

# Court Improvement Program Coordinator

## **Stacy Lynch**



### **Contact Information**

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# Voice & Text Notifications

**Madison County, TN**  
**Amy Jones, Director**

# 4 Different Voice & Text Notification Reports

## Text Notification of Clerk Events

- This includes specific event types on specific court dockets:
  - Tuesday Dependency Docket,
  - Wednesday Youth Justice Docket,
  - Thursday Docket for D&N and Ratifications.

## Text Notification of Intake Events

- This is for a specific event type called Intake Meeting.
- It is not on a court docket.

## Restitution Payment Reminder

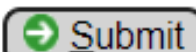
- This is for a specific event type called Restitution Payment Due.
- On any court docket




## Text Notification of Clerk Events for Victims

- This is for specific event types
- On the Tuesday, Wednesday, and Thursday Court dockets.

## List Court Docket

Filter: Court:	Date:*	<input checked="" type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Start time
WED - Wednesday Juvenile Justice Docket	4/6/2022		End time
<input type="checkbox"/> Detained only <input type="checkbox"/> Added today only	<input checked="" type="checkbox"/> Include disposed	<input type="checkbox"/> In session only	
Display: <input type="checkbox"/> Alphabetical <input type="checkbox"/> Names and cases only	<input type="checkbox"/> Separate by case type	<input checked="" type="checkbox"/> Details <input checked="" type="checkbox"/> Notes	
Print: <input type="checkbox"/> Case barcode <input type="checkbox"/> Blank lines			

 Submit

Hearing	Name	Case	Statute	Case assignments
10:00A (30 mins) AdjDisp Heard by Judge	 Justin  (18741/1-DEF) DOB: 11/11/2006 Age: 15	61-54,374 Delinquency Wednesday Referred by: Jackson Police	1 - Crim Attempt Agg Robbery/F - Guilty 2 - Agg Burglary/F - Guilty 3 - Agg Asslt - Fel/F - Guilty	ATTY for Justin  Joseph Howell PET - Adam Pinion IO - Melody Wiggers

The text message says, “This is an automated message from Madison County Juvenile Court. You have a(n) **Adjudicatory/Disposition Hearing on 4/6/22 at 9:30 am**. If you need more information call 731-423-6150.”

The text message is sent to: Event name and case assignments: Petitioner, Victim's Parent, Witness

The Text is sent to the contact number types: cell, cel2, cel3

- Contact numbers [Top](#)

**A mobile number that can receive text messages: 731-217-8006**

## Event names/cases

Justin [REDACTED];  
(18741; Case: 1; Defendant; 61-54,374)

 Person detail  
Contacts

Case CCS  
Cover Sheet  
Deadlines

## Appearances

Ramona Carpenter (Appeared)

Amy Davis (Appeared)

Justin [REDACTED] (Provided by Text message - Sent successfully; Appeared)

Willian [REDACTED] (Provided by Text message - Sent successfully; Did not appear)

Joseph Howell (Appeared)

Christy R. Little (Appeared)

Adam [REDACTED] (Provided by Text message - Failed to successfully serve; Did not appear)

Alan [REDACTED] (Provided by Text message - Failed to successfully serve; Did not appear)

E B [REDACTED] (Provided by Text message - Failed to successfully serve; Did not appear)

Event Name

Victim

Petitioner

Witnesses

On 4/3/22 text messages were sent.

# Intake Meetings

We send text messages for Intake Meetings 1 day before the event date.

The text is sent to the Name on the event as well as anyone with a relative type of Mother and Father.


The text message says, "This is an automated message from Madison County Juvenile Court. You have Intake Meeting on 3/11/22 at 11:00 am. If you need more information call 731-423-6140."

- Last 20 Events		Top	
Event date/time	Event type	Court	Disposition
4/6/2022 10:00 AM	Adjudicatory/Disposition Hearing	Wednesday	Heard by Judge
3/30/2022 9:30 AM	Adjudicatory/Disposition Hearing	Wednesday	Cancelled
3/11/2022 11:00 AM	Intake Meeting		Completed



# Voice Notification of Intake Events

## Madison County

Event	Name	Number	Action
57143 - Intake Meeting on 3/11/2022 at 11:00 AM with Madison County Juvenile Court Services	Brent [Redacted] Child (16871)	731-217-9320	Text
57143 - Intake Meeting on 3/11/2022 at 11:00 AM with Madison County Juvenile Court Services	Jodi [Redacted] Mother	731-426-5077	Text
57143 - Intake Meeting on 3/11/2022 at 11:00 AM with Madison County Juvenile Court Services	Ryan [Redacted] Father	731-267-4457	Text
57149 - Intake Meeting on 3/11/2022 at 10:00 AM with Madison County Juvenile Court Services	Jamarrion [Redacted] t (18620)	Not found 	Text; Failed
57149 - Intake Meeting on 3/11/2022 at 10:00 AM with Madison County Juvenile Court Services	Jessica [Redacted]	615-752-7908	Text

- Relatives [Top](#)

[Get from another Add](#)

Name	Type	Address	Contact number
Ryan [Redacted]	Father	Home Address: unknown Jackson, TN 38301	CELL: 731-267-4457
Jodi [Redacted] (Legal Custody)	Mother	Home Address: 71 Holly Street Jackson, TN 38301	CELL: 731-426-5077



### Text Notification of Clerk Events

- Sent 3 days before event
- Sent to Event Name, Assigned Role, Petitioner, Victim's Parents, and Witness

### Text Notification of Intake Events

- Sent 1 day before event.
- Sent to Event Name, Relatives: Mother and Father

### Restitution Payment Reminder

- Sent 3 days before event.
- Sent to Event Name, Relatives: Mother and Father

### Text Notification of Clerk Events for Victims

- Sent 3 days before event
- Sent to Assigned Role - Victim.

# To Set it up

Go to [www.twilio.com](http://www.twilio.com).

Sign up to get an account and a phone number.

Email Gottlieb & Wertz [support@gawquest.com](mailto:support@gawquest.com) and give them the account and phone number so they can set up the interface.

Email Karlene [kt.gkmsi@gmail.com](mailto:kt.gkmsi@gmail.com) to get the different reports set up.

# How much does it cost?

In February we sent 192 text messages and our invoice was \$2.18 (\$1.98 plus 20 cents in taxes).

If the text fails to go out, you do not get billed.

# Setting Up Reports

- Is there specific court dockets or specific event types?
- Who do you want to be notified? Child, Parents, Attorney, Victim, Witness, Petitioner, DCS, GAL, etc.
- Are you going to send text messages and/or voice messages? To what number (home, work, cell) and what do you want the message to say?
- What time do you want the messages go be sent? (6:00 am or 11:30 pm?)
- How many days in advance of the event do you want them notified? It can be multiple times if you want to pay for it.