



Interpreter Resource Management Application (IRMA)
Release Overview – 2020



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Release Overview

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Release Overview

Interpreter Resource Management Application (IRMA) – 2020

About this Document

This document contains detailed information about the 2020 releases for the Interpreter Resource Management Application (IRMA). It is organized by release date.

March Release

All Roles

All IRMA users have the ability to filter paid invoices by the paid date.

IRMA Administrator(s)

- Total hours interpreted by language for each interpreter migrated from Access database into IRMA.
- The **Work Requests Needing Action** view displays the work request type, such as MNCIS Generated and Non MNCIS Generated.

Finance Related Role(s)

- Functionality to handle the fiscal year cut-off and how and when invoices with the original fiscal year date will convert to the new fiscal year date.
- Spreadsheet tab in the IRMA shared folder at <\\MJCNAS01.courts.state.mn.us\PICS> that adds cost projections to a work request to improve estimating end of fiscal year budget needs.
- Functionality to permit any invoice with a subtotal equal to zero (0) to be marked as paid and not sent to SWIFT.

Level 2 Approver Role

- On the Invoice Summary page, Level 2 Approvers are able to filter the list by budget year.
- In the invoice detail view, when the work request detail is collapsed, the work request ID and work request subtotal show.

Scheduler and/or Level 1 Approver Role(s)

A number of enhancements address functionality needs for schedulers and/or Level 1 Approvers. These enhancements are organized by the functional area affected in IRMA.

1. Profiles: Interpreters

- Search filters in the Interpreter Profile/Work Assignments view include options to search by Case number and further filter by District or Work Location.
 - Date ranges can be used for searches on work request dates.

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- Other search filters permit schedulers to search by Invoice ID and further filter by Invoice Status.
 - Date ranges can also be used for searches on invoice dates and paid dates.
 - The ability to add, edit, and delete notes in an interpreter profile.
2. Invoice
- If a Level 1 Approver removes a work request from an invoice and if all other work requests in that invoice are approved, then the invoice moves to a Level 2 Approver.
 - In the invoice detail view, if the work request detail is collapsed, IRMA will display the work request ID and work request subtotal.
3. Work Request: Grouping
- When grouping work requests, a feature validates the grouping selection and will not allow work requests that have different location types (e.g., onsite, onsite – remote, remote) to be grouped.
 - Functionality to permit the Second District to group work requests with additional locations, including the Law Enforcement Center, Maplewood Ramsey Probate Mental Health, JFJC Juvenile Family Justice Center, and Ramsey County Court in St. Paul, Minnesota.
4. Work Request: Non-MNCIS Work Request
- For Non-MNCIS related work requests, schedulers can enter a non-court location. Non-court locations are used for offers, travel settings, and travel costs and appear on the interpreter and/or agency dashboards. Schedulers no longer need to enter the non-court location into the comment field.
 - A work request date is required for Non-MNCIS related work requests.
5. Work Request: Assigning Work Requests
- IRMA does not check Language Line availability when schedulers assign Language Line to a work request.
 - IRMA allows Language Line to be assigned to multiple work requests at the same date/time.
6. Work Request: Offers
- If an interpreter is removed from a work request that had multiple offers sent, the offer that was granted to the interpreter will be updated to Declined so schedulers know not to assign or send additional offers to that interpreter on that work request.
 - The Offer closed email/notification that goes to interpreter/agencies that have offers in Pending or Interested status works when an offer is granted to another interpreter/agency.
 - when a scheduler assigns a work request directly to an interpreter/agency and not through the offer process,if there are offers on the work request and an interpreter/agency is assigned directly to the work request,there will be a button so that the Scheduler can send the Offer Closed email/notification to any offer that has a status of Pending or Interested.

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- When a work request that has offers but is not yet assigned is cancelled, the Offer Closed email/notification goes to any offers that has a status of Pending or Interested.
- When a work request that has offers but is not yet assigned is rescheduled, the Offer Closed email/notification goes to any offers that has a status of Pending or Interested.
- A note for Schedulers: If the Scheduler goes into a work request that has offers but is not assigned yet, and uses the Cancel Timely or Cancel Untimely buttons-the Offer Closed email/notification will not go out.

7. Work Request: General

- Comments can be marked as high priority with the comment flag. The interpreter sees a high priority flag on their calendar and work request list.
- When a scheduler removes an interpreter from a work request IRMA automatically adds a work request comment. The comment includes the interpreter's name and agency name, if applicable.
- Work requests with a New status appear in purple on the work request list.
- A MNCIS event type indicator on the work request detail shows if the MNCIS event is a request for interpreter event or a last-minute request.
- The task that updates courtrooms and judge information on work requests have been changed from a nightly task to an hourly task.

8. Dashboard

- The Work Requests Needing Action view displays the work request type, such as MNCIS Generated and Non-MNCIS Generated.
- Schedulers have the ability to send a notification to the interpreter when the interpreter is removed from a work request.
- Dashboard calendars have been changed so that they load faster.
- A new icon of Reports in Settings view, this icon will display links to each report that is contained in the IRMA Shared Folder, the links allow you to open/save the report, this was done to allow schedulers using VPN to access reports.

Interpreter and Agency Role(s)

1. Enhancements

- Interpreters and agencies have a high priority indicator on their calendars and dashboard when the scheduler includes a high priority flag on the work request.
- Interpreters can add or remove agency association(s) in their IRMA profile.
- Additional fields added to the dashboard Work Assignment view: Case Number, Party Name, Hearing Type, and Party Type.
- In the Invoice View, Work Request date is next to the assignment time and the county.
- Updated instructions on the Address tab advising interpreters and agencies that primary address updates must also be changed with Minnesota Management and Budget (MMB) to update their SWIFT (payment) account. The instructions include a link to the MMB website.

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2. Offer Notifications

- The Offer Closed email notification sent to interpreters or agencies that have offers in the Pending or Interested status works when an offer is granted to another interpreter or agency.
- A Scheduler assigns a work request directly to an interpreter or agency, not through the offer process. If there are offers on the work request and an interpreter or agency is assigned directly to the work request there will be a button that the Scheduler can click to send the Offer Closed email notification to all offers with a Pending or Interested status.
- When a work request has unassigned offers is cancelled, the Offer Closed email notification will go to all offers with a Pending or Interested status.
- When a work request has unassigned offers but is not yet rescheduled, the Offer Closed email notification will go to all offers with a Pending or Interested status.

3. Bug Fix

- In the Offer tab, the count of offers was incorrect. It is now correct.

June Release

Staff Interpreter Role

Staff interpreters' current abilities in IRMA remain the same, but they have expanded functionality in the Staff Interpreter Role within the application.

Task: Logging into IRMA

Staff interpreters login to IRMA using Active Directory (AD) credentials to access expanded functionality of the application. They can still login using their interpreter/agency login through MyCourtMN but will not be able to access expanded functionality with old login credentials.

Task: Signing In/Out of an Assignment

On each assignment or work request, staff interpreters can sign in and sign out of their assignments, regardless of the time parameters, by editing the Work Request.

Task: Interacting with Calendars

When a staff interpreter logs in, their default view is Today's Assignments. On the Today's Assignments page, there is a Calendar View link. When in the Calendar View, the weekly view is the default. Users can access day view, week view, month view and agenda view while in Calendar view. This information is found in all views: start/end time, case #, party name, party type, building/room number, and hearing

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type. Staff interpreters have the ability to click any calendar item and review all work request details. The Agenda View displays assignments for that day and can be printed.

Staff interpreters can review any calendar and jump to a specific date or week range.

They can also view all interpreters' calendars through the All Interpreters Calendar icon. Staff interpreters can search a calendar by date range, location (i.e., district, county, and building), language, and remote work. Once the interpreters are selected, the calendar will show all of their work requests onsite, onsite-remote, and remote. A list of interpreters that have remote work requests on a selected date will appear with the relevant language when the Show Remote Interpreters box is checked. Staff interpreters can also see any interpreter's day view or agenda view. Displayed on the calendar is the case #, time, work request ID, building name, room number, hearing type, interpreter assigned, language, assignment type/location, and assignment type/status. This calendar serves as a feature to view; clicking on work request details will not prompt a new screen.

August Release

Interpreters

Interpreters and agencies will have the option to elect text messaging notifications for offers, work assignments, and invoices. The text messaging opt-in/opt-out feature is found in the Profile section of IRMA.

Text message notifications provide abbreviated information for the user and will not contain hyperlinks. The notifications only serve as reminders, so users should not send text responses. Before enrolling: You must have a valid mobile phone number in your profile; message and data rates may apply; you can choose to receive notifications via text, email, or both by selecting Yes; and Select No to cancel text or email notifications at any time.

Interpreters will be able to sign-in to a remote work assignment five minutes before the scheduled start time.

Schedulers

The Potential Court Trial request to merge flag was displaying twice when there were duplicated work requests for multi-day trials. The duplicate flag is now removed with this release.

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September Release

Interpreters/Agencies

In the Assignment and Sign In reminder notifications, a scheduling specialist region name and email appear instead of a specific scheduler name and contact information.

Staff Interpreters

Have the ability to enter a subject on their unavailable calendar entries.

Administrators/Schedulers/Level 2 Approvers

The fiscal year appears in the invoice list and invoice view.

Level 2 Approvers

Add-on work requests do not appear in the invoice summary page.

October Release

Schedulers

Hearing Start Time has changed: A notification has been created that will go to Schedulers. Throughout the day, IRMA runs a Case Get from MNCIS and IRMA looks to see if any of the data has changed for fields like Judge, Location, Session, Courtroom, etc. The enhancement has included the Hearing Start Time. If the Hearing Start Time has changed, IRMA will send a notification to the Schedulers. The notification includes the Work Request ID, Work Request Date, Old Hearing Start Time and New Hearing Start Time. The new Hearing Start Time and Hearing End Time will also be updated in the MNCIS Hearing Information section of the work request. Please note: If the hearing start time changes in MNCIS, IRMA will *not* change the work request start time.

November Release

Interpreters

Interpreters need to upload a notarized affidavit into IRMA to qualify as a Certified Roster Interpreter. The affidavit feature is found in the registration section of the profile dashboard in IRMA. Affidavits need to be submitted every two years. When the affidavit is approved, it's effective from January 1 through December 31. For example: 1/1/2021 through 12/31/2023. Interpreters who opt to receive email notifications from IRMA, receive an email notification when an affidavit is due.

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Resources

Additional resources for IRMA and the Court Interpreter Program are available on oneCourtMN and on mncourts.gov, see the Interpreter Resources page, [Invoicing/IRMA tab](#).