USER GUIDE TO THE ILS CASELOADS STANDARDS TIMEKEEPING APPLICATION

CONTENTS

START KEEPING TRACK OF YOUR CASE-RELATED WORK TIME ON
MONDAY, AUGUST 8th AND CONTINUE THROUGH SUNDAY, OCTOBER 2nd

Very Important!!!

- ***Before you begin using the timekeeping application, please review all of the instructions and other training materials that will be available on August 1st on the ILS project website (https://www.ils.ny.gov/content/caseload-study) .***
- If you feel you cannot continue to participate in the time study after you've begun on August 8th, please let Andrew Davis at ILS or Nick Pace at RAND know immediately.
- If you are unable to begin recording your time starting on August 8th, please go ahead and start using the application at your soonest opportunity, but also let Andrew Davis at ILS or Nick Pace at RAND know when you did begin.
- Please be aware that immediately after the conclusion of the time study (the end of the day on Sunday, October 2nd), we will be asking you to return to the application and confirm whether each case that had not already been flagged as having ended is in fact still pending or if it was concluded previously. Given the tight timeline that exists for generating new caseload standards in time for the next state budget cycle, we

will need you to complete this status verification by close of business on October 4th. The process should take only a few minutes of your time.

Getting Help

- Besides the instructions and other training materials available on the ILS project website (https://www.ils.ny.gov/content/caseload-study), including this user guide, help for utilizing the application can also be found by clicking the large *Help Button* at the top of each webpage within the application. This user guide is also available on the *My Info Page* on the application.
- You are always welcome to contact Nick Pace, principal investigator for the project at the RAND Corporation (1-310-393-0411 ext. 6176; nickpace@rand.org) to answer any questions. If need be, Nick will put you in touch with the folks at Justice Works for technical issues related to the application. Andrew Davies, ILS Director of Research (1-518-474-4366; Andrew.Davies@ils.ny.gov) can also help you with questions about the caseload standards development effort.

Project Scope and Design

- It is absolutely critical for you to record all case-related time expended during the eight week study period, regardless of the day of the week, time of the day, or where it occurred. Failing to make sure that the application has all hours you've spent for your clients will result in a distorted picture of the resources needed to deliver effective representations.
- The sole goal of the time study is to figure out how much time is currently being spent by all attorneys on mandated criminal representations in the five counties. This is not an exercise to measure whether you worked a sufficient number of hours or have truly earned your compensation or have adequately discharged your duties on your clients' behalf. None of the information you provide will be used for evaluative purposes nor will your identity or that of your clients be utilized in this work.
- While the application and these materials use the term "case," it isn't always true that a formal court case is involved in a mandated representation. A perhaps more fitting description would be "client matter" as it covers any type of legal services provided to an indigent defendant, including those that are not directly related to a current criminal prosecution or an appeal.
- Only publicly funded representations for people who are unable to afford counsel in the following types of cases are part of the time study. In other words, if your case doesn't fit the profile below, you do not have to record the time you spent on it during the study period, nor do you have to register it on the application. Privately retained clients, other types of indigent defense appointments such as family law representations, and civil law cases are not included in this time study.

CASE TYPE	EXPLANATION
Criminal violent felony	Felonies as defined in Penal Law 70.02 and class A felonies in Penal Law Article 125
Criminal other felony	Any felony not defined above
Criminal misdemeanor	Any offense for which a sentence of imprisonment of more than 15 days but not in excess of one year may be imposed
Violation	Any offense for which a sentence of not more than 15 days may be imposed
Appeal of a criminal trial verdict	
Appeal of a guilty plea in a criminal case	
Parole revocation	

CASE TYPE	EXPLANATION
Post-disposition matter	E.g., probation revocation, failure to pay fine, violation of conditional discharge, return of Adjournment in Contemplation of Dismissal case to calendar, etc. Do NOT include *parole* revocations.

- The time and activity information you provide during the eight week data collection period will be used to calculate average attorney hours over the lifetime of cases of various types. To get that information, we need you to record your time for <u>every</u> eligible case you are working on from Monday, August 8th through Sunday, October 2nd, even if that case began before Aug. 8th or if it remains active after Oct. 2nd. In other words, it is not important when the file was first assigned to you or when you've completed your services for your client; if you are working on an eligible case (see box above) at any time during the eight week study period, then your time needs to be recorded for that case.

  You might wonder how we can calculate total attorney time expenditures given that some (maybe even most) of the cases in the time study will have been active at a point prior to and\or following the eight week study period. In order to keep the study period as short as possible and not have to collect data over a far longer time (such as a full year), we will be employing certain statistical techniques to impute missing time information.   This is one reason why it is extremely important for you to let us know if a time study case ended during the data collection period and to provide the manner in which it was resolved (the information helps us with the estimation calculations). At the end of the time study we will ask you to confirm whether cases you've reported on were pending as of the end of the day on October 2nd or were resolved prior to that point.

General Rules for the Application

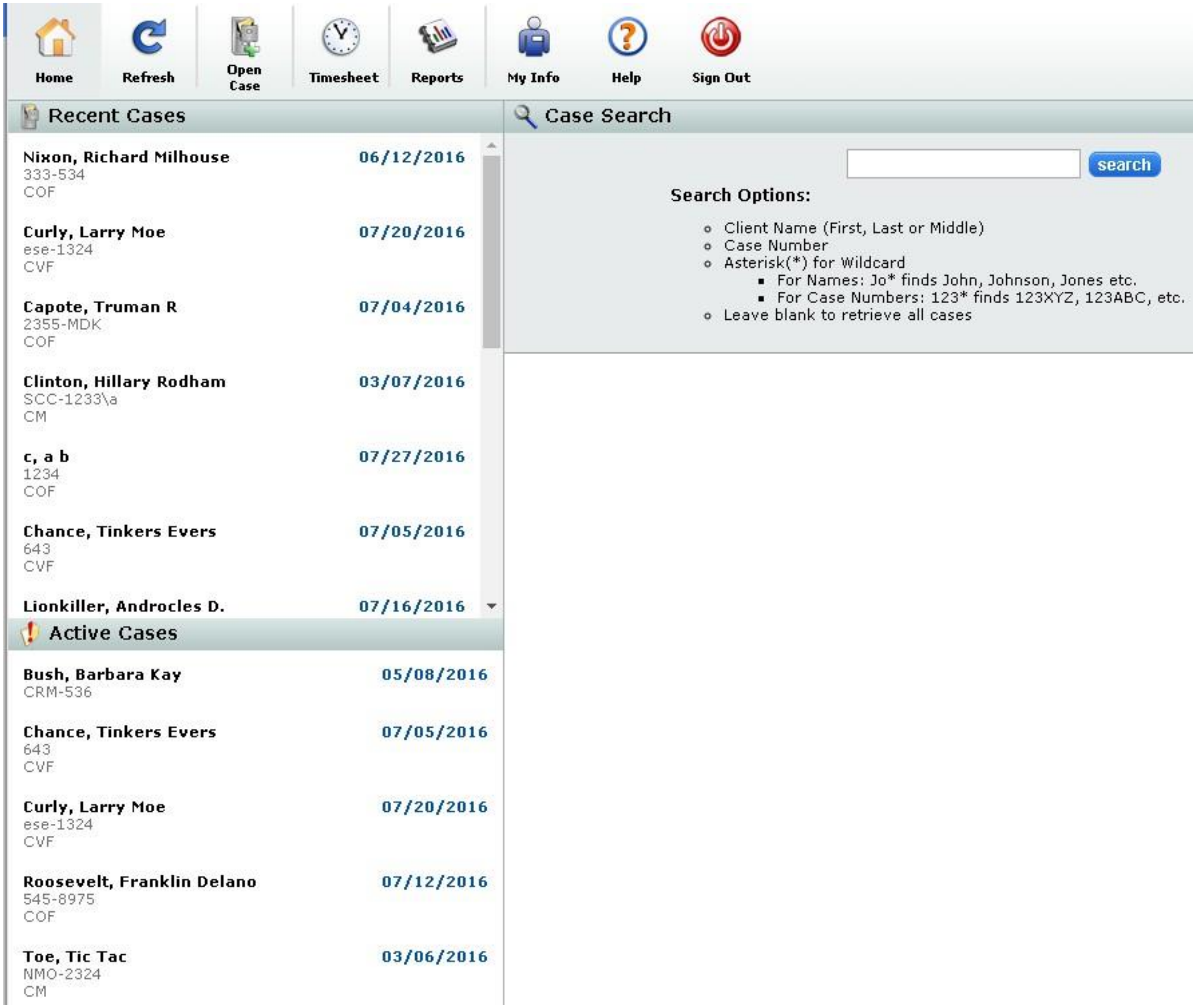
- The website address you received from RAND is unique to you alone. Your user ID and password will not work at a web address assigned to one of your colleagues. If you have lost the proper web address, contact Nick Pace at RAND. If you know the web address but have forgotten your password, an option on the log-in screen will trigger a temporary replacement being sent to you (if you have provided an email address).
- Always use the large buttons on the top of the application to move through the website rather than your browser's "forward" and "back" buttons. Use of the browser's navigation keys may result in loss of information you've just entered or an unwanted exit from the website. If you are trying to get to some specific place and the large buttons don't seem to have your desired destination, click on the *Home Page Button* and try from there.
- The categories available for recording information about case-related activities, case types, and dispositions reflect an effort to greatly simplify what can be complex concepts in real-world criminal law and procedure. We hope that you'll bear with us and choose the option that seems to you to be the best fit, even if it isn't quite a *perfect* fit.
- Often you'll want to call up a particular case for some reason (such as to enter time and activity information for that case or to add or modify descriptive information such as case type or the manner of its disposition). The way in which you do this differs slightly depending on where you are in the application.
  - In the *Case Search Box* on the *Home Page*, you need only enter a client's name (either the first, middle, or last name) or the case number in a search box and then hit the "Search" button to locate cases matching your entry. You can also enter part of a client's name or case number followed by an asterisk to perform "wild card" searches (all matches are then shown in a drop-down menu for your selection). Entering a single asterisk by itself (or just leaving the box blank) and clicking on the "Search" button will bring up all of your registered cases to use for your selection.

- In the *Case Box* on the *Timesheet Page* or the *Case Box* on the *Reports Page*, the application performs an "active search" the moment you begin to type letters or numbers into the search box. You don't need to worry about adding an asterisk to perform "wild card" searches as that's the default search method. To see all of your cases, just put your cursor into the box and hit return.

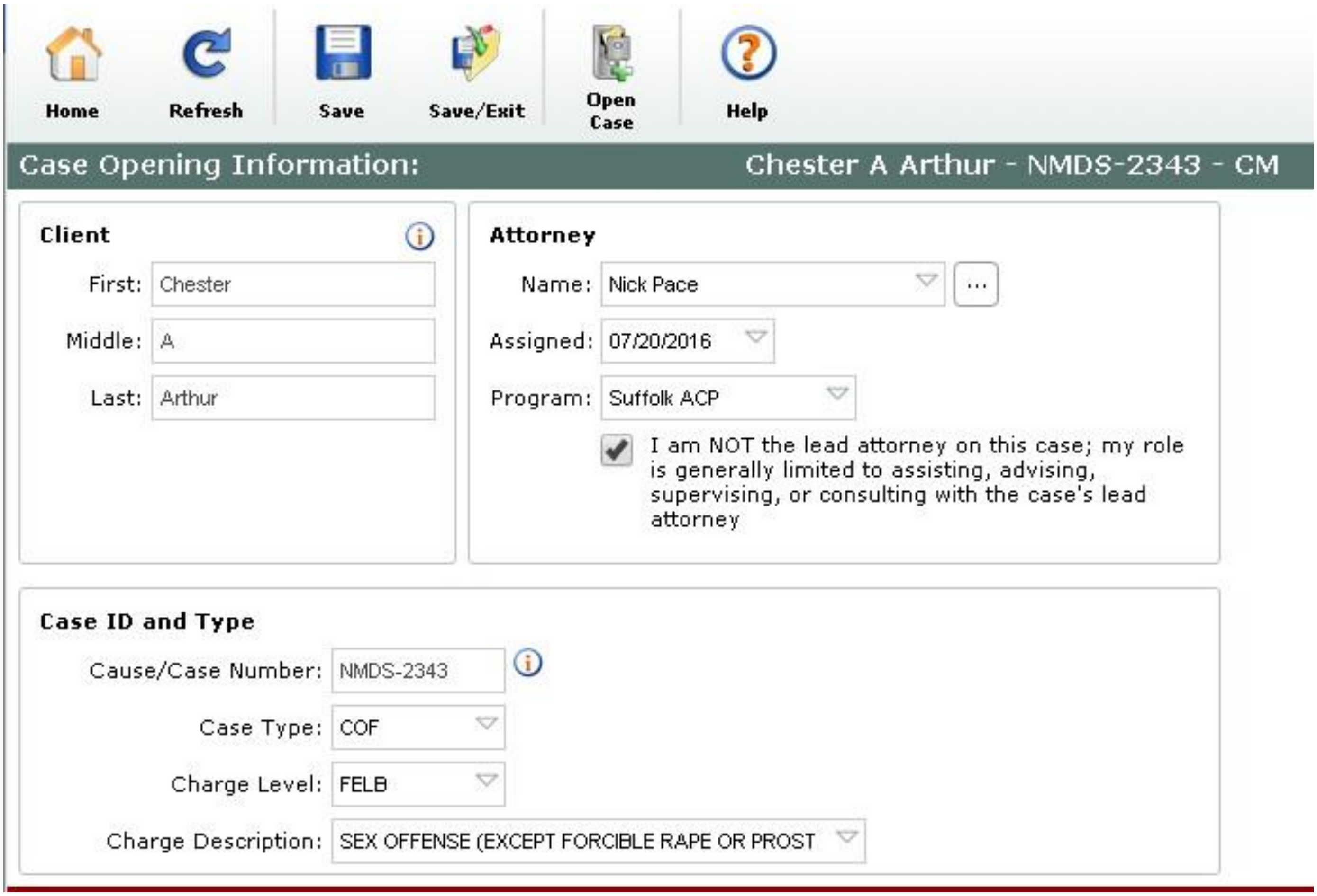
- Other than for searches or running reports, if you are entering information into the application you must always save the entry before moving onto another page. Every page in the application in which information should be saved will have a large *Save Button* (sometimes *Save/Exit Button*) along the top row. You'll lose your hard work if you fail to hit the *Save Button* before leaving that page or shutting down the application.

Quick Start

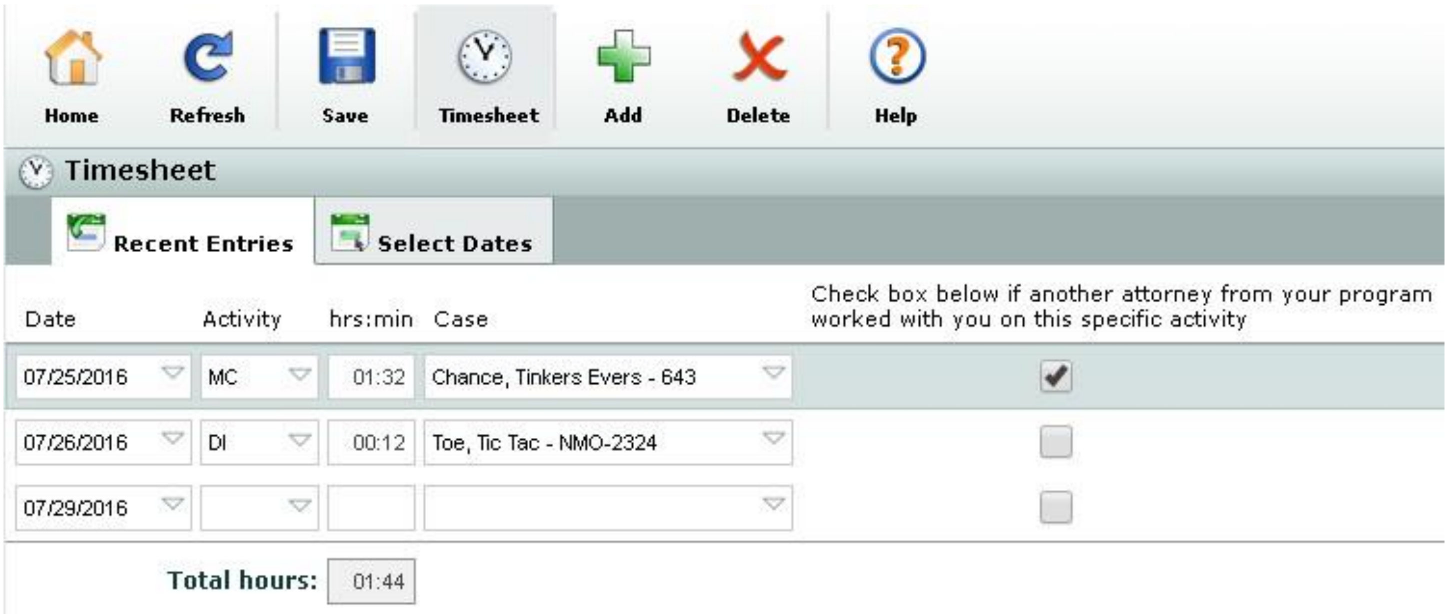
- On your first log-in you'll be taken to a page where you'll provide some information about yourself and your estimates of average hours you work each week. After that's complete, you'll always be taken to the *Home Page* when you log in. The *Home Page* (see picture below) is your portal to all of the tools available on the application.



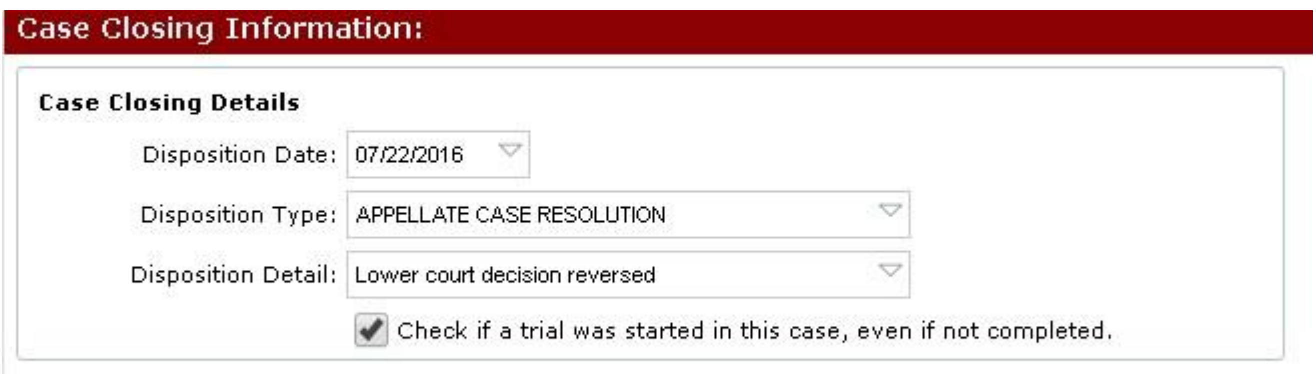
- Before you can keep time in regards to a specific case, you'll need to register that case with the application. You can do that by clicking the *Open Case Button* on the *Home Page*, which will take you to the *Case Information Page* (see picture below). Once some summary information about the case such as the cause number and case type have been entered into the *Case Opening Information Section* and then saved, you'll be able to easily call it up when you want to enter information about time expenditures.



- To enter time and activity information, click on the *Timesheet Button* from the *Home Page*, which will take you to the *Timesheet Page*(see picture below). You'll be able to select the case you want to report on, and then indicate what type of activity took place, the date the activity occurred, and the amount of time (in hours and minutes) that transpired. Clicking the *Add Button* will bring up additional lines for you to make entries. Don't forget to click the *Save Button* when done so your information is not lost.



- If a case is concluded during the time study (such as by an acquittal at trial), you'll need to provide some information about when it ended and the manner of its disposition. To do that, first find the case using the *Case Search Box* on the *Home Page* and then select it. You'll be taken to the *Case Information Page* where you'll be able to enter disposition date and method into the *Case Closing Information Section* (see picture below). Don't forget to save the information before moving to another part of the application.



- When the time study period is over, you'll need to revisit the application and call up all of your cases that have not already been flagged as concluded. You do this by following the instructions immediately above for accessing the *Case Closing Information Section* in the *Case Information Page*. If the case is still pending as of the end of the collection period, you'll indicate as such as a "disposition type." If the case was in fact concluded before the period end, you'll enter disposition date and method.

Detailed Instructions

The Initial Log-In and Attorney Information

- When you log-in for the first time onto the website address you were provided by RAND, you'll be asked to (a) change your temporary password to a permanent one, (b) provide an email address so that we can send you replacement passwords (if you need one) or notify you of important timekeeping news, (c) let us know how many years you've been in practice and how much of that time has been spent handling criminal cases, and (d) your estimates of the amount of time you spend in a typical week on various types of cases.

- Please make sure that your estimates of the average number of hours you work on various types of cases sum up to your separate estimate of total weekly working hours *OR* that your estimated percentage allocations for various types of cases over the average work week add up to 100 percent.
- Note the difference between "case related time" and "non-case related time". The former is effort expended directly in furtherance of a specific client matter, while the latter is anything else you do in regards to your profession, which might include attending continuing education programs, supervising support staff, filling out time studies such as this one, or even just enjoying the office holiday party. If it is "work-related" but isn't for a specific case, then it's "non-case related time."

Home **Refresh** **Save** **Sign Out**

Email Address:	nickpace@rand.org
Total years practicing:	22.00
Years practicing criminal law:	15.00
About how many hours do you work in a typical week (include all matters you represent, regardless of type, and include all hours worked, even if non case-related):	55.00

Of those hours, please give the approximate typical breakout by area:

	Average Hours Per Work Week	-or-	Average Percent of Work Week
CASE-RELATED TIME			
(a) Indigent Defense Appointments			
1. Criminal felonies, misdemeanors, violations, and any other type of case that was included in the time study:	23.00	-or-	42 %
2. Family court - Neglect and/or abuse matter:	0.00	-or-	%
3. Family court - Termination of parental rights matter:	0.00	-or-	%
4. Family court - Willful violation matter:	0.00	-or-	%
5. Family court - any other case type:	0.00	-or-	%
6. Other matters:	0.00	-or-	%
(b) Privately Retained Representations			
1. Criminal cases and appeals:	17.50	-or-	32 %
1. Family court cases and appeals:	3.00	-or-	5 %
3. Civil cases and appeals:	5.00	-or-	9 %
4. Other matters:	0.50	-or-	1 %
NON-CASE-RELATED TIME			
All other time not spent related to direct casework (reading advance sheets, professional development, admin. tasks, supervising non-case-related work of others, timekeeping, etc.)	6.00	-or-	11 %

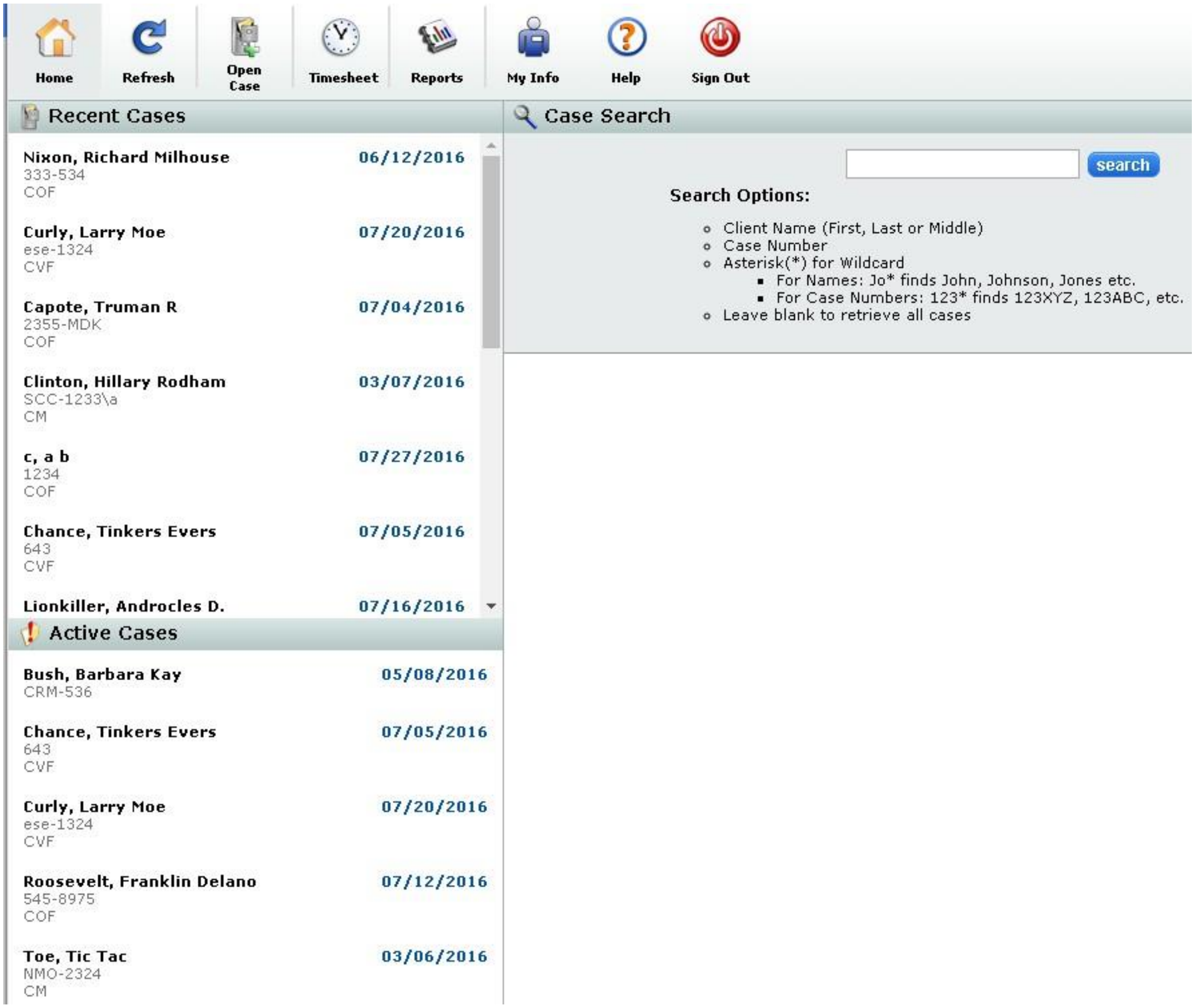
Please make sure that the total hours entered in this section equal your response to the question "About how many hours do you work in a typical week?" above -OR- that the percentages entered above add up to 100%

Save

- Make sure you click the *Save Button* at the top before leaving this page.

- You won't have to return to this screen on subsequent visits, though you can change what you've entered at anytime using by going to the *My Info Page*.

The Home Page



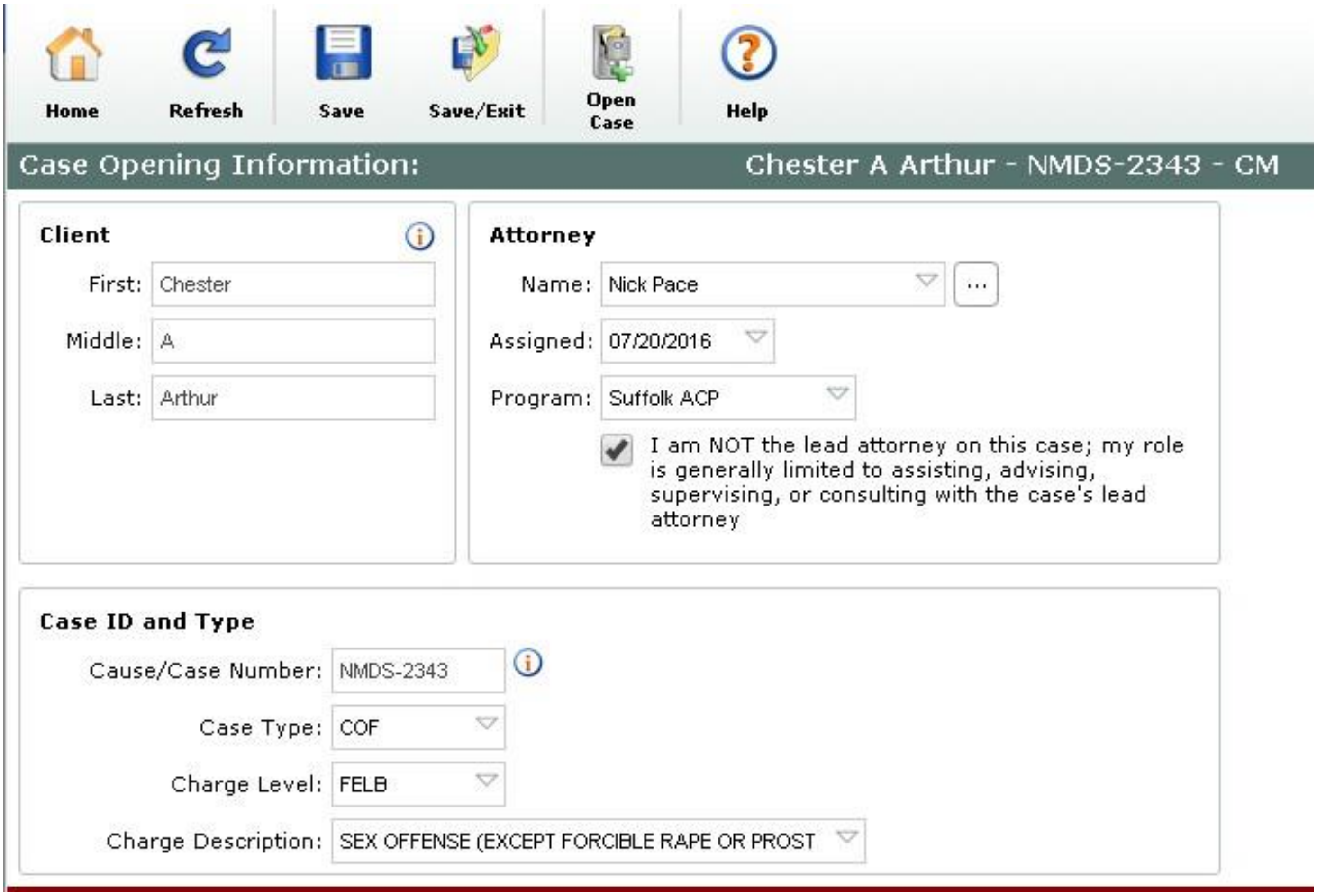
- The *Home Page* is where you'll initiate many of your most common tasks. There you'll find (a) a short list of cases that you've worked on recently (the *Recent Cases Section*), (b) a short list of your "active" cases (those that have not yet closed and that have at least one time entry; the *Active Cases Section*), (c) a *Case Search Box* for locating specific cases so that you can add or modify descriptive information about them, and (d) a row of large buttons across the top border that will either take you to a different page or perform a common task:
  - A *Home Button* to take you to the *Home Page* (but hey, you're already there!)
  - A *Refresh Button* to update the screen with information you have recently entered
  - An *Open Case Button* to take you to the *Case Information Page* for the initial registration of a case you'll be working on during the time study (to get back to the *Case Information Page* for a specific case that has already been registered, used the *Case Search Box* on the *Home Page*)
  - A *Timesheet Button* to take you to the *Timesheet Page*, where you can enter time and activity information for as many cases as you wish

- A *Reports Button* to take you to the *Reports Page*, where you can run reports that show total time you've recorded for your registered cases, or that show individual time entries for selected cases
- A *My Info Button* to take you to the *My Info Page*, where you can (a) update information about yourself and your practice, (b) change your password, (c) print off paper forms for recording case information or time & activity information, or (d) run a test of your connection with the Justice Works servers.
- A *Help Button* to take you to various guides and instructional materials.
- A *Sign Out Button* to make sure that your information is secure when you cease working on the application after your session.

- Before you can enter your time and activity information for that case, you'll first need to see if you've already registered the client matter with the system. If you aren't sure, first try searching for it using the *Case Search Box* on the *Home Page*. If you don't see it, click on the *Open Case Button* to take you to the *Case Information Page* where you can register it for the first time as described below. If it does pop up in the *Case Search Box*, it's already registered and if you want to make a time and activity entry, just click the *Timesheet Button* to take you to the *Timesheet Page*.

Note: Some programs have "pre-populated" the time study database with information about certain cases that were active in their program in July 2016. As such, you may see a case that you've been representing pop up in the *Case Search Box* even though you've never personally registered it. If you wouldn't mind, please make sure that we have the correct basic information about that case by selecting it in the *Case Search Box* on the *Home Page* which will take you to the *Case Information Page* for any needed edits.

Registering a Case with the Application



- The *Case Information Page* initially shows the *Case Opening Information Section* in the top part of the screen. The section contains the following groups:
    - The *Client Group*. The client's first, middle, and last names are entered. As stated earlier, client names will not be transmitted to RAND. Participating attorneys do have the option of using a substitute name if so desired, but whatever is entered must be unique to an attorney's caseload and easy for you to remember so that the case can be quickly retrieved when you want to add time information. Regardless of what you decide to use for a client's name, something must always be entered into the first and last name boxes.
    - The *Attorney Group* containing the following:
        - The name of logged-in attorney (your name, we hope!).
        - A drop down box for entering the date you were assigned to the case.
        - A drop down box for indicating for the program (or organization) that is administering the case. The following table shows the program code that should be used depending on the county and the administrator related to the case of interest:

COUNTY	CASE ADMINISTRATOR	*TIME STUDY PROGRAM CODE*
Onondaga	Hiscock Legal Aid Society	*Onondaga LAS*
Onondaga	Onondaga County Bar Association Assigned Counsel Program	*Onondaga ACP*
Ontario	Office of the Ontario County Conflict Defender	*Ontario CD*
Ontario	Ontario County Assigned Counsel Program	*Ontario ACP*
Ontario	Ontario County Public Defender's Office	*Ontario PD*
Ontario	Contract appeals for the Ontario County Public Defender's Office	*Ontario PD*
Schuyler	Schuyler Assigned Counsel Program (NOTE: this includes attorneys administered through the Tompkins County Assigned Counsel Program when the matter is handled in Schuyler County)	*Schuyler ACP*
Schuyler	Schuyler County Public Defender's Office	*Schuyler PD*
Suffolk	Assigned Counsel Defender Plan of Suffolk County	*Suffolk ACP*
Suffolk	Legal Aid Society of Suffolk County	*Suffolk LAS*
Washington	Washington County Assigned Counsel Office	*Washington ACP*
Washington	Washington County Public Defender's Office	*Washington PD*

- A check box for indicating that you are not the lead attorney in the matter. We ask this so that we can identify the lead attorney in each case.
  - The *Case ID and Type Group*, containing the following:
    - A "Cause/Case Number" box to enter the case's cause or case number (please recall that this number will not be transmitted to the RAND analysts). Though we suggest that the number reflect one already used by your office to designate the file you are working on (or perhaps the court's docket number), you can enter anything into that box, as long as it is unique to your caseload and easy for you to remember so that the case can be quickly retrieved when you want to add time information. Regardless of what you decide to use for a cause or case number, something must always be entered into the box.
    - A "Case Type" drop down box.to categorize the client matter at a high level. <u>If multiple categories are applicable, you should choose the type that best represents the charge or issue with the most significant potential consequences for your client.</u> Available choices include the following:

CASE TYPE	TIME STUDY CODE	EXPLANATION
Criminal violent felony	CVF	Felonies as defined in Penal Law 70.02 and class A felonies in Penal Law Article 125
Criminal other felony	COF	Any felony not defined above
Criminal misdemeanor	CM	Any offense for which a sentence of imprisonment of more than 15 days but not in excess of one year may be imposed
Violation	V15	Any offense for which a sentence of not more than 15 days may be imposed
Appeal of a criminal trial verdict	ACT	
Appeal of a guilty plea in a criminal case	AGP	
Parole revocation	PR	

CASE TYPE	TIME STUDY CODE	EXPLANATION
Post-disposition matter	PD	E.g., probation revocation, failure to pay fine, violation of conditional discharge, return of Adjournment in Contemplation of Dismissal case to calendar, etc. Do NOT include *parole* revocations.

- If the case type chosen is a prosecution involving a felony, misdemeanor, or violation (the first four rows in the above table), then two additional dropdown boxes will appear.
  - The first is the "Charge Level" dropdown box. Available options for indicating the class of felony or misdemeanor are as follows:

CASE TYPE	CHARGE LEVEL	TIME STUDY CODE
All Felonies	Felony A	FELA
	Felony B	FELB
	Felony C	FELC
	Felony D	FELD
	Felony E	FELE
	Felony Unclassified	FELU
All Misdemeanors	Misdemeanor A	MISDA
	Misdemeanor B	MISDB
	Misdemeanor Unclassified	MISDC
All Other Case Types	Violation	VIO
	Infraction	INF
All Case Types	Unknown	UNK
	None of the above	NOA

  - The second additional box that appears when the case involves a prosecution is the "Charge Description" dropdown box, allowing you to indicate the charge with the most significant potential consequences for your client with a higher degree of specificity. Available options are as follows (note that the list is based on the FBI's Uniform Crime Reporting Program, which means that it might not be a perfect fit for all New York offenses; please use your best judgment):

CHARGE DESCRIPTION	CRIME CATEGORY	TIME STUDY CODE
Murder	Personal	1
Non-Negligent Manslaughter	Personal	2
Negligent Manslaughter	Personal	3
Rape	Personal	4
Sex Offense (Except Forcible Rape or Prostitution)	Personal	5
Kidnapping	Personal	6
Aggravated Assault	Personal	7
Simple Assault	Personal	8
Coercion	Personal	9
Stolen Property	Property	10
Robbery	Property	11

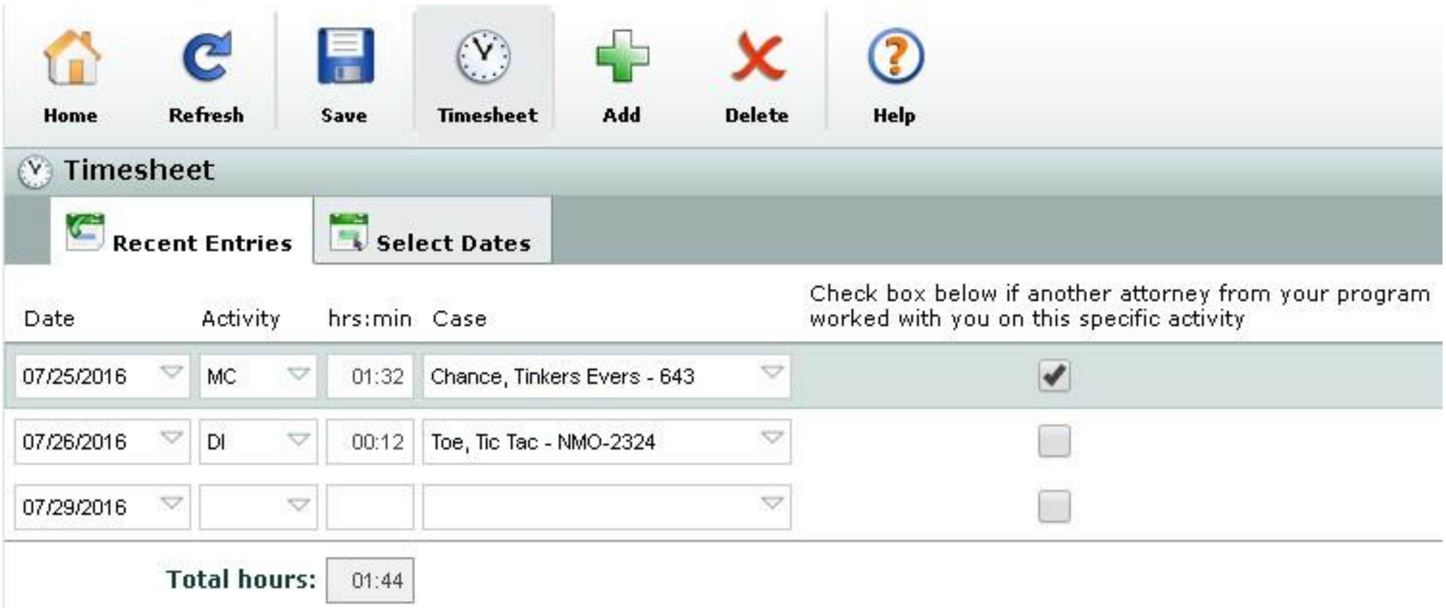
CHARGE DESCRIPTION	CRIME CATEGORY	TIME STUDY CODE
Burglary	Property	12
Larceny	Property	13
Arson	Property	14
Bribery	Property	15
Extortion	Property	16
Forgery & Counterfeiting	Property	17
Fraud	Property	18
Embezzlement	Property	19
Criminal Mischief	Property	20
Possession of Burglar's Tools	Property	21
Motor Vehicle Theft	Property	22
Unauthorized Use of Vehicle	Property	23
Dangerous Weapons	Societal	24
Controlled Substance Sale: Opium, Cocaine, or Derivatives	Societal	25
Controlled Substance Sale: Marijuana	Societal	26
Controlled Substance Sale: Synthetic Narcotics	Societal	27
Controlled Substance Sale: Other	Societal	28
Controlled Substance Possession: Opium, Cocaine, or Derivatives	Societal	29
Controlled Substance Possession: Marijuana	Societal	30
Controlled Substance Possession: Synthetic Narcotics	Societal	31
Controlled Substance Possession: Other	Societal	32
Driving Under the Influence - Alcohol	Societal	33
Driving Under the Influence - Drugs	Societal	34
Gambling - Bookmaking	Societal	35
Gambling - Numbers and Lottery	Societal	36
Gambling – Other	Societal	37
Promoting Prostitution	Societal	38
Prostitution	Societal	39
Patronizing Prostitutes	Societal	40
Offenses Against Public Order	Societal	41
Offenses Against the Family	Societal	42
Liquor Law Violations	Societal	43
Disorderly Conduct	Societal	44
Public Narcotic Intoxication	Societal	45
Loitering (Vagrancy)	Societal	46
Runaway	Societal	47
Traffic Offenses	Societal	48
All Other Offenses (Except Traffic)	Unknown\Other	49
Unknown	Unknown\Other	50

Note: After you've entered the necessary information into the *Client Group*, the *Attorney Group*, and the *Case ID and Type Group*, you'll need to save the case in order to make it available for recording your hours.

- If you just want to save the case and then return to the *Home Page*, click the *Save/Exit Button*.
- If you want to save the case and then enter some information about the disposition of the matter as well, click the *Save Button*. For instructions about entering disposition information, see <u>Entering Case Disposition Information or Indicating Pending Status</u> below.

Recording Your Time

- The *Timesheet Page* is where you'll make the actual time and activity entries.



- There are two ways to get there, depending on what you want to do:
  - If you want to record information about multiple cases (perhaps making entries from your notes at the end of the day) or just make a small number of entries for a single case, click the *Timesheet Button* on the *Home Page*. You'll be able to indicate the case you are reporting on with each entry you make.
  - If you want to record a large number of entries for a single case, it's more convenient to access a version of the *Timesheet Page* that defaults to a particular case (in other words, all time and activity entries you make will be automatically assigned to the same case). To get there, select the case from the *Case Search Box* on the *Home Page* . You'll first be taken to the *Case Information Page* displaying the characteristics (such as case type) for that case alone. You'll see the name of your case, the case\cause number, and the application's code for the case type to help you confirm that you have the right client matter. In the lower left corner of the *Case Information Page* you'll see two tabs: "Case" (which is the default display) and "Time". Click on the "Time" tab. Now you won't have to select the case you are reporting on with each entry you make, as it will always be the same one.
  - Except for when you have to indicate the correct case every time, the manner in which you will enter time and activity information into the *Timesheet Page* will be the same in both versions (see discussion below).

- The *Timesheet Page* defaults to a display that shows you a few of your most recent time and activity entries (which is why the tab in the upper left corner says "Recent Entries"…). The boxes that you be filling out for each entry include the following:
  - The *Date Box*. This is just a typical dropdown calendar entry. Please remember that the date to be entered is the date that the <u>activity</u> occurred, not the date you are making the entry.
  - The *Activity Box*. The dropdown box will give you 12 different categories to choose from (plus an "Other" option if nothing quite fits). As always, the categories are crude substitutes for the far more complex set of tasks that you perform in service to your client, but we just need some sort of way to group your efforts into a small enough set of events where meaningful analysis is possible.. Use your best judgement when choosing what you feel most closely captures the core nature of your work, opting for a more granulated description rather that something more generic. For example, if you are driving two hours to a hearing, use "Travel time for this case," but if you were listening to wiretap recordings on your car sound system the entire time, you might want to classify the effort as "Reviewing discovery materials." Ultimately the choice is up to you, though we hope that you'll try to avoid defaulting to "Other" when it isn't 100 percent clear as to what fits.

ACTIVITY	TIME STUDY CODE
Administrative tasks	AT
Client communication (including client's family/friends)	CC
Consulting with experts (outside, immigration, other attorney, etc.), sentencing advocates, social workers, etc.	CE
Consulting with, supervising, or advising other attorneys (including managers and colleagues) in the program	CS
Defense investigation of the facts	DI
Drafting of pleadings, motions, briefs, subpoenas, affidavits, etc.	DP
Meetings, communications, or negotiations with opposing counsel\law enforcement	MC
Preparation for trial not captured elsewhere	PT
Reviewing discovery materials \ Reviewing lower court files or records of proceedings	RD
Research into the law and legal issues	RL
Time spent in court on this case	TC
Travel time for this case	TT
Other	OT

One commonly encountered problem involves what to do when the same activity is related to two or more cases. We'd like you to allocate the time spent on that activity in a way that makes sense to you in regards to what you were doing for each of the cases involved. If, for example, you were driving an hour to a courthouse where you presented motions to the court for two different cases, an easy way to allocate would be to simply split the travel time in two, and create two different entries for that activity (one for each case). If on the other hand you were just quickly presenting a motion for one case but were involved in a four hour hearing for the other, you might want to allocate ten minutes of the hour of travel to the first case and 50 minutes to the one with the hearing. There are two important rules when doing such allocations: (a) We always need separate entries for each case you worked on rather that just combining everything under only one of them, and (b) We don't want you to worry too much about this. Whether you allocate ten minutes, 15 minutes, or whatever strikes you in the above example, we'll still have some useful information about the daily efforts of attorneys like you in representing indigent defendants.

  - The *hrs:min Box*. This is where you'll record the amount of time. As the box's name suggest, the entry should be in the form of [hours]:[minutes], as in "3:14" (three hours and fourteen minutes) or “0:03” (three minutes). There are some important rules to consider when making an entry:

- It’s always safest to use a colon even if you are only entering whole hours or only entering whole minutes. Moreover, you always want to enter a two digit number (with a leading zero if needed) for the minutes. An entry of “7**:**” will register as seven hours, an entry of “**:**07” will be register as seven minutes, and an entry of “7:07” will register as seven hours and seven minutes..
- The application does not record in tenths of an hour (as do some other legal timekeeping systems). If you like to think in tenths, use six minutes, twelve minutes, etc.
- Despite the “use a colon+two digit minutes” advice given above, there are a few tricks that have been implemented in this application that can speed the keying of large numbers of time and activity entries. They may seem strange at first, but they have been extensively tested in other indigent defense systems utilize time tracking and found to be user-friendly:
    - Entering “1” will register as 1**:**00 (one hour)
    - Entering “2” will register as 2**:**00 (two hours)
    - Entering “3” through “59” will register as 0**:**03 (three minutes) through 0**:**59 (fifty-nine minutes)
    - Entering “60” will register as 1**:**00 (one hour)
    - Entering “**:**1” through “**:**5” will register as “0**:**10” through “0**:**50”
- Until you are used to the system’s features in this regard, it’s probably best to give your last entry a quick check to confirm that what was registered is what you wanted (alternatively, just stick to the “use a colon+two digit minutes” rule)

It may sound silly, but it’s vitally important to capture any sort of time expenditure for a client, even if it is only a trivial amount of effort. If, for example, all you did was shake the client’s hand and gather some intake information for five minutes, but then the case was immediately turned over to private counsel, we still need that five minutes to be entered. The reason is that a whole bunch of five minute (or even less) expenditures add up to a lot of time, and without that information it will appear that certain types of cases consume a lot less effort than is actually true.

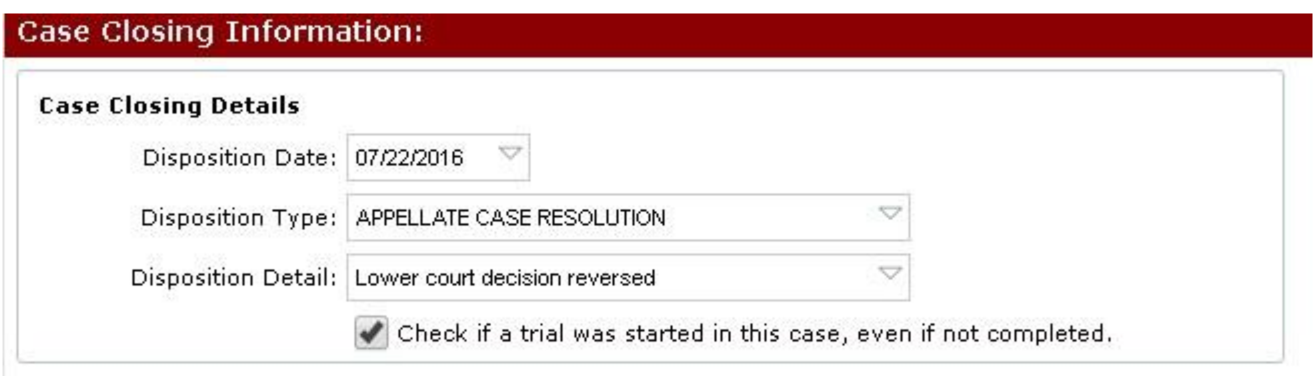
- If the version of the *Timesheet Page* you’ve selected allows you to select the case for which you are making the entry, the *Case Box* is the way you’ll do it. An “active search” will begin the moment you begin to type letters or numbers into the search box. You don’t need to worry about adding an asterisk to perform “wild card” searches as that’s the default search method. To see all of your cases, just put your cursor into the box and hit return.
- Finally there is what might be characterized as the *I wasn’t the only person who worked on this Check Box*. More formally, checking this box means that “another attorney from your program worked with you on this specific activity.” Hopefully that other attorney will have been as diligent as you and will also record his or her time for the same activity. We ask this question in order to paint an accurate picture of the instances where multiple attorneys from your program collaborate to represent the same client on the same matter.

- Once you’ve finished with all of the information for a single entry, go ahead and click the *Save Button* on the top of the *Timesheet Page*. You could wait until you have all the time entries finished that you planned to make in one session, but if you are risk-adverse like a lot of us and would rather not lose everything due to a power outage or a spilled cup of coffee, hitting the *Save Button* repeatedly is probably a good idea.

- If you want to add a new blank line for another entry, click the *Add Button* on top.
- If you want to delete your last entry, just click the *Delete Button* on top. If you want to delete a specific entry that isn't the last one, click anywhere on the line in question to highlight it, then click the *Delete Button*. There is no way to undelete, unfortunately.
- You can also have the *Timesheet Page* display all of the entries relating to a particular time span, which can be helpful if you want to go back and edit something you've already done. When the *Timesheet Page* opens, click the tab in the upper left corner says "Select Dates" (it's right next to "Recent Entries"). When you click it, a pop-up window appears that asks you for a date range. When you set the start and end days, click the small *OK Button* and you'll see all of the entries for those days.
- Frankly, we are less interested in when something happened than in making sure that we've captured all the time expended on a case over the course of a day. If you spent an hour in the morning working on a brief, and then much later that day spent another two hours working on the same brief for the same case, it is perfectly fine to report this just once as three hours of "Drafting briefs and other pleadings" rather than making two separate entries.
- We strongly urge you to get into the habit of entering your time and activities as often as possible. Memories fade, and as time goes by it becomes more and more daunting to try and remember what you did, who it was for, and how long it took. If you can't keep the application open on your computing device and record as you go, make a commitment to yourself to enter all of your time and activity information for the day before you go home at night. Keeping paper forms handy (see Miscellaneous Tools, below) during your working day so that you can jot down your time expenditures on the fly is a great way to keep things under control, but be sure to key these paper entries into the application regularly (once a day would be an excellent choice).

Entering Case Disposition Information or Indicating Pending Status

- Many cases that you will be working on during the time study will be disposed of in some manner before the end of the collection period, such as by a trial verdict, a dismissal, or the client hiring private counsel. When that happens, we need you to enter that fact into the application, so the case can be counted as having been completed. It will also help reduce the clutter when you do searches for the purpose of new timekeeping entries, because we remove cases that are flagged as disposed of in some way from certain types of searches (a closed case is assumed to be one in which you would do no further work).
- To enter case disposition information, select the case from the *Case Search Box* on the *Home Page*. Because it has already been registered, a *Case Closing Information Section* appears at the bottom of the *Case Information Page*.



The components of this section are as follows:

- The *Disposition Date Box*. Select your best estimate of when the matter was disposed of. You can use today's date for this field if you are planning on entering "Pending Matter" into the *Disposition Type Box*.
- The *Disposition Type Box*. Select the general type of disposition for this case. **NOTE**: Do *NOT* select "Pending Matter" until on or after Monday, October 3rd

DISPOSITION TYPE	TIME STUDY CODE
Pending Matter (as of time study end)	PM
Representation Ended Before Resolution	REBR
Trial-Level Criminal Case Resolution	TCC
Appellate Case Resolution	ACR
Parole Case Resolution	PCR
Other Type of Resolution (not described above)	OT

- The *Disposition Detail Box*. For all disposition types other than "Pending Matter" and "Other Type of Resolution", an additional dropdown menu is provided to capture more detailed information about how the case was disposed. The menu is dynamic in that the options shown change depending on what was entered in the *Disposition Type Box*.

  As always, choose the category that seems to be the most practical way to describe what happened, even if it doesn't fully capture all of the nuances of the event.

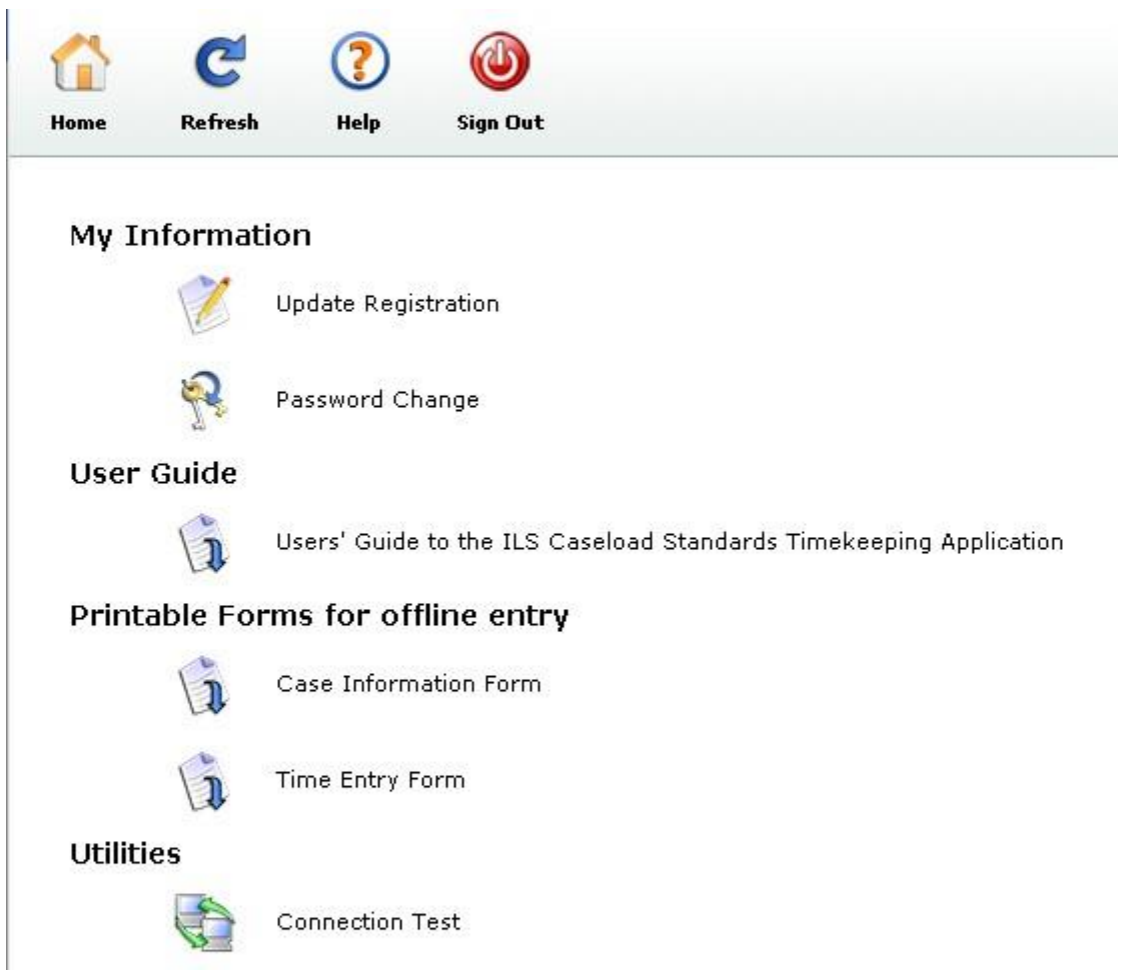
DISPOSITION TYPE	DISPOSITION DETAIL	TIME STUDY CODE
Representation Ended Before Resolution	Conflict of interest discovered	CID
	Client found financially ineligible for services	CFI
	Client retained private counsel	CRPC
	Transferred to another attorney for indigent defense	TRAN
	Other reasons (e.g. client died, placed in mental hospital etc.)	OT
Trial-Level Criminal Case Resolution	Plea to top charge	PTC
	Plea to lesser charge	PLC
	Trial found guilty of top charge	TFGT
	Trial found guilty of lesser charge	TFGL
	Trial acquittal	TA
	Dismissal	DIS
	Adjournment in contemplation of dismissal	ACD
	Other	OT
Appellate Case Resolution	Lower court decision affirmed	LCA
	Lower court decision modified in part	LCM
	Lower court decision reversed	LCR
	Case settled/withdrawn prior to decision	SW
	Dismissed	DIS
	Permission denied	PD
	Other	OT
Parole Case Resolution	Revoked	REV
	Restored	RES
	Other	OT

- The *Trial Began Check Box*. Make sure you check this box whenever a trial was started (however you define "start" in your jurisdiction) even if it was never completed and even if the case was disposed of by a means other than a trial verdict. This is really important in regards to estimating unobserved attorney time.

- As stated above, it is very important that you do not flag a case as pending until *after* the time study period has completed. Nor should you enter disposition information for a case that you believe will require additional time expended by you on behalf of your client. Either action will remove the matter from your application as one in which time and activity information can be recorded. Note: You can always go back and change disposition information if needed, which will reopen the case for additional time and activity entries.
- Make sure you hit the *Save Button* (or the *Save\Exit Button*) at the top in order to make sure your entries have been properly recorded.
- You will receive a reminder at the end of the time study to confirm disposition or pending information for all of your still open cases.
- An easy way to go through your registered cases and just find the ones that are still open is to look at the *Active Cases Section* on your *Home Page*. The cases found there are ones in which at least one time and activity entry has been made but no disposition information has been entered. Select a case in that section to be taken to the *Case Information Page* where you can flag the matter as closed. You'll find that after so flagging the case will not be included in the *Active Cases Section* the next time you visit the *Home Page*.

Editing Your Personal Information

- Clicking the *My Info Button* from the *Home Page* will take you to the *My Info Page*.



- The *My Information Section* contains two useful functions:
  - Clicking on the *Update Registration* option returns you to a screen similar to the one you encountered at the start of the study, when you were asked questions about how many years you've been in practice

and how much of that time has been spent handling criminal cases, as well as seeking your estimates of the amount of time you spend in a typical week on various types of cases as well as in total.

   - As always, please make sure that your estimates of the average number of hours you work on various types of cases sum up to your separate estimate of total weekly working hours *OR* that your estimated percentage allocations for various types of cases over the average work week add up to 100 percent.
   - Also, note the difference between "case related time" and "non-case related time". The former is effort expended directly in furtherance of a specific client matter, while the latter is anything else you do in regards to your profession, which might include attending continuing education programs, supervising support staff, filling out time studies such as this one, or even just enjoying the office holiday party. If it is "work-related" but isn't for a specific case, then it's "non-case related time."
   - If you change any of the existing values in the display, make sure you click the *Save Button* at the top.

- We're pretty sure you can guess that clicking on the *Password Change* option will allow you to change your password…

Generating Reports

- The *Reports Page* provides you with two options for listing your cases. Use of the reports function is for your convenience (and perhaps amusement?) only and will have no effect on our analysis.

   - If you want to list summary information about a specific case or list all of your cases individually as well as the total time you've recorded for each, click on the "Attorney Time" option underneath the "Attorney Reports" banner.
   - If you want to display all of the individual time entries you've entered for a specific case or all of your cases individually, click on the "Attorney Time - Detail" option underneath the "Attorney Reports" banner.

- You'll be given the following options:
  - *Time Entry Date Range Box*. Enter the starting and ending dates for time expenditures of interest. Enter nothing in this box if you want information on all recorded time expenditures.
  - *Case Box*. Select the specific case of interest to you by searching in this box (the search function operates in the same way as the one on the *Timekeeping Page*). Enter nothing in this box if you want information on all of your cases.
  - *Type Box*. Use the dropdown menu to select the specific activity you'd like to focus on. Enter nothing in this box if you want information on all of your recorded activities.
  - *Export Type Box*. Use the dropdown menu to choose the form that the report will take, You can generate a PDF file (a new window will open) or an Excel spreadsheet (the file will be downloaded) to display the results.
- Once you've set your options as you like, click the *Run Button* on the top of the *Reports Page*.
- The *Clear Button* will delete all of your option settings.
- The *History Button* will give you a listing of the instances when reports have been run.

Miscellaneous Tools

- Clicking the *My Info Button* from the *Home Page* will take you to the *My Info Page* where you'll find some useful tools:
  - The *User Guide* option will bring up this document.
  - The *Case Information Form* option will give you a printable version that you can use for jotting down information about a brand new case (or an old case you haven't yet registered) so that you'll have the information handy when you are eventually able to access the on-line application.
  - The *Time Entry Form* option will give you a printable version of the *Timekeeping Page* that you can use for jotting down time and activity information until you have a chance to enter it into the on-line application.
  - The *Connection Test* option will run a test that Justice Works can use to troubleshoot your access to the on-line timekeeping application. They'll walk you through the steps if you are in need of technical help.