

Virginia Department of Juvenile Justice Saving Time and Man-Hours With VIA3

The Department of Juvenile Justice (DJJ) has been using VIA3 to process after-hours intakes since the fall of 2009. VIA3 allows DJJ to complete intakes across the Commonwealth of Virginia with the ability to sign documents back and forth. The After-hours Video Intake program is based in the 9th District Court Service Unit and it currently processes delinquent intakes for 23 out of 35 Court Service Units, which covers 104 localities weeknights, weekends and holidays.

After-hours Video Intake was created as a way to save probation officers from having to go out in the middle of the night to complete an intake after working their normal business hours. During the year 2009, After-hours Video Intake saved probation officers 27,124 roundtrip miles and 1,534.6 hours of processing and travel time to complete an intake. VIA3 provides Court Service Units, which covers multiple jurisdictions, the ability to provide intake coverage to their branch offices when needed. Parole officers are utilizing VIA3 to save travel time when visiting their clients at Juvenile Correctional Centers (JCC) and Halfway Houses. VIA3 also allows family members, who may have transportation difficulties, to continue to have contact with their child, who is committed to a JCC.

On September 7, 2010 The Honorable Bill Bolling, Lieutenant Governor, Commonwealth of Virginia, and Jim Duffey, Secretary of Technology, presented the award winning projects and business solutions of the 30 honorees of the 2010 Governor's Technology Awards at a special ceremony which convened COVITS (www.covits.org). DJJ received Honorable Mention in the category, "IT as Efficiency Driver" for its Web-based After-hours Video Intake program using VIA3.