

Administrative Office of the Courts

Supreme Court of New Mexico

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Judicial Information Division (JID)

What's Next Text Court Hearing Reminder Trial Courts for Opt-in via Clerk's Office Standard Operating Procedure Version 2.1.1

Updated: (01/2023)

What's Next Text Reminders – Opt-in via Clerk's Office

COURT / DEPARTMENT / DIVISION

This procedure is to be used by District and Magistrate Courts.

USER

This procedure is to be used by District and Magistrate Courts.

PURPOSE/INTRODUCTION

This procedure is to be used by court staff when a party opts-in to receive courtesy court hearing reminders via cell phone and/or e-mail reminders.

RELEVANT DATA STANDARDS

Data Standards were approved by the Supreme Court on May 20, 2020. Using the data standards will result in improved data collection and reporting; improved data quality; improved consistency in case processing; improved court efficiency; and improved ability to establish court staffing needs. Refer to the following data standards for any procedures that may or may not be specifically mentioned in this SOP:

General

1.1.0 General Data Standards Intent

NAVIGATION AND STEPS

This procedure takes place in the Global Party Record in Navigator.

IMPORTANT NOTE BEFORE BEGINNING

This procedure utilizes Global Party Records. It is not unusual that a party may have multiple records. These are tied to multiple cases.

It is imperative that these records be merged together into one Global Party Record with one Party ID for optimal use of the court hearing reminders.

An example:

Defendant Johnny Dough has 5 cases with the same DOB and SSN on all 5 cases. Assume all District Court cases are pending. The Party IDs and cases are as follows:

- **Global Party Record for Defendant Johnny Dough, Party ID 12345**
 - *This Global Record and Party ID are used in D-101-CR-2019-00010*
 - *This Global Record and Party ID are used in M-49-FR-2019-00015*
 - *This Global Record and Party ID are used in M-33-VFR-2019-00025*
- **Global Party Record for Defendant Johnny Dough, Party ID 67890**

- *This Global Record and Party ID are used in D-101-CR-2019-00020*
- **Global Party Record for Defendant Johnny Dough, Party ID 45678**
 - *This Global Record and Party ID are used in D-101-CR-2019-00030*

If the following procedure is only used on the Party ID number of 12345, the Defendant **will not** be notified of upcoming hearings in case number D-101-CR-2019-00020 or D-101-CR-2019-00030. The failure to merge the Party IDs together may result in Failure to Appear for court hearings.

Currently, you must submit a Service Desk ticket to JID to merge the Global Party Records. JID will merge party records if 3 identifiers match. In this example, the name, DOB and SSN match, therefore the records in this example could be merged.

This is a voluntary program. Parties are not required to participate.

The Opt-in form to participate are available in Navigator. The Opt-in form is also available in Spanish. The form provides information about the program and also informs the party about possible charges/fees from their cell phone provider and how to opt-out of text messages if they no longer wish to participate. Courts should feel free to make blank forms that can be manually filled in for parties that come to court to fill out the form.

All messages will come from the phone number of 1-844-434-2850.
ADR messages come from 1-844-378-0376

This SOP is broken into five sections.

- **Section 1: Party Record**
 - How to locate a party record and determine what Party ID should be used.
- **Section 2: Opting In through Verbal/Written Consent**
 - When a defendant submits an Opt-in form or gives verbal consent to participate in What's Next Text hearing reminders.
- **Section 3: Opting out and/or Reinstating**
 - When a defendant Opts out of text reminders and/or reinstates text reminders.
- **Section 4: Blocked messages**
 - When a party blocks texting instead or opting out or if there is a clerk error on the phone number and another person blocks the texts.
- **Section 5: Inactive or Deactivated Phone Numbers**
 - When a cell phone becomes inactive or is deactivated by the carrier.

STEPS

SECTION 1: PARTY RECORD

While court staff can enter information using through the parties tab on a case, it is highly recommended that this process be followed to ensure that multiple records are merged.

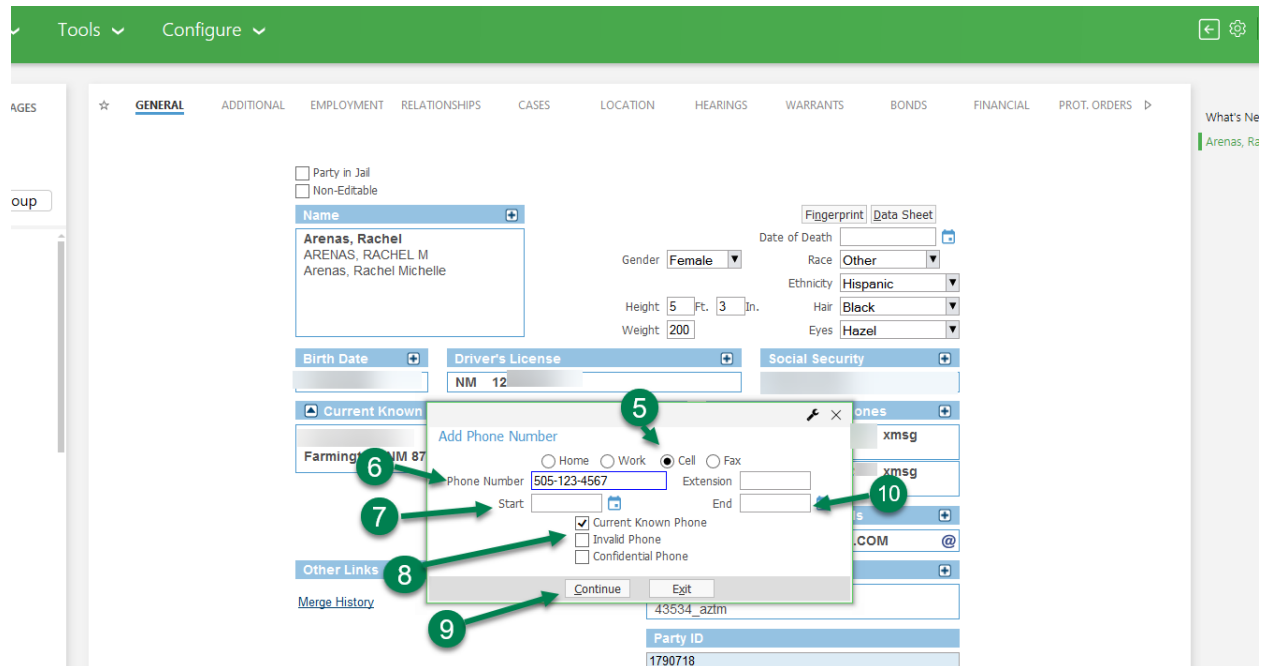
1. Locate the party you are looking for by using the Find a Party.
2. In this example, the party has 3 records. Note that the Party Name, DOB, SSN, and Addresses match. Submit a Service desk ticket to merge Party ID Records. There must be at least 3 matching identifiers for records to be merged by JID.

Address	Phone	Description
17 ROAD 3945 FARMINGTON, NM 87401	Person ID 595115	Party ID 1739882
ARENAS, RACHEL a.k.a. Arenas, Rachel Michelle; ARENAS, RACHEL M	DOB 11/22/1980 SSN 525-43-0318	DL NM 120621271 Party ID 1790718
113 W 35TH ST Farmington, NM 87401	Person ID 4658885 Home 505-360-7738 xmsg Cell 505-330-1293 xmsg	OF 5'3" 200 BLK HAZ
ARENAS, RACHEL a.k.a. Arenas, Rachel M; Arenas, Rachel Michelle	DOB 11/22/1980 SSN 525-43-0318	DL NM 120621271 Party ID 10226808
113 W 35TH ST Farmington, NM 87401	Person ID 4447103	WF 5'5" 210 BRO HAZ
ARENAS, RACHEL M	DOB 11/22/1980 SSN 525-43-0318	Party ID 6482575
113 W. 35th St. Farmington, NM 87401		F

3. Go to the Party Global Record by double clicking party name. You can verify you are in the Global Record by seeing the 'tabs' that are available.
4. Verify current cell phone number and/or e-mail address. Click on drop down carrot to view entire list of known phone numbers and/or e-mail addresses. To add a phone number and/or e-mail address, click on the plus sign. Do not change previous phone numbers and/or e-mail address for historical purposes, however, you may add a new one.

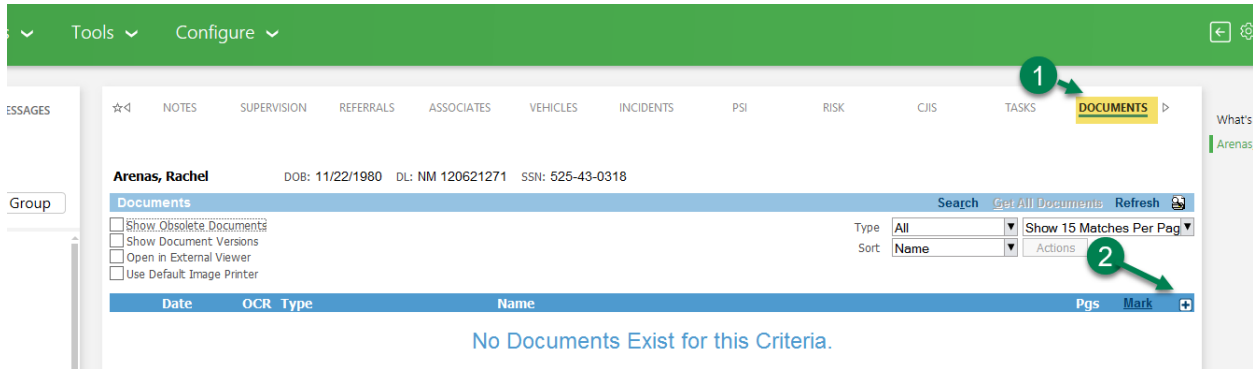
Current Known Phones
Home: 505-... xmsg Start: 12/24/2018
Cell: 505-... xmsg Start: 12/24/2018

5. If adding a phone number, indicate what type of phone number you have added. Text messages will only be sent to cell phone numbers.
6. Add a phone number by typing in new number into appropriate blank.
7. Include a start date.
8. Indicate that this is the current known phone by clicking into the box.
9. Click Continue.
10. You can also add an end date to a phone number if you are notified the number is no longer valid.



SECTION 2: WHAT'S NEXT TEXT – VERBAL or WRITTEN CONSENT

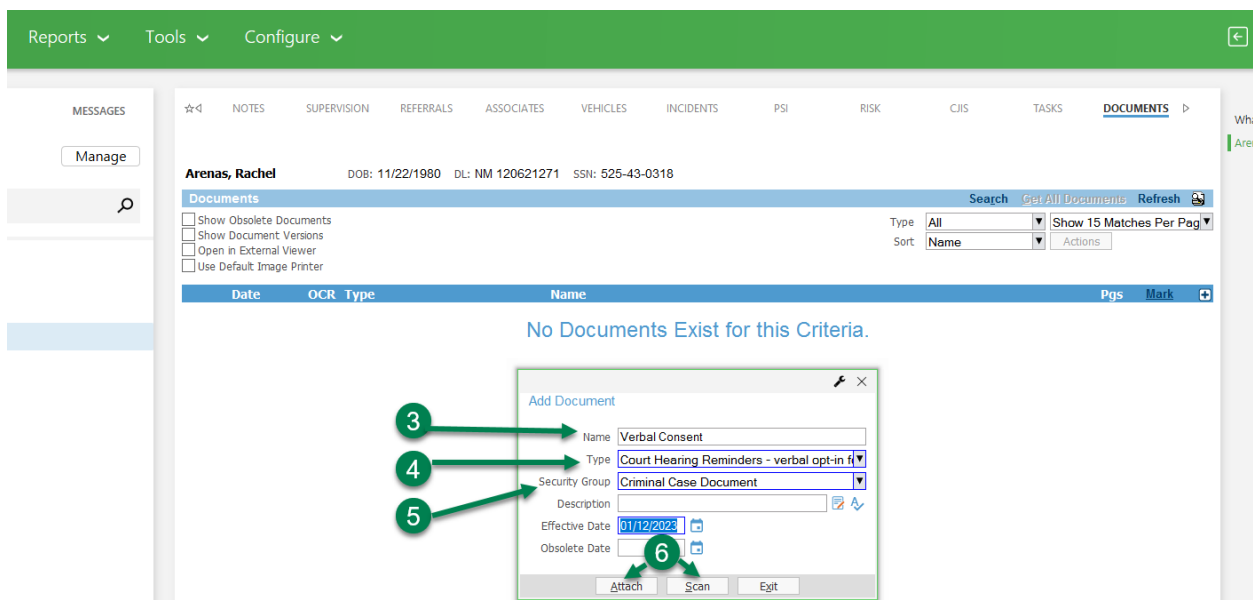
1. In the Global Party record, click into the Document Tab.
2. Add an entry to the record by clicking on the plus sign.



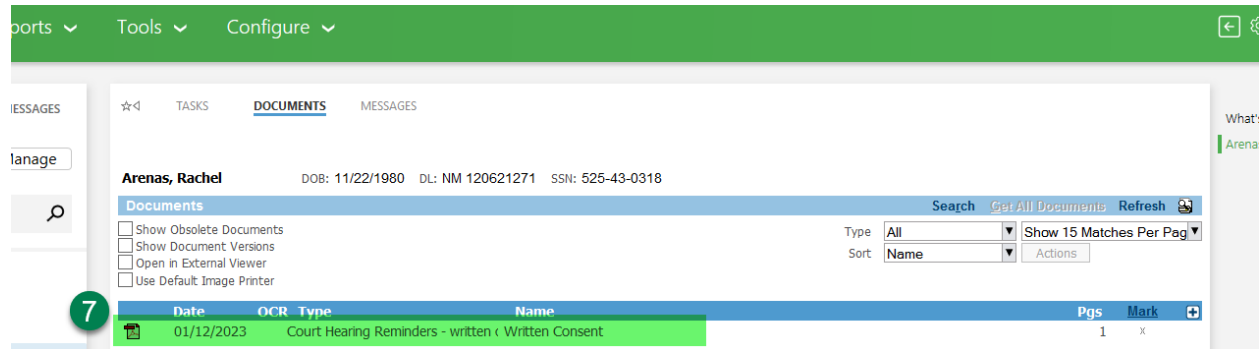
3. Name: enter “Verbal Consent” or “Written Consent” depending on how opt-in was received.
4. Type: select appropriate opt-in
 - a. “Court Hearing Reminders – verbal opt-in for text reminders”
 - b. “Court Hearing Reminders – written opt-in for text reminders”

The Security Group will automatically default. Do not make any changes.

5. Enter Effective Date. The effective date is the date the Opt in is entered into Navigator.
6. Attach or scan the Opt-in consent form. Click Save.



7 The document and the scanned image should now be attached to the entry.



The party will receive an invitation on their cell phone that says:

**Text YES to join NMCourt reminders. Msg & data rates may apply.
3 msgs/court hearing.
STOP to cancel.**

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If the party replies YES, they will get a welcome message that says:

**Welcome to NMCourt Reminders.
Msg & data rates may apply. 3 msgs/court hearings.
Reply HELP for help, STOP to cancel.**

.....

If the party replies STOP, the global party record will automatically be updated to reflect that the party has opted out. A report reflecting their opting out will automatically be generated by Navigator and an image will be added to the global party documents tab with the date and time of their opt out was received.

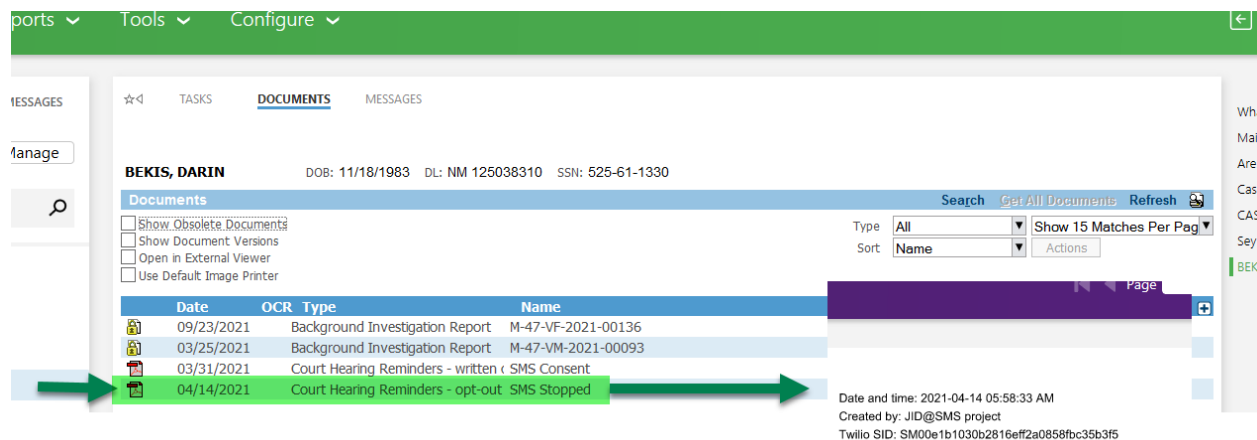
The party may re-activate the reminders by replying "Opt-In" as a response to their previous text reminder. Navigator will automatically add that to the Global Party Record through a report indicating the date and time their re-activation was received. If the party no longer has the text reminder, they may fill out another Opt-in form and submit it to the court.

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Three reminders will be sent:
7 days before hearing
3 days before a hearing
1 day before a hearing

SECTION 3: WHAT'S NEXT TEXT – OPT-OUT

1. If a party Opts-out of text reminders by typing STOP, a document will automatically be added to the party's Global Record. An image indicating party's name and date and time the party Opted-out will automatically be attached to the entry and reminders will stop.
 - a. The party may activate reminders again by replying "Opt-In" as a response to a previous reminder text message. If the party chooses to re-activate, the Opt-In will be automatically added to the Global Party Record along with an image noting the party name, date and time they opted back in.
 - b. If a party no longer has the original text messages, they may Opt-in by contacting the court and the process will begin again.



If a party wants to re-start service, they can type the word START in response to their text message. If they no longer have the text message, they can text the word START to 1-844-434-2850 and messages will resume.

SECTION 4: BLOCKED MESSAGES

There are some instances where a party that no longer wants to receive text reminder "blocks" the text messages instead of opting out. There may also be "blocks" received from individuals that are not a party in the courts. This can happen if there was a clerk error upon entry of the phone number for a party opting in to Text reminders.

If a number is blocked, Navigator will automatically add an entry to the Documents tab on the party record indicating Opt Out – SMS Blacklisted and the date and time the block was received will be noted. See example below.

Documents

Date	OCR	Type	Name
10/07/2020		Criminal Case Document	CA 10/7/2020 DV-2020-3475
01/16/2020		Criminal Case Document	CA 1-16-20 CR20-372
02/17/2020		Criminal Case Document	M-147-FR-2020-00078
07/20/2020		PTS - Opt out of text reminders	SMS BlackListed
10/19/2020		PTS - Opt in to text reminders	Verbal Sms Consent

Phone opt-out:Defendant blocked JID's short code number
Date and time: 2020-07-20 03:15:17 PM
Created by: JID@SMS project
Twilio SID: SM7e10f29787b4a8a9a2ce6ecd807590

If a party wants to re-start the reminder service, they can type the word START from the phone number they have listed in Navigator.

If they no longer have the text message to respond to, they can text the word START from the phone number they have listed in Navigator to 1-844-434-2850 and the text reminders will resume.

They may also request another Consent Form from the Court. If they have obtained a new cell phone number, it should be included on the new form and added in Navigator by the Clerk.

SECTION 5: INACTIVE OR DEACTIVATED PHONE NUMBERS

If a phone number becomes inactive or deactivated, Navigator will automatically add an entry to the Documents tab on the party record indicating Opt Out – SMS Deactivated. See example below.

When you click on the icon to view the pdf image you will get the image below showing the date and time the reminders were stopped and the reason for the deactivation.

Documents

Date	OCR	Type	Name
01/14/2021		Background Investigation Report	M-147-FR-2021-00019
05/02/2021		PTS - Opt out of text reminders	SMS Deactivated
02/09/2021		PTS - Verbal consent for text invite	SMS/Text Reminders

Date and time: 2021-05-02 07:15:09 AM
Created by: JID@SMS project
Twilio SID: Deactivated by carrier

If a party wants to re-start the reminder service, they can type the word START from the phone number they have listed in Navigator.

If they no longer have the text message to respond to, they can text the word START from the phone number they have listed in Navigator to 1-844-434-2850 and the text reminders will resume.

They may also request another Consent Form from the Court. If they have obtained a new cell phone number, it should be included on the new form and added in Navigator by the Clerk.