

# Immediation.

## Family Triage Solution

Configured in Collaboration with Johnson County District Court, Olathe, Kansas

### Problem

Judges and court staff want to manage cases faster and more efficiently - giving appropriate attention to cases that need it while also helping families that need minimal intervention better navigate the court system.

The court's goal is to increase user satisfaction by lowering barriers for those with cases that can be handled quickly and simply while better directing services to those families with more critical needs.

With its 5-year track record serving Family Courts in Australia and New Zealand, Immediation was engaged to assist with collecting data about certain family cases assigned to the Family Court.

The Johnson County Family Court instituted a three-tiered case management system. Most cases, classifications fall into one of three tracks:

- **Expedited** (cases that can be resolved swiftly and with minimal intervention)
- **Specialized** (cases needing some, but not intensive, intervention)
- **Judicial** (cases likely to require close court scrutiny and intervention)

Each case must be aligned with a defined track for the quickest and most suitable resolution process. A Judge-supplied standard classification questionnaire created in coordination with local attorneys, mental health professionals, and other court providers establishes the criteria for the initial track assignment.



### Solution

**Immediation digitized the questionnaire and process.**

- Design greatly improved accessibility and user experience - while ensuring anonymity
- Triage is used solely for case management purposes – not as evidence

**Once completed, the Immediation platform:**

- Creates a matter based on the responses
- Assigns the matter to an initial case management track based on the responses
- Generates a record of the case number and designated track
- Sends a notice of completion to the courts

**The Court can now:**

- Run reports at any time (for any time period)
- View cases and their designated tracks

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This information is used to initially schedule cases and to help get the right services, to the right families, at the right time. The seamless integration provides the court with an easy plug-and-play system and offers users an easy interface to expedite and simplify the initial case management process.

The platform and digital form went live on Monday, April 24. As of May 24, 150 cases were automatically classified through the platform. The Johnson County team anticipate volumes to grow as roll-out continues. Already the court is seeing cases requiring the most immediate attention be prioritized while cases that can be resolved quickly are assigned to expedited dockets.

**Further benefits identified:**

- Reduced workload for court staff – saving time from manually classifying cases.
- Better understanding of case needs earlier – based on patterns – which enables better planning for future scheduling and hearings, more targeted education programs, and more timely service referrals.
- Leveraging Immediation's virtual hearing capability for some cases – furthering convenience and access to the court.

Future plans call for closer integration between the Immediation Platform and the Court's Case Management System showcasing the strength and flexibility of Immediation's open API.

**Immediation** is a holistic legal dispute resolution platform combining multiple processes and apps into one customisable interface. With more than 42 features, we configure to spec based on court, judge and administrator needs. Designed to streamline and simplify your current process, **Immediation** offers industry-leading functionality, unmatched specialization, and delivers the judiciary, arbitrators and neutral parties (mediators) the capacity, capability and control to successfully handle rote and complex legal interactions online.

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