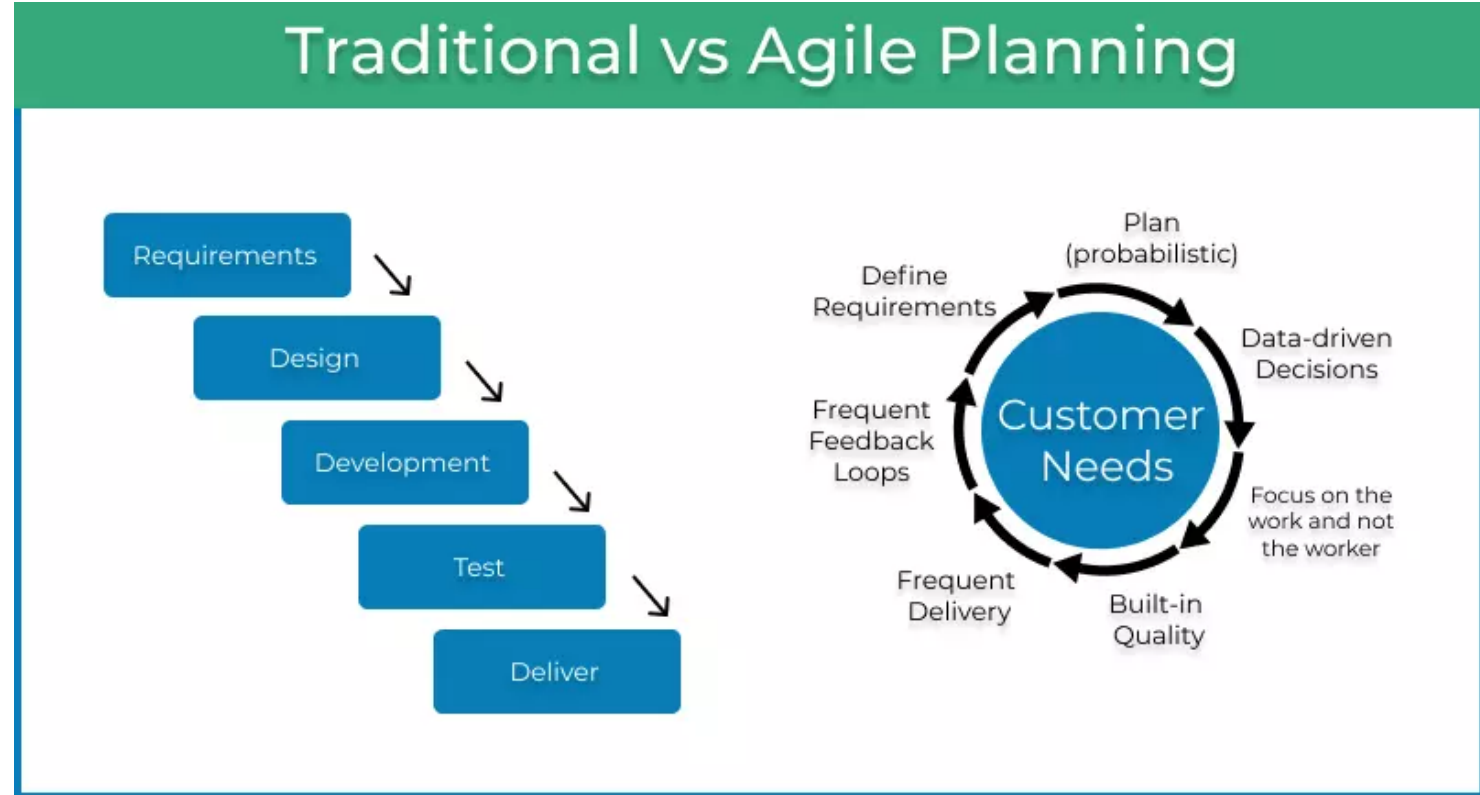


# MiFILE Program Overview



## Project Planning

- Driven by court and filer needs and input
- Transparent and accountable
- Commitment to agile project planning
- Addresses non-unified court system and disparities in resources



# E-Filing Benefits



## For Filers

- Users can file anytime from anywhere
- No costs of traveling to the clerk's office and finding parking
- No waiting in line
- No service of process fees (messengers, paper, postage)
- Same filing rules boosts efficiency and reduces mistakes

## For Courts

- Clerks process less paper and need less space for storage
- Less time filing paper means more time to focus on customers
- Less manual data entry
- Electronic notices eliminate need to mail paper copies



# What is e-filing?



- **Filing**

- SCAO determines form and manner in which case initiating information should be provided.
- List of standard document types based on case-type codes.
- Extends court “virtual” hours to 24-7.

- **Payment**

- System must allow for uploading of fee waiver document.

- **Review Queue**

- Clerk can reject documents that do not meet requirements.
- Each page must be stamped with date and time of filing.

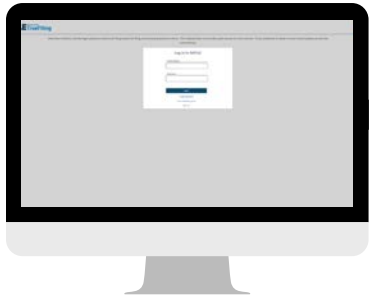
- **Service of Process**



# What is Mi-FILE?



TrueFiling



FILER FACING

**MiFILE**



Filing Processing Lifecycle  
"The Countertop"



Case Processing LifeCycle  
"Someone's Desk"



File Cabinet  
"The Shelves"

**MiFILE** DMS



Judicial Hearings LifeCycle  
"The Top of the File"

COURT  
FACING



# What are the fees?



- **Set in statute and range between \$5 and \$25 depending on the court and the civil action.**
  - \$25 for civil actions filed in the Supreme Court, Court of Appeals, Court of Claims, circuit court, and probate court.
  - \$10 for civil actions filed in the district court, including actions for summary proceedings, except as provided below:
  - \$20 for civil actions filed in the district court if a claim for money damages is joined with a claim for relief other than money damages.
  - \$5 for civil actions in the Small Claims Division of district court.
- **If the fee for filing the civil action is waived because the filer is indigent or unable to pay, the e-filing fee is waived.**
- **Government entities do not pay the electronic filing fee.**
- **Fee has not changed since the statute was enacted in 2015.**



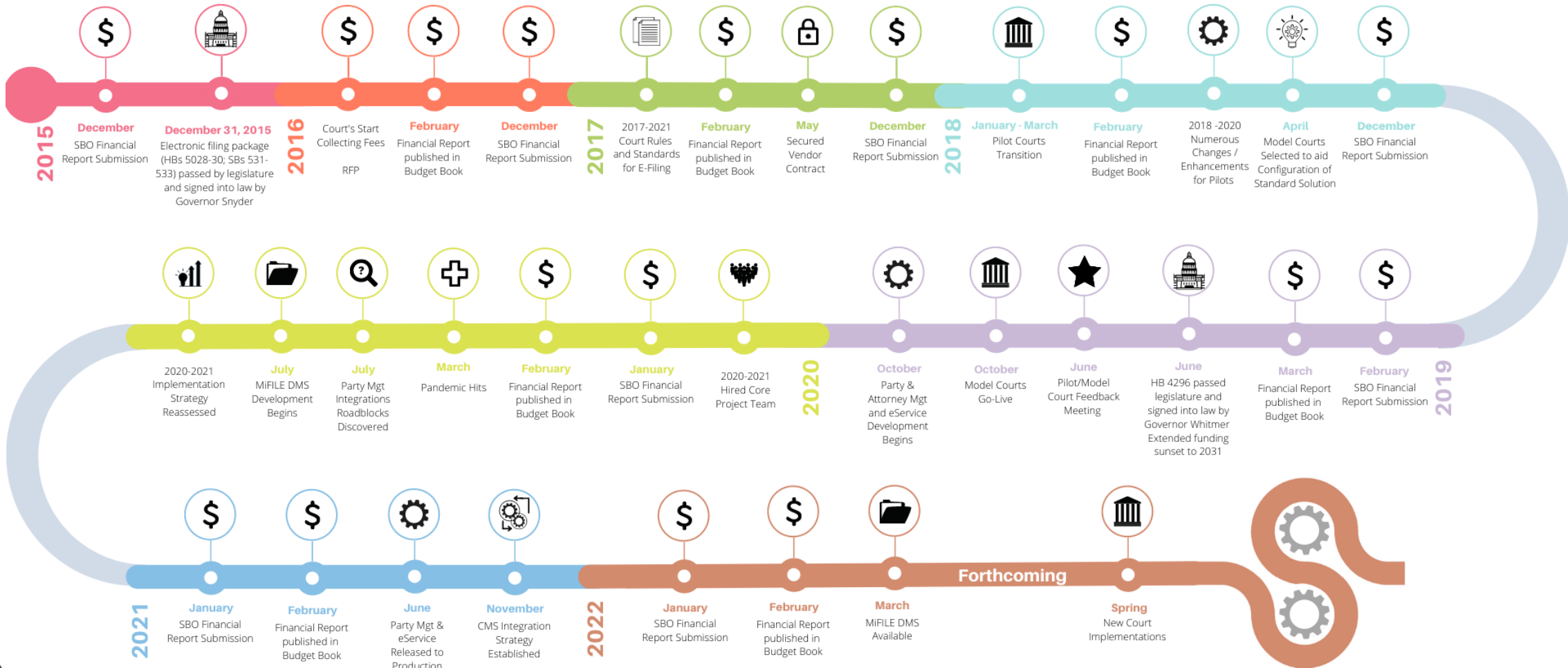




# Where did we start?



# Project Timeline



# Project Timeline – Legislative Action



E-Filing  
Funding Bills

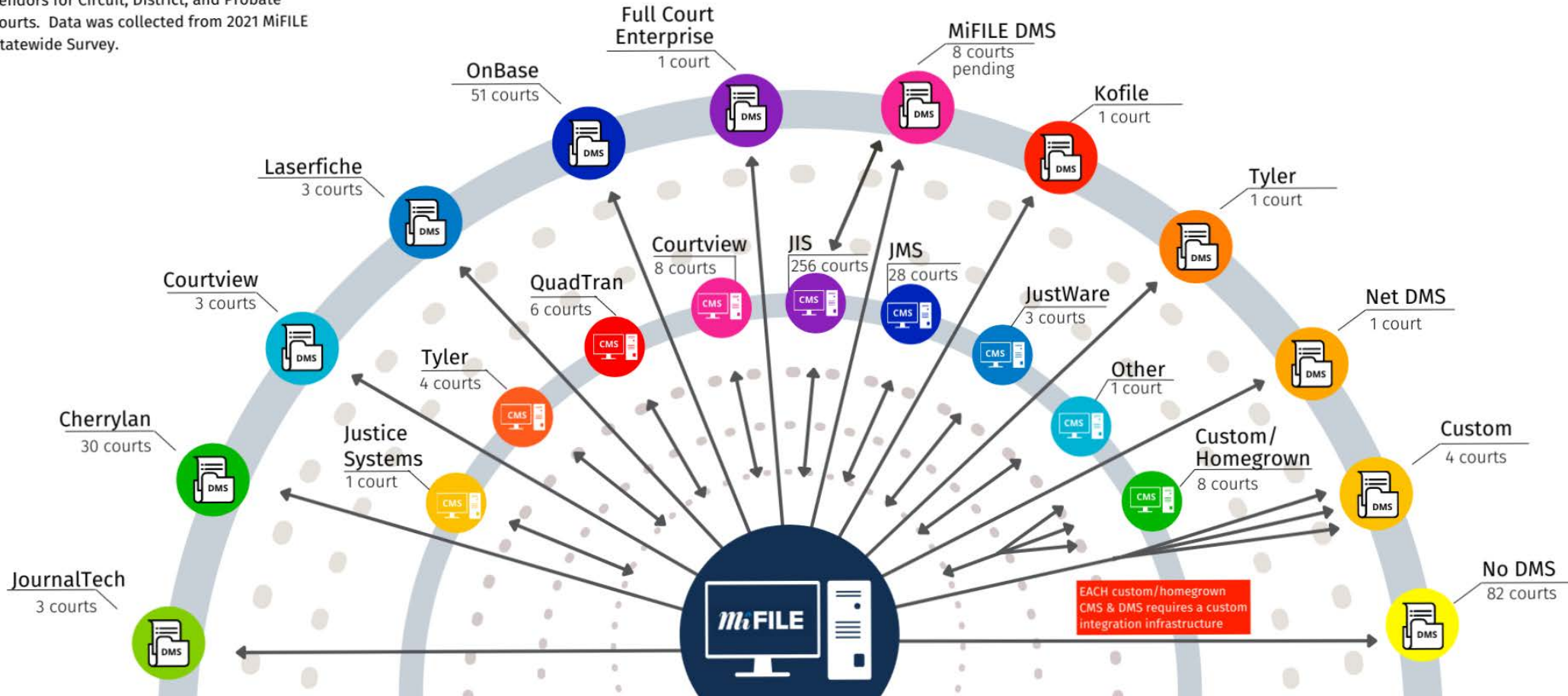
Bill No.	Sponsor	PA No.
HB 5028	Rep. Kesto	2015 PA 230
HB 5029	Rep. Heise	2015 PA 231
HB 5030	Rep. Price	2015 PA 232
SB 531	Sen. Jones	2015 PA 233
SB 532	Sen. Proos	2015 PA 234
SB 533	Sen. Schuitmaker	2015 PA 235
HB 4296	Rep. Filler	2019 PA 40



# Challenge of a Non-Unified Court System



This infographic includes DMS and CMS vendors for Circuit, District, and Probate courts. Data was collected from 2021 MiFILE Statewide Survey.





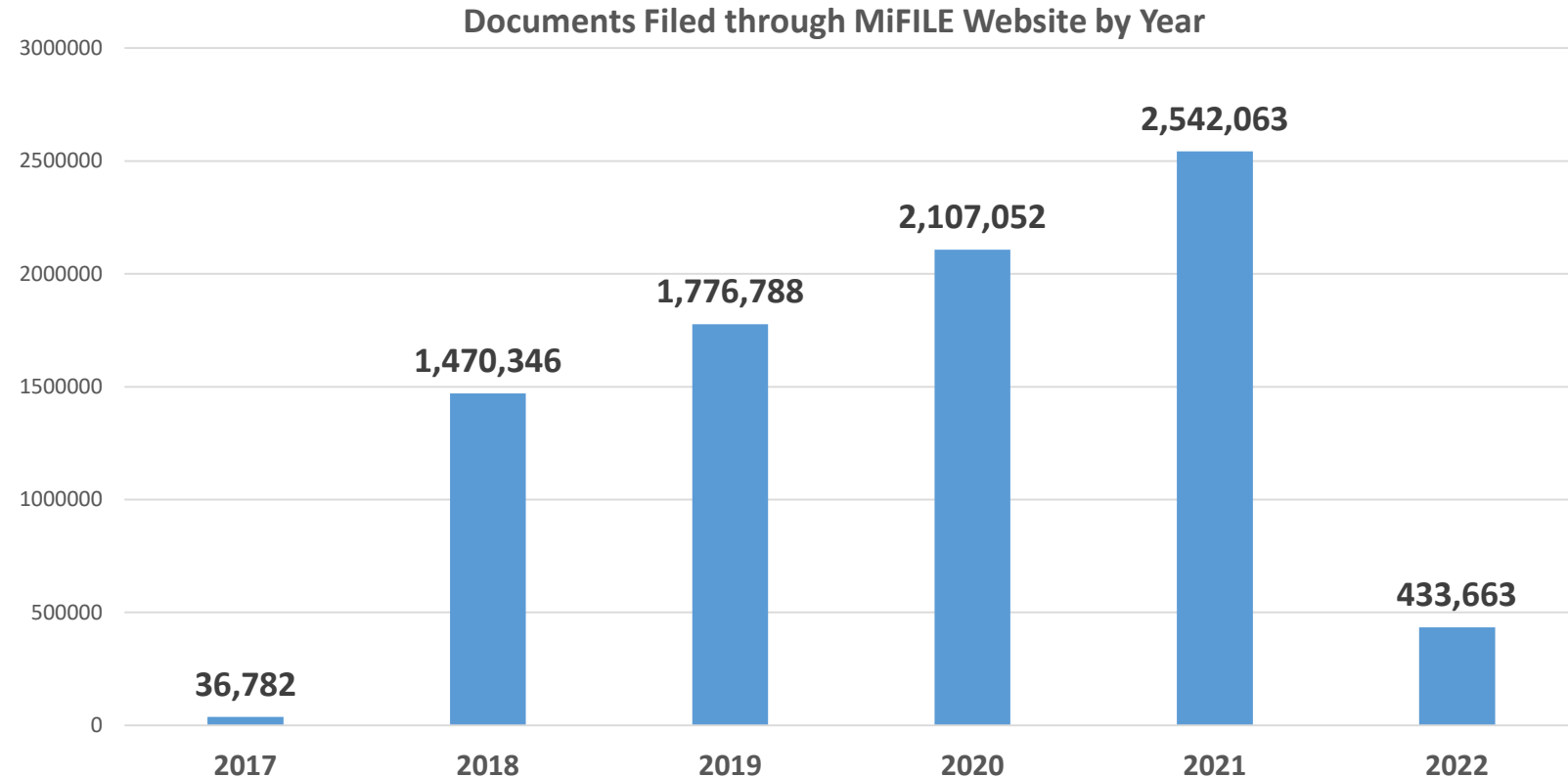
# What has MiFILE accomplished?



# Number of Filings is Substantial



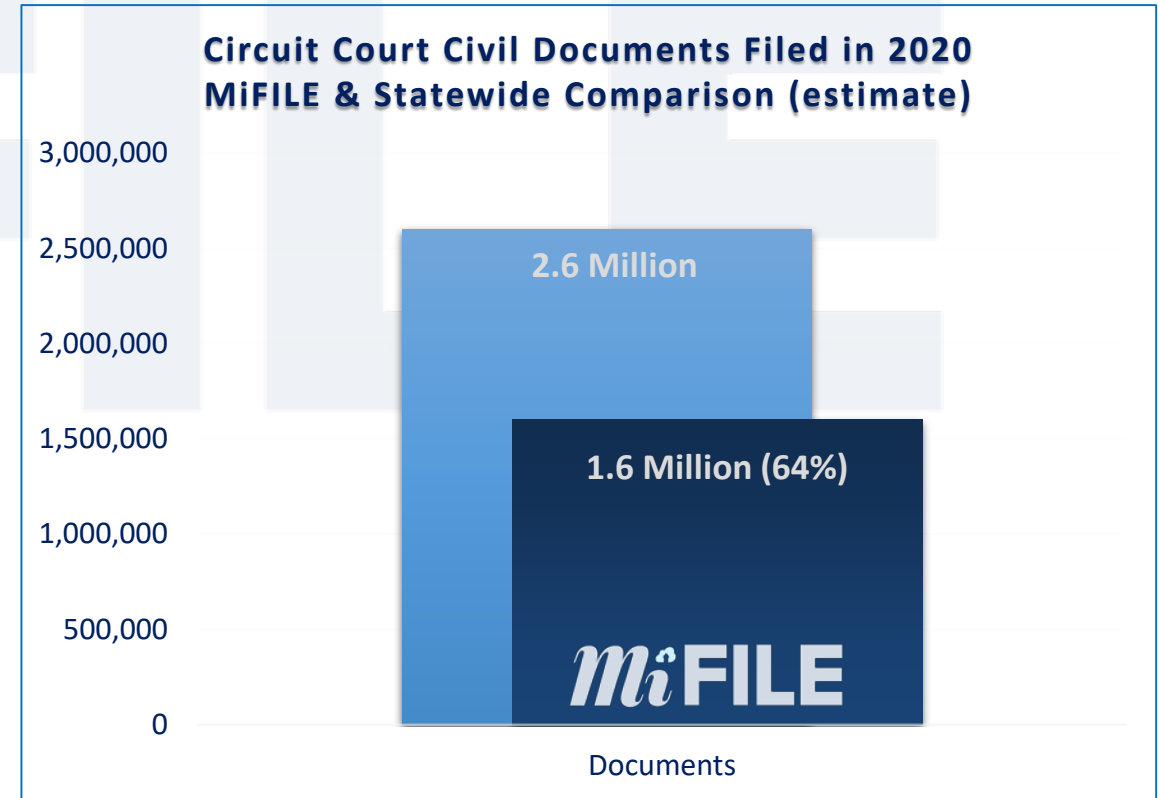
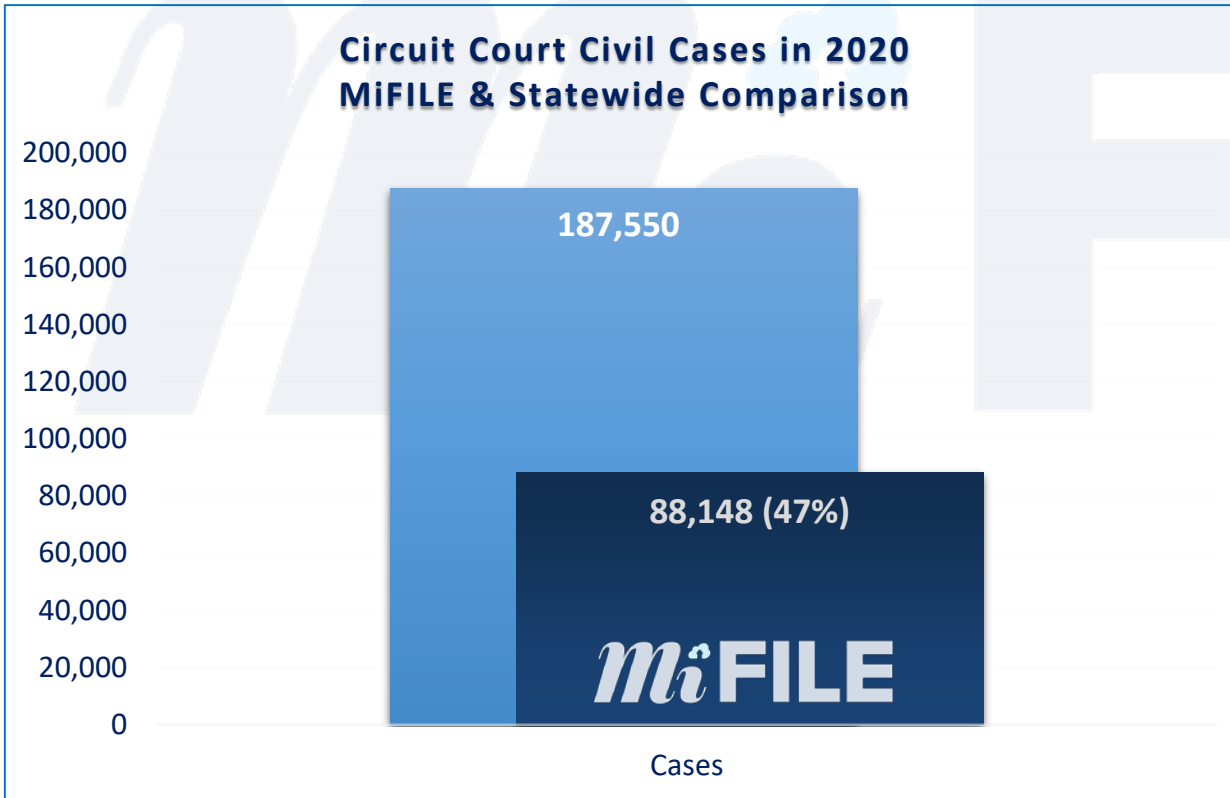
- **8,366,694** filings via MiFILE from 2017 through January 31, 2022.
- Number of filings growing each year.



In addition to the data above, there has also been a total of **294,624 documents imported** directly into MiFILE by the hosted courts (3<sup>rd</sup> Circuit, 6<sup>th</sup> Circuit, 22<sup>nd</sup> Circuit, 37<sup>th</sup> District, and Ottawa Probate Courts).



# MiFILE Share of Caseload is Substantial



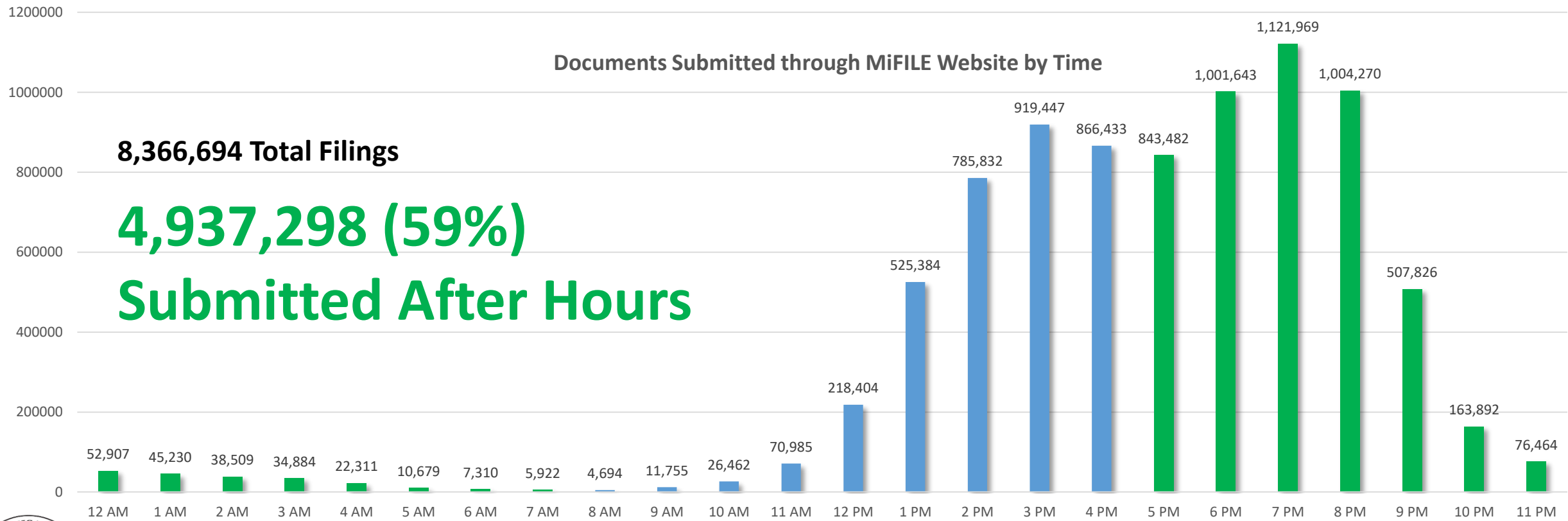
This is an estimate only. The filing estimate was calculated by looking at the caseload and filing data for Wayne, Oakland, and Washtenaw Circuit Courts in 2020, identifying the average number of filings per case type, and applying that average to the case types for each court.



# Users Value 24/7 Access to Filing



**Total Active User Count**  
**90.94K\***



*\*Each selected MiFILE role (attorney, pro se, court reporter, etc.) counts as an active user.*

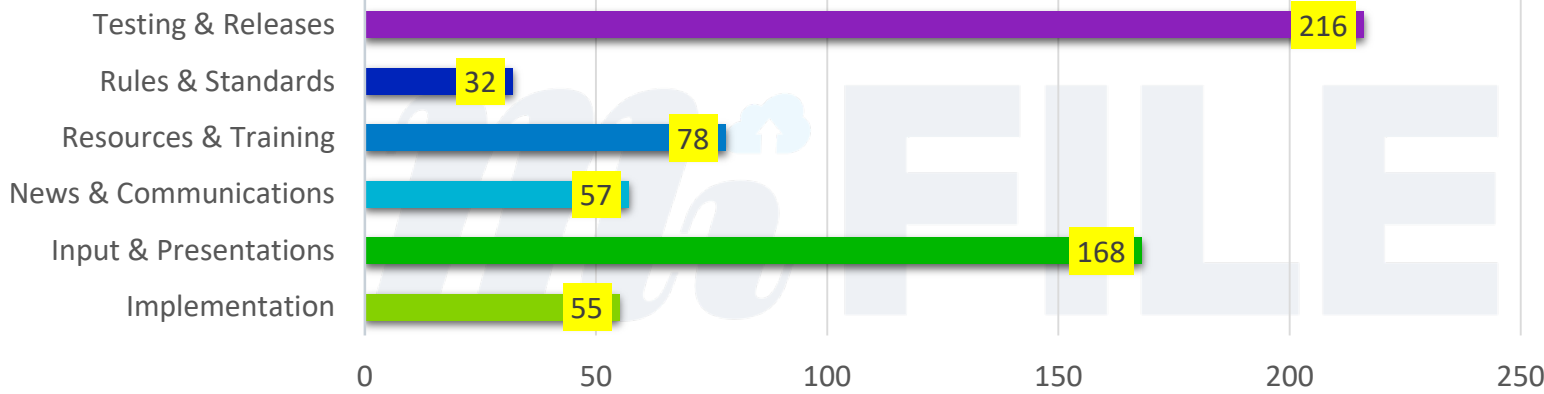




# Extensive Stakeholder Engagement



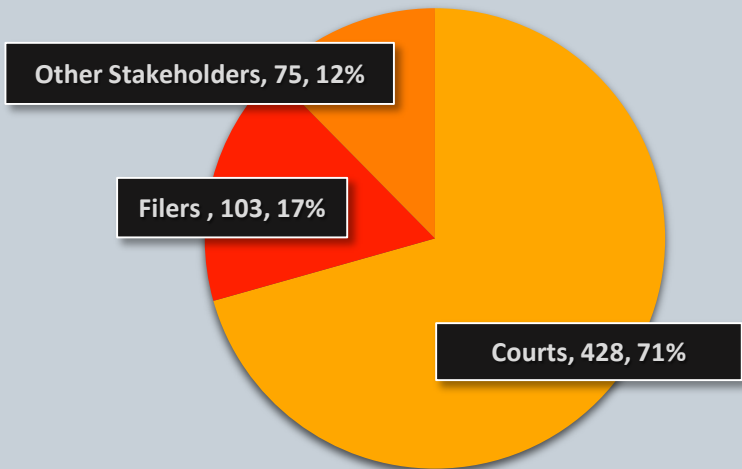
MiFILE Stakeholder Activities & Resources by Category



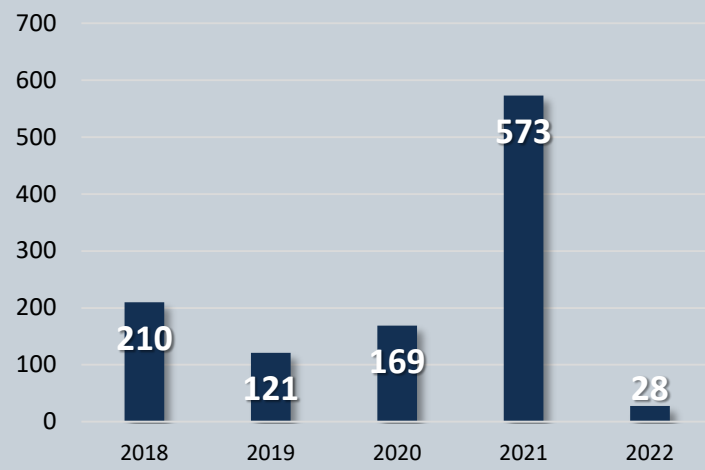
**7** Submissions to the State Budget Office

**7** Executive Budget Releases

MiFILE Stakeholder Activity & Resources by Stakeholder Type



MiFILE Service Desk Tickets by Year



**1,101**

Total service desk tickets submitted to MiFILE for support or information.

MiFILE Stakeholder Activities & Resources by Year



**606**

Minimum number of MiFILE stakeholder resources shared and activities coordinated.



# What have we learned?



# Lesson Learned #1



- **Guiding principles are critical to drive decision-making. Otherwise ad hoc decisions to satisfy individual customers will slow progress and prevent the on-boarding of new courts.**
  - i.e. Customization might make one friend but frustrate many other stakeholders (both filers and courts).
  - Standardization is critical for efficient support and a unified filer experience.
  - Guiding principles help make difficult decisions to focus on high value requirements that keep the overall project on track.



# Lesson Learned #1: Guiding Principles



## MiFILE Guiding Principles



### Expedience

Fast Rollout to new courts



### Experience

Unified and Standardized for Filers



### Efficiency

Improve efficiency, accuracy and consistency for Courts



# Lesson Learned #2



**The pandemic enabled a change in implementation approach.**





# SCAO's Commitment to Transparency & Accountability



# Why are Transparency & Accountability Important?



- From Day One, the MiFILE program has accounted for every penny appropriated by the Legislature.

Sec. 212. Within 14 days after the release of the executive budget recommendation, the judicial branch shall cooperate with the state budget office to provide the senate and house appropriations committee chairs, the senate and house appropriations subcommittee chairs, and the senate and house fiscal agencies with an annual report on estimated state restricted fund balances, state restricted fund projected revenues, and state restricted fund expenditures for the prior 2 fiscal years.







# Restricted Revenue Reports



Restricted Revenue Report

1	2	3	2016
Old AY R*STARS coding: Approp. Fund # (D22) Approp. # (20) Fund # (D23)	Statutory Authority for Request (Include Act and Section#)	New AY R*STARS Coding: Approp. Fund # (D22) Approp. # (20) Fund # (D23)	Approved or Disapproved (OFM USE ONLY)
	PA 234 of 2015		Approved

Restricted Revenue Report

1	2	3	2017
Old AY R*STARS coding: Approp. Fund # (D22) Approp. # (20) Fund # (D23)	Statutory Authority for Request (Include Act and Section#)	New BFY SIGMA Coding: Fund Class # Approp. # Fund #	Approved or Disapproved (OFM USE ONLY)
0110	PA 234 of 2015	110	Approved

Restricted Revenue Report

1	2	3	2018
Old BFY SIGMA coding: Fund Class # Approp. # Fund #	Statutory Authority for Request (Include Act and Section#)	New BFY SIGMA Coding: Fund Class # Approp. # Fund #	Approved or Disapproved (OFM USE ONLY)
110 65980 1340 Judicial Electronic Filing Fund	PA 234 of 2015 MCL 600.176(2)	110 65980 1340	Approved

Restricted Revenue Report

1	2	3	2021
Old BFY SIGMA coding: Fund Class # Approp. # Fund #	Statutory Authority for Request (Include Act and Section#)	New BFY SIGMA Coding: Fund Class # Approp. # Fund #	Approved or Disapproved (OFM USE ONLY)
110 65980 1340 Judicial Electronic Filing Fund	PA 234 of 2015 MCL 600.176(2)	110 65980 1340	Approved

1	2	3	2020
Old BFY SIGMA coding: Fund Class # Approp. # Fund #	Statutory Authority for Request (Include Act and Section#)	New BFY SIGMA Coding: Fund Class # Approp. # Fund #	Approved or Disapproved (OFM USE ONLY)
110 65980	PA 234 of 2015 MCL 600.176(2)	110 65980	Approved

Restricted Revenue Report

1	2	3	2019
Old BFY SIGMA coding: Fund Class # Approp. # Fund #	Statutory Authority for Request (Include Act and Section#)	New BFY SIGMA Coding: Fund Class # Approp. # Fund #	Approved or Disapproved (OFM USE ONLY)
110 65980 1340 Judicial Electronic Filing Fund	PA 234 of 2015 MCL 600.176(2)	110 65980 1340	Approved



# E-Filing: By the Numbers



Michigan Supreme Court								
Judicial Electronic Filing Fund Revenue and Expenditures								
			Actual	Actual	Actual	Actual	Actual	Actual
			FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
	Expense Category	Comments						
Revenue per Year:			\$ 3,499,506	\$ 8,578,085	\$ 8,525,772	\$ 8,013,676	\$ 7,010,889	\$ 6,825,864
Expenses per Year:								
	Salaries & Fringes	SCAO staff	23,201	207,191	436,999	1,595,189	1,603,685	2,126,013
	Maintenance / Support Cost	Hyland OnBase licensing maintenance and support costs	-	-	-	1,650,000	1,370,000	1,770,000
	Consulting	Interface developer contractors and Guidehouse (formerly PwC) project management resources	275,000	638,000	1,315,000	2,085,253	2,389,541	292,199
	Training / Education	Licensing for: learning management platform, instructional design software, video production	-	-	-	44,950	30,419	8,579
	Software / Enhancements	MiFILE solution development and enhancement	81,995	3,175,254	4,311,004	3,548,438	1,914,881	1,793,660
	CMS Integrations	Interfaces with court CMS systems, thru 3rd party vendors	-	-	-	-	51,952	28,960
	Other Costs	Staff computers, monitors, key boards/mice, travel, software, etc.	-	20,854	39,961	71,964	59,684	35,914
	<b>Total Expenses</b>		<b>380,196</b>	<b>4,041,299</b>	<b>6,102,964</b>	<b>8,995,795</b>	<b>7,420,162</b>	<b>6,055,325</b>
Available Funds			\$ 3,119,310	\$ 4,536,786	\$ 2,422,808	\$ (982,119)	\$ (409,274)	\$ 770,539
<b>REMAINING FUNDS</b>			<b>\$ 3,119,310</b>	<b>\$ 7,656,096</b>	<b>\$ 10,078,904</b>	<b>\$ 9,096,785</b>	<b>\$ 8,687,511</b>	<b>\$ 9,458,051</b>





# What is the path forward? What's next?



# Statewide CMS Infrastructure



The Executive Budget recommends \$175 million to support the development and implementation of a statewide judicial Case Management System (CMS), implementing a significant recommendation of the Trial Court Funding Commission.

A single, state-funded CMS will reduce local court costs, improve data management, bring greater efficiency in court operations, and facilitate rollout of e-filing.



# Integration



## Circuit

- 64% JIS CCS/TCS (66)
- 18% Courtview (3)
- 6% Tyler (3)
- 2% JMS (2)
- <1% JustWare (1)
- 3% MI Court Desktop (1)
- 7% Custom / Homegrown (7)



## District

- 83% JIS DCS (111)
- 7% JMS (26)
- 3% QuadTran (8)
- 2% Justice Systems (1)
- <1% JustWare (1)
- 5% Custom / Homegrown (4)



## Probate

- 53% JIS PCS/TCS (74)
- 40% Courtview (5)
- <1% JustWare (1)
- 3% Tyler (1)
- 3% Custom / Homegrown (2)

Based on share of total filings, this chart shows the extent of the integration challenge.

\*Number of courts using a CMS is indicated in parentheses



# Implementation



- Learning & improving in 2022
- Starts in Q1 2022
- Duration 6-9 months
- Using new implementation process and materials
- Looking for opportunities to compress timeline for future implementations
- Considering staggering kick-offs and running on-boarding groups in parallel

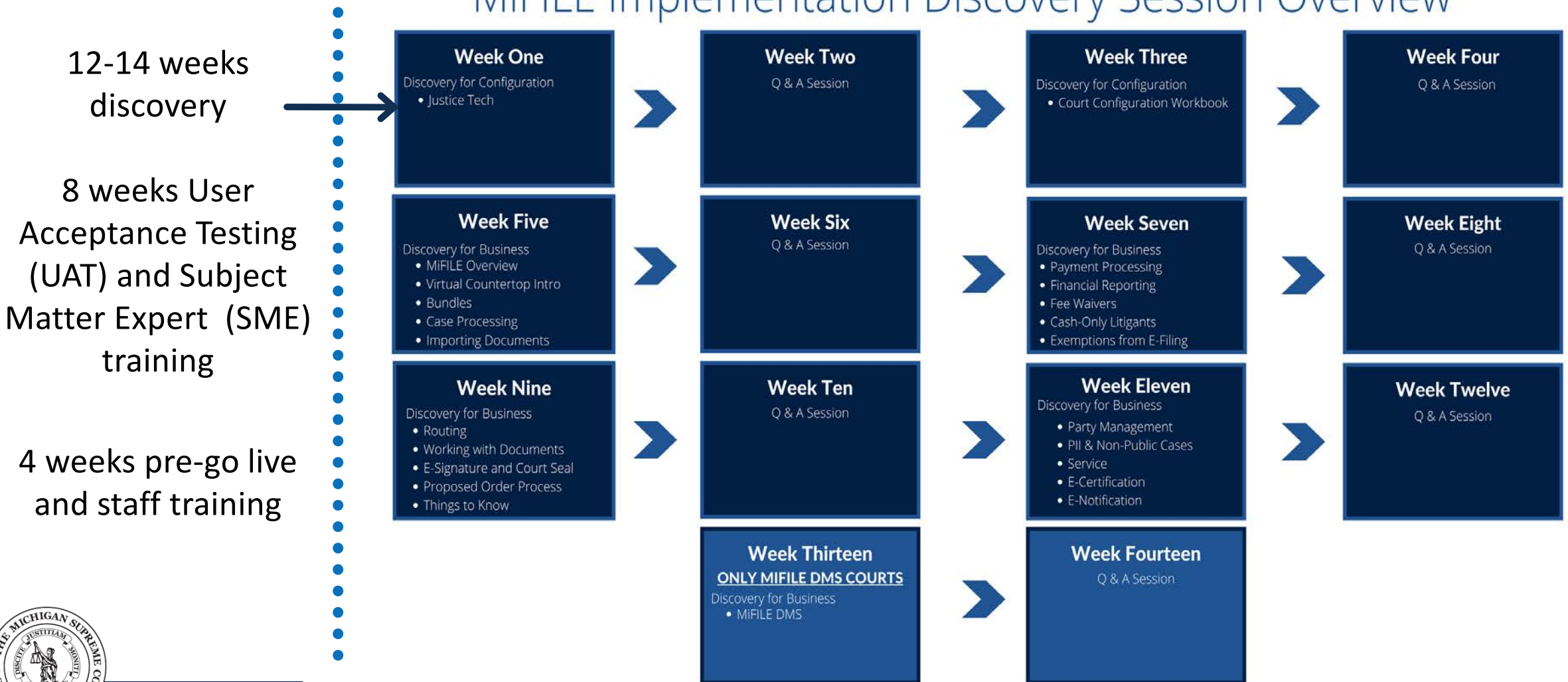
Missaukee Probate	Discovery for Configuration
Calhoun Probate	Discovery for Configuration
Gogebic Probate	Discovery for Configuration
D54B East Lansing – Ingham	Discovery for Configuration
D98-1 Gogebic	Discovery for Configuration
D10 Calhoun	Discovery for Configuration
D41B Clinton - Macomb	Discovery for Configuration
D51 Waterford – Oakland	Discovery for Configuration
D40 St Clair Shores – Macomb	Discovery for Configuration



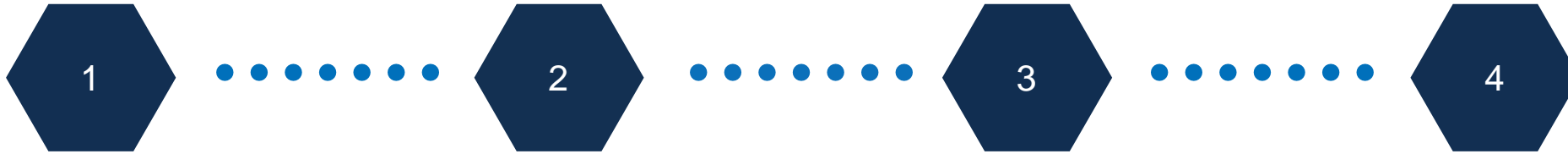
# Implementation Timeline is Rigorous



## MiFILE Implementation Discovery Session Overview



# Implementation is Iterative



Identifying  
courts in  
Q1, 2022

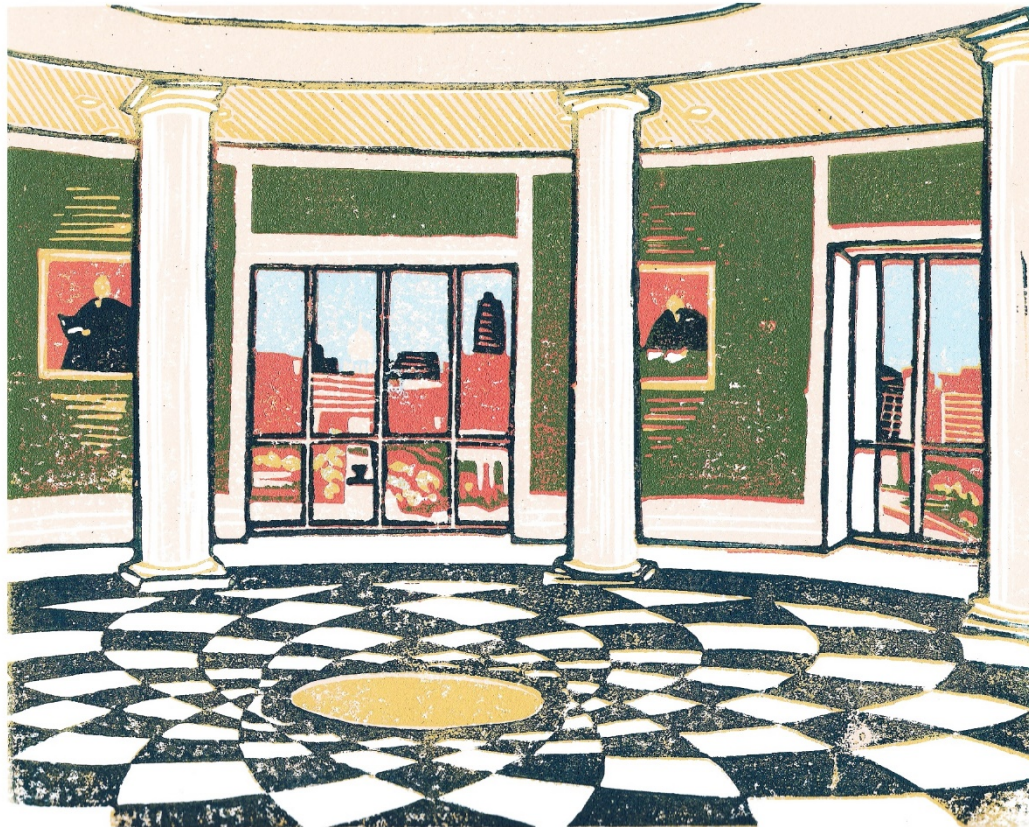
Courts notified  
in March/April  
Q1, 2022

Courts using  
DCS or TCS  
probate and  
requesting the  
MiFILE DMS

Next  
subsequent  
group identified  
in Q3, 2022







# Questions?

