

## Criminal/Juvenile & PCRП Reporting FAQ's

### **Criminal/Juvenile:**

#### **When is my caseload report due?**

Contractor shall submit a monthly report no later than 15 calendar days after the end of the month to which the report relates.

#### **I did not receive an email after submitting my caseload report.**

Email responses can take up to 10 minutes. Check your junk or spam folder. If you use email rules to whitelist email addresses, you may want to include this email address [nintex@workflowcloud.com](mailto:nintex@workflowcloud.com).

#### **Do I include open cases in my monthly caseload reports?**

Yes. Submit both open cases and new appointed cases. If you have closed cases, you'll enter the disposition code and date in the month they close and then the following month you would no longer include those closed cases.

#### **Do I include cases I've taken hourly with OPDC in my monthly caseload reports?**

No, the monthly caseload report should only include the cases you've taken under contract. Cases where counsel is retained, or pro bono should also be excluded.

#### **Do I include all investigators on cases in my monthly caseload reports?**

Only investigators funded under contract should be in your monthly caseload reports.

#### **How do you report a case when the case type changed within the same month?**

A case should always be reported on a monthly caseload report with the highest charge for the given month. If a case type is changed within the same month, then report the highest charge. See the next question for how to report if a charge changes in a later month.

#### **How do you report a case if the state amends and the new charge has a higher weight then what was originally reported?**

If the amended charge does not occur in the same month as the appointment, then the caseload report for the month the attorney was appointed to the case will need to be amended to reflect the higher charge to receive credit for the higher charge.

**I am receiving the following error when submitting my caseload report:  
“Incorrect Case Type for a juvenile contract”**

Check to make sure juvenile cases are not being reported on your criminal caseload report. Juvenile cases should be reported under Juvenile contracted entities only.

**I am receiving the following error when submitting my caseload report “Invalid Bar Number. Incorrect Value:”**

If you have recently added a new attorney, please make sure OPDC has been notified and attorney has been added on an executed contract and/or amendment.

**I am receiving the following error when submitting my caseload report: “Invalid Investigator Number”**

If this is the first time you are submitting an investigator number on a case, make sure you have received the investigator number to use from OPDC. Investigators should only be reported if they are funded under contract. If the investigator is assigned a temporary number from OPDC and later is certified with a DPSST# you will need to notify OPDC of this change to be able to submit successfully.

**I am having issues editing the CSV template using the Numbers application.**

If you are using an Apple Macintosh (MAC) and editing the CSV template using the Numbers application, you may have issues inputting data. If this happens, please reach out to OPDC for an Excel formatted template that will allow you to edit the file. Once you have completed filling out the information, go to File, Export To, CSV. The file must be in csv format to submit properly.

*If you continue to receive the same error or experience the same issues as above, please email: [Case.Load.Reporting@opdc.state.or.us](mailto:Case.Load.Reporting@opdc.state.or.us)*

## **PCRP:**

### **When is my caseload report due?**

Contractor shall submit a monthly report no later than 15 calendar days after the end of the month to which the report relates.

### **I did not receive an email after submitting my caseload report.**

Email responses can take up to 10 minutes. Check your junk or spam folder. If you use email rules to whitelist email addresses, you may want to include this email address [nintex@workflowcloud.com](mailto:nintex@workflowcloud.com). Make sure the name of your caseload report does not contain special characters.

### **I am receiving the following error when submitting my caseload report “This Oregon State Bar (OSB) Attorney Number cannot be used for this Contract Entity”**

If you have recently added a new attorney, please make sure OPDC has been notified and attorney has been added on an executed contract and/or amendment. Double check the OSB is correct that was entered on the caseload submission form.

### **I am receiving the following error when submitting my caseload report: “Open Cases CSV file needs at least 2 rows, with the first row being the column headers”**

Check to make sure the same file for both the Open Cases and Case Activity Report was not submitted. Check to make sure the Open Cases report is not blank.

*If you continue to receive the same error or experience the same issues, please email: [PCRP.Caseload.Reports@opdc.state.or.us](mailto:PCRP.Caseload.Reports@opdc.state.or.us)*