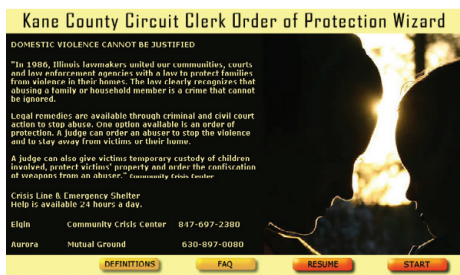


Putting citizens first

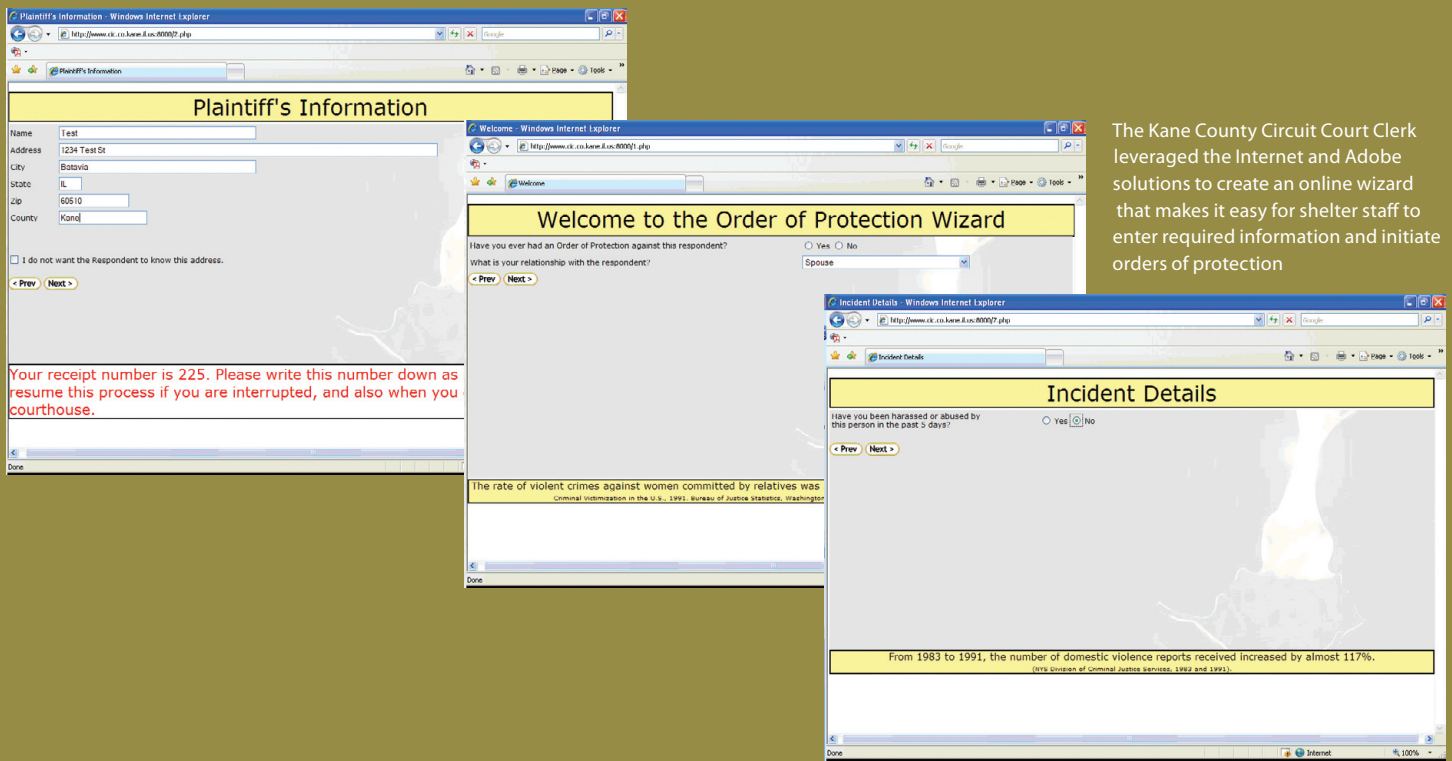
County agency enhances services and streamlines collaboration across government offices using Adobe® LiveCycle™ solutions and interactive Adobe PDF forms



The Kane County Circuit Court Clerk understands first-hand the importance of delivering fast, efficient services to citizens. As the fifth largest county in Illinois, Kane County court staff manages over 150,000 cases annually, ranging from simple traffic violations to serious felonies. At the same time, the Circuit Court Clerk's office is responsible for handling citizen requests for orders of protection, which typically involve domestic violence cases.

“We wanted to improve the quality of services that victims of domestic violence receive when they come to the county for help,” explains Monica Lawrence, records manager at the Circuit Court Clerk's office. Previously, it could take up to six hours to process an order of protection, and the office wanted to accelerate that workflow.

To improve processes and enhance citizen services, the Circuit Court Clerk's office is leveraging the popularity and accessibility of the web and the power of Adobe LiveCycle solutions to transform how orders of protection are accessed, completed, submitted, reviewed, and approved. The more integrated, automated processes translate into enhanced citizen services that can be delivered faster, more conveniently, and more cost effectively than ever.



The Kane County Circuit Court Clerk leveraged the Internet and Adobe solutions to create an online wizard that makes it easy for shelter staff to enter required information and initiate orders of protection

“The automated process built around Adobe LiveCycle software is dramatically faster than our previous manual workflows. Within approximately sixty seconds of having a judge sign the document, an order of protection arrives at the sheriff’s office for input into the national wanted persons database.”

Matt Meyer, programmer, Kane County Circuit Court Clerk’s office

Improved services, reduced costs

Orders of protection can be initiated through advocates at shelters, legal aid attorneys, court personnel, or directly by individuals seeking protection. Regardless of where an order originates, the forms have to be routed to the appropriate judges, clerk staff, and sheriff employees, as well as to the victim and any legal counsel. “We share a lot of information with agencies throughout the county—and it

has to be readily available when they need it,” says Josh Orr, programmer in the Circuit Court Clerk’s office.

Filling out an order of protection can increase stress on victims, especially when the form has as many as 17 pages. For an order of protection to go into effect, forms have to be reviewed by advocates, signed by the judge, filed and certified by court clerks, and then transferred to the county sheriff.

To accelerate the process of initiating an order of protection, Kane County created an online wizard that makes it easy for shelter staff to enter required information, which is saved into the circuit court clerk’s secure database. With the help of Adobe LiveCycle solutions, the submitted data is imported into Adobe Portable Document Format (PDF) forms that are associated with business workflows. For people initiating order of protection requests at the judicial center, access to the intelligent forms is through Adobe LiveCycle Forms running on the county’s systems.

The intuitive Adobe PDF forms enable users to enter required information electronically in as little as thirty minutes, in contrast to the hours that it could previously take to complete



The Circuit Court Clerk's office in Kane County, the fifth largest county in Illinois, wanted to improve the quality of services that victims of domestic violence receive when they come to the county for help. With Adobe LiveCycle solutions, the more integrated, automated processes translate into enhanced citizen services that can be delivered faster, more conveniently, and more cost effectively than ever.

forms on paper. Information that appears repeatedly on multiple forms is automatically populated into all appropriate pages in Adobe PDF, eliminating the frustration and errors that can result from completing lengthy, repetitive forms.

Intelligent, automated routing

Victim advocates and people seeking protection can electronically sign Adobe PDF forms before submitting them to the clerk's office. The petition, along with a suggested order, is then sent to a judge, who may accept orders as presented, send them back for more detail, or revise the orders. After judges review orders and apply their electronic signatures, approved forms in Adobe PDF are routed automatically to the Circuit Court Clerk for filing, where finalized order of protection documents are electronically file stamped, certified, and emailed to the sheriff's office and legal counsel.

"The automated process built around Adobe LiveCycle software is dramatically faster than our previous manual workflows," says Matt Meyer, programmer at the Circuit Court Clerk's office. "Within approximately sixty seconds of having a judge sign the document, an order of protection arrives at the sheriff's

office for input into the national wanted persons database. Overall, we've seen as much as a five-fold improvement in the time it takes to complete, submit, and process orders of protection." Integral to the efficient routing of documents from advocates to judges to circuit court staff and to law enforcement officers is Adobe LiveCycle Workflow software.

A model of efficiency

Based on the success with automating its processes, the Circuit Court Clerk's office is extending the application to include a direct interface into the court's record-keeping system. New orders will be recorded automatically and saved along with all accompanying documentation. The sheriff's office is also planning to automate the process of capturing orders of protection after it implements a new record-keeping system later this year.

In addition to improving the management of orders of protection, Kane County is using another Adobe solution—Adobe Flex™ 2—to streamline the check-in process for citizens appearing in court for traffic violations and other misdemeanor charges. Previously, there was no efficient, automated process for capturing information from people as they appeared in court.

Kane County Circuit Court

Kane County, Illinois
www.cic.co.kane.il.us/

Challenge

- Improve collaboration across government agencies
- Provide citizens and shelter advocates with interactive, intuitive online services

Solution

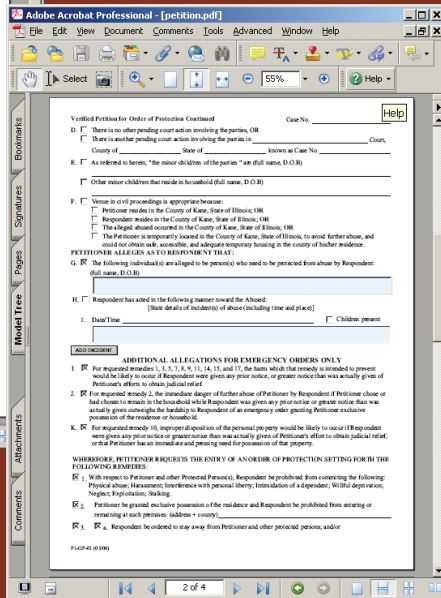
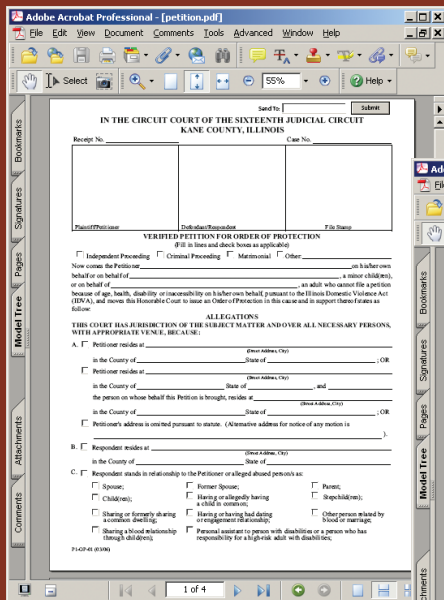
The Kane County Circuit Court Clerk's office is using Adobe LiveCycle solutions to automate the delivery, completion, and processing of orders of protection.

Benefits

- Accelerated processing of orders of protection
- Reduced time to complete order of protection forms by as much as 50%
- Improved citizen access to services
- Streamlined court administrative processes
- Boosted staff productivity

Toolkit

- Adobe LiveCycle Reader Extensions
- Adobe LiveCycle Form Manager
- Adobe LiveCycle Forms
- Adobe LiveCycle Workflow
- Adobe LiveCycle Designer
- Adobe LiveCycle Workflow Designer
- Adobe Acrobat® 7.0 Professional
- Adobe Flex 2



Information submitted via the online wizard is saved into the Circuit Court Clerk's secure database. With the help of Adobe LiveCycle solutions, the submitted data is imported into Adobe PDF forms that enable users to enter required information electronically. Information that appears repeatedly on multiple forms is automatically populated into all appropriate pages in Adobe PDF, eliminating the frustration and errors that can result from completing lengthy, repetitive forms. Forms can now be completed in as little as thirty minutes in contrast to the hours previously required to complete forms on paper.

"With Adobe solutions, we overcome obstacles to connecting with our constituents and collaborating across agencies. Processes that took hours can now be handled in a fraction of the time and at a fraction of the cost."

Deborah Seyller, Clerk of the Circuit Court, Kane County

Using Flex 2, the Circuit Court Clerk's office created an intuitive interface that enables court personnel to capture citation, insurance, plea, and other information into the county court system. The case details are fed to backend systems using Java™ applications created by the office's IT group. The submitted information can be output to an Adobe PDF form. Soon, the judge will be able to easily reference case details while speaking with the defendant in court and then enter an electronically signed order.

"With Adobe solutions, we overcome obstacles to connecting with our constituents and collaborating across agencies," says Deborah Seyller, Clerk of the Circuit Court. "Processes that took hours can now be handled in a fraction of the time and at a fraction of the cost. Given our agency's commitment to excellent service and efficiency, the more automated processes support our success."



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