

JB-CSSD CHRONICLE

A publication of the Judicial Branch Court Support Services Division (JB-CSSD)



July 2024

Good morning, JB-CSSD. I hope everybody is having a great summer. I can't believe we are already approaching the end of July.

I am excited to share with you our latest edition of the JB-CSSD Chronicle. Congratulations to Alicia D'orsi and Ashley Cormier who are being recognized in this edition for getting it done. Please take a moment to read about Alicia and Ashley and why they were chosen, and many thanks to you both for the work you do and being tremendous colleagues. You will also read in this edition about the great work going on in our JB-CSSD Administration and Family Services units. Thank you, Julie and Joe, for the work you and your folks do. Simply put, outstanding.

I would also like to thank Michelle Noehren from our COSFAMMP unit who coordinates and packages the Chronicle. I hope everybody likes the new format. I certainly do, so thank you Michelle.

I hope everybody enjoys the rest of the summer months and recharges as we head into the Fall of 24. Before we know it, the holidays will be here, and we will be thinking about 2025 and the year ahead. Amazing how the years fly by.

Thank you for attention to this information and for the work you do. JB-CSSD continues to be recognized as a leader in state government and it is because of your commitment, dedication, and professionalism.

Have a good day,

Gary

Getting it Done Honorees

The newest Getting it Done Honorees (July 2024) are Alicia D'Orsi, Administrative Services Coordinator I and Ashley Cormier, Family Relations Counselor II. Please take a moment to read about these individuals who are going above and beyond and are getting it done for the Branch, our clients, their families, and the communities we serve.



Alicia D'Orsi has worked in JB-CSSD for more than 38 years! She is assigned to and works primarily in JB-CSSD Human Resources and actively supports other units within Administration in significant ways, and without complaint. In HR her varied and long list of responsibilities includes the creation of accurate and timely recruitment/onboarding documentation, record checks for new and promoting employees, JASMIN coordination, COLLECT training, maintenance of personnel files, assistance with investigations, and other special projects, as assigned. She assists Fiscal Administration by processing tuition and other employee reimbursements and helps Information Technology (IT) by granting access to employees for COLLECT, CRIM, and CMIS. She is also the contact for State Police to make sure that JB-CSSD is in compliance with yearly

certifications regarding security awareness.

Alicia is always willing to help and step in during times of need. She operates with discretion and is judicious and careful in carrying out assignments. She demonstrates strong technical and operational knowledge, good judgement, and attention to detail. Alicia is always willing to take on new tasks and operates with minimal direction. She maintains a positive attitude and consistently exhibits the highest level of professionalism. She is recognized as a valuable resource for both administrative and operational staff, as evidenced by the number of calls she takes for assistance when colleagues aren't certain where else to turn. Alicia consistently has the answers or finds and communicates them. Her institutional knowledge, commitment to her work, pleasant disposition and professionalism are just some of the ways Alicia "Gets It Done" for the employees of the JB-CSSD, and the larger Judicial Branch.



Ashley Cormier is a Family Relations Counselor (FRC) II in the Putnam Family Services office. She currently has the main Alert Notification/GPS caseload for that GA court. Ashley is also a member of the Family Services Domestic Violence Task Force headed by CJ Forcier. Ms. Cormier is a very talented FRC and is very passionate about the work we do, especially the domestic violence cases.

Recently, Ashley volunteered to help with the Alert Notification/GPS expansion statewide. One prime example is

providing a training on the computer platform for a court that needed assistance learning the new system. She is always willing to help despite her own responsibilities in the Danielson court. Ashley personifies a “Getting it Done” attitude and is an esteemed member of JB-CSSD Family Services.

JB-CSSD Graduation Ceremony: Family Services

The JB-CSSD graduation ceremony for Family Services was held on January 31, 2024 at the Legislative Office Building in Hartford. The Pre-Service training class of twenty Family Relations Counselors were welcomed by Julie Revaz, Director of Administration, followed by remarks by the Executive Director, Gary A. Roberge. Honorable Leo V. Diana spoke to the graduates about the importance of the work that they do to help families in crisis. Judge Diana's words were motivational for the graduates, members of Administration, Family Services Supervisors, and the family members of graduates in attendance.

The ceremony memorialized the completion of over 200 hours of pre-service training. Highlighted training courses include:

- Family Violence Offender
- Understanding Victims of Domestic Violence
- Parenting Assessments & Interview Skills
- Civil Court Negotiations
- Witness Prep & Testifying

The graduates were administered the Family Relations Counselor Oath.



Family Services wishes to thank the Training Academy for their dedication to the graduates and for ensuring they are equipped for their roles as Family Relations Counselors. Thank you to Maurice Hill, Family Services Supervisor I, for capturing the celebration.



JB-CSSD Family Services Fundraiser: Camp HOPE America

On February 9, 2024, JB-CSSD's Family Services held a fundraiser to raise funds for Camp HOPE America. Over 100 Family Services staff and families were in attendance. This fundraiser was spearheaded by Rosina Daniels, Supervisor II of the Stamford Family Services Office, and Renee Saltzman, Supervisor II of the New London Family Services Office. Camp Hope America is the first evidence-based camping and mentoring program in the United States to focus on children and teens exposed to domestic violence. The mission of the camp is to give youth a pathway for healing and hope so they can have a brighter future beyond the trauma they have endured in the past. Children exposed to domestic violence who attend the camp are taught about other individuals who have overcome diversity, abuse, and other real-life challenges to show them they are not alone, and their past does not define their future. The camp also features fun-filled adventures, such as a ropes course and art courses.

Each office donated a raffle basket to raise money for the camp. Baskets ranged in themes from winter fun, theater, and sports. The offices went above and beyond and produced amazing baskets. The basket with the most interest was created by Family Services administration, but the Stamford office was a close second and won a pizza lunch sponsored by Family Services' administration.

The event had a spectacular turnout for this cause and raised well over \$3000 for Camp HOPE America. Without Rosina and Renee's efforts, this event would not have been possible. Due to the success of this event, Family Services hopes to make this an annual event.



Pictured: Staff at the fundraiser.

CMIS-II Family Civil Unveiled in March 2024

To streamline and enhance efficiency in managing Family Civil Court cases, JB-CSSD Family Services and the JB-CSSD Information Technology Unit unveiled CMIS-II Family Civil in March 2024, a cutting-edge software solution to record and retrieve data, offering Family Relations Counselors (FRCs) a robust platform to navigate family disputes. With just a few clicks, FRCs can retrieve data, track case progress, and generate reports.

One significant improvement over the previous software is the connection between Court Ops Edison and CMIS-II Family Civil. The integration of the two systems represents a significant advancement in accessibility. By establishing this connection, FRCs gain seamless access to a wealth of information and resources housed within both platforms, enabling counselors to make more informed decisions and provide tailored support that addresses the unique needs of each family.

The rollout of CMIS-II Family Civil underscores a commitment to innovation and excellence in delivering services. Family Services management recognizes the invaluable contributions of the JB-CSSD Information Technology Unit and Etchasoft. Also, management extends heartfelt thanks for the dedication of several Family Relations Counselors, Family Services Supervisors, and support staff who devoted considerable time in developing ideas, testing, and providing feedback to ensure the success of this project. Their dedication, expertise and collaborative spirit have been instrumental in realizing the vision of a more efficient and effective system. Specifically, Family Services administration would like to recognize Jason Kemp, Rheba Schleicher, Renée Saltzman, Aaron Dzamko, Jody Holley, and Lisa Richard for training approximately 180 staff members in a 7-week time period.

The commitment to continuous improvement is crucial in ensuring that CMIS-II Family Civil remains responsive to the needs of FRCs in Family Court. Quarterly releases will be rolled out to further address the needs and feedback of FRCs. These enhancement releases will serve as opportunities to introduce new features, optimize existing functionalities, and address any issues or challenges identified through user feedback and ongoing evaluation. Each enhancement release will be informed by direct input from FRCs and supervisors, ensuring that the priorities and concerns of frontline users are prioritized.

A Note About FY24, from the Director of JB-CSSD Administration

Fiscal year 2024 was among the toughest of my 26 years with the Branch, monetarily. While this Division gets more than \$130m in funding annually for its adult and juvenile contracted programs, most new appropriations are for brand new initiatives. Funding has remained fairly flat for flagship services like Alternatives in the Community (AIC), REGIONS programs, and other critical services, while the cost of running those programs continues to rise. As a result, contract monitors, managers, and service providers had to work collaboratively to ensure our fiscal obligations could all be met this year. Vendors' requests to repurpose funds were often declined this year, and even some vacant positions in the network couldn't be backfilled until the beginning of FY2025. Although FY25 will also present challenges, several new strategies have been put in place to better equip us to handle the headwinds, including more frequent fiscal reporting from targeted vendors, and contract "special terms" that emphasize the need for timely submission of invoices.

I'd like to thank and acknowledge the private nonprofit providers with whom we contract for bringing tremendous cooperation in these trying times. Programs and Services and Juvenile Residential Services also stepped up to the plate mightily, as did Financial Services in "Big Judicial." I really must specifically thank the JB-CSSD Fiscal Administration team for the long hours they worked, over the course of many months, to balance the budget. Accountants and managers readily learned new ways of doing business, covered each other's absences, and kept our fiscal ship afloat. They rolled up their sleeves and faced a mountain of challenges every day for more than half of the fiscal year and have my unending gratitude for their perseverance and commitment to excellence.

-Julie Revaz, Director of Administration

JB-CSSD Achieves Milestone: 150+ Policy Updates Completed in Under Two Years

The Judicial Branch Court Support Services Division (JB-CSSD) maintains over 300 policies to describe a wide range of processes and issues in each of its disciplines. Policy 1.2, New and Revised Policies and Procedures is the document that outlines how policy revisions occur as well as how to develop new policies. Policy 1.2 was updated in September 2022 and again in September 2023 to reflect current practices and ensure the process is clear and easy-to follow.

The Computer Support, Facilities, Materials Management, and Policy (COSFAMMP) unit took on the responsibility of overseeing the policy process in September 2022. In April of 2023, COSFAMMP worked with the Judicial Branch Information Technology Division (ITD) to migrate the former policy site to Microsoft SharePoint, which has allowed for a better user experience and easier access to information.

Utilizing Microsoft SharePoint, COSFAMMP developed outlines describing the process for working a policy through each step within Policy 1.2 and made the outlines available on the policy manager site. In addition, the unit developed a policy tracker to keep track of all pending policy updates and refined the revision form that accompanies each update. Most recently, a new policy training video was released as a way to provide a more in-depth overview of the policy process.

These innovations have helped JB-CSSD's subject matter experts usher through over 150 policy updates in less than two years.

COSFAMMP works in partnership with the Training Academy to ensure that staff who are assigned to review policy updates and new policies get alerted that they need to read and review such policies within LMS. To assist in understanding how to navigate the read and review process, COSFAMMP created a short video tutorial and LMS Policy Review Guide.

The latest policy updates, as well as all of JB-CSSD's policies, can be found on JB-CSSD's policy SharePoint site.

Please contact Michelle Noehren if you have any questions regarding JB-CSSD policies and procedures.

Virtual Suggestion Box in Administration

Got a suggestion about how JB-CSSD Administration could improve? Want to shout-out excellence of a person or a process that exceeded your expectations? If so, please go to the main JB-CSSD Administration intranet page, or to any of the Administration unit pages, and under “Quick Links” you’ll find an Administration Suggestion Box. It mirrors a similar “suggestion box” that was created for Adult Probation and seemed like such a great idea!

Following this link will provide employees with an opportunity to anonymously share their input and ideas. And, unlike an actual suggestion box, entries into this virtual version will be sure to be seen, as an email is generated, again anonymously, and sent to the Director of Administration every time it is used. Of course, a downside to this virtual suggestion box is that since it is completely anonymous, follow up questions cannot be asked or answered. So, please also feel free to contact employees in Administration directly with your feedback, so that a richer conversation can ensue. Either way, let us know what’s working, so we can do more of that, or what isn’t working, so we can fix it!

Online Forms for Ordering Supplies

The COSFAMMP team recently published four new online forms that can be found on the unit's SharePoint site titled Blank Order Forms. By converting hard copy forms into online forms, the unit has already seen improvements in efficiency and effectiveness and has received feedback that the ordering process is easier and more user-friendly for field staff. Each time an online form is submitted, materials management staff are notified immediately so they can attend to the request and the data is stored in an online tracking system via SharePoint.

Current forms available online via COSFAMMP website:

- Client Wireless Phone Request Form: Request a smartphone for a client.
- McKesson/Moore Medical Order Form: Request for medical supplies.
- Pitney Bowes Supply Order Form: Order supplies for the postage machine.
- State Cell Phone Request Form: Employee requesting a cell phone.

Additional online forms will be created over the next several months.

JB-CSSD Computer Support

Remote Bail Interview Program

By way of the American Rescue Plan Act (ARPA), the Judicial Branch Court Support Services Division (JB-CSSD) received funding that was directed to the implementation of the Remote Bail Interview Program. The core benefits of the Remote Bail Interview Program are to increase efficiency and safety for staff within JB-CSSD, municipal police departments, Department of Correction, and the State Police when members of the JB-CSSD Pretrial Services unit conduct client interviews with clients who are detained by a partner agency. Utilizing video conference software to conduct interviews remotely reduces the amount of travel required by the Pretrial Services unit, affording staff more time in the office, reducing mileage costs, and minimizing wear and tear on JB-CSSD fleet vehicles. This multidisciplinary collaboration promotes safety for law enforcement and corrections staff by minimizing the number of times direct contact is made with detained clients.



This ARPA funding allowed JB-CSSD to purchase and loan video conferencing carts to our partners in law enforcement and corrections. The cart (pictured left) is fully assembled by technicians assigned in the COSFAMMP unit and is outfitted with a Yealink video conferencing phone, a 24” monitor, and a battery backup. The combination of a battery backup, which powers the monitor and Yealink, and the Wi-Fi capabilities of the Yealink video phone, allows the cart complete mobility to move through cellblocks allowing JB-

CSSD to conduct interviews while detainees remain secured in cells.

JB-CSSD’s partner agencies only need to direct the cart and monitor towards the client. Pretrial staff use Microsoft Teams to make a phone call and the remote device will auto-answer. The process is automated for partner agencies for an efficient experience.

Administration Staff Development Day

On January 8, 2024, the Judicial Branch, CSSD, Administration held its first Employee Recognition event at the Legislative Office Building in Hartford. Administration Director Julie Revaz opened the event by acknowledging the dedication and diligence of everyone in Administration. Then she and Deputy Directors Daisy Rosado-Hack and Bryan Sperry presented the recognition awards. As each of the awards were presented, the names of all nominees for that award were read, and the recipient of the award announced. Nearly 100 peer nominated individuals were acknowledged and appreciated, and 12 were honored with a Certificate of Achievement for their outstanding contributions to the effective operation of the unit and their commitment to their colleagues and to the JB-CSSD mission. The day concluded with remarks from Executive Director Gary Roberge, who appreciated Administration as a whole, and thanked the recipients.

Administration Staff Development Day Award Recipients

Nancy Tracanna, Volunteer Award

Lisa Aiello, Positivity Award

Michelle Noehren, Morale Booster Award

Tyler Griffin, Critical Thinker Award

Kelly Orts, Above & Beyond Award

Betsey Ruiz, Different Strokes for Different Folks Award

Cailyn Ogle, Creativity Award

Mikisha Bellamy, Coach/Leadership Award

Lisa Pethigal, Collaboration Award

Michelle Ramrattan, Fire from Within Award

Maureen DeLude, Big Picture Award

Harry Flores, Rookie of the Year Award

While a Staff Development Day was originally developed to be a full day in-person program in November 2023 with keynote remarks by Judge Bozzuto followed by panel discussions with Judicial Branch Administrative Services Directors and other guest speakers, those plans were modified when a small COVID outbreak occurred. In an abundance of caution, the in-person event was postponed to mitigate risk of spread of the virus. As this was the first time Administration had developed such a program, and not wanting to abandon it entirely, the organizing committee quickly restructured the plan and found new ways of delivering the development opportunities they had developed.

Beginning with an online presentation on April 10th about the Employee Assistance Plan and its myriad benefits, the program continued. This online event was very well attended and many, even long-time employees, discovered that EAP provides so much more than just counseling. From legal services and vacation planning to job coaching and skill building and more, the EAP is a valuable, free asset to employees and members of their households. It is worth taking the time to discover how EAP can help with everyday matters, not just crises.

Next up will be a presentation by Mike Lawlor on the CT Criminal Justice System, and still other events are being finalized and scheduled through the remainder of 2024. Julie and the Administration Staff Development Day (ASDD) team are excited to share these opportunities with our co-workers and plan to make the ASDD an annual program.

According to Director Julie Revaz, “Administration is here to support Operations, and works so hard behind the scenes to see that Operations has what it needs. From Computer Support, Materials Management, Facilities and Policy (COSFAMMP) to Fiscal Administration, Human Resources, Information Technology/Business Intelligence, Programs and Services, Special Projects and the Training Academy, Administration is made up of highly skilled and effective professionals on whose work others often quietly rely. I am so proud of what we accomplish together, for the Division and the whole Judicial Branch.”



Pictured: Back row L-R: Deputy Director Bryan Sperry, Harry Flores, Mikisha Bellamy, Tyler Griffin, Betsy Ruiz, Executive Director Gary Roberge, Deputy Director Daisy Rosado-Hack, Lisa Pethigal, Director of Administration Julie Revaz.

Front row L-R: Lisa Aiello, Maureen Delude, Nancy Tracanna, Cailyn Ogle, Michelle Noehren, Michelle Ramrattan, Kelly Orts.

Introducing New Business Intelligence Manager Galvin David

The JB-CSSD's Business Intelligence (BI) unit strives to provide easily understandable data to support day-to-day field operations as well as agency decision making. If you have used CMIS reports, viewed Risk Reduction Indicators, explored data in a Tableau dashboard, or received ad hoc information, you have benefited from tools created by the BI team.

The BI unit was pleased to welcome its new manager, Galvin David, following Peter Kochol's retirement in April 2024. Galvin is a seasoned professional with twenty-four years of experience in managing IT projects and leading IT teams in a variety of industries. One of his recent public sector endeavors was to successfully lead the mobile development team that implemented the Fair Fares project. Fair Fares provided discounted metro cards for the NY residents living below the poverty line.

Not only is Galvin excited to learn about the Connecticut court process and help JB-CSSD make data-driven decisions, but he is also enthusiastic about understanding the needs of our clients. His post-retirement dreams involve working in the social services field. He plans to make significant contributions to the JB-CSSD's data analysis, visualization, and decision making while gaining an understanding of the challenges facing the clients he hopes to help on a more personal level later in life. Galvin indicated his goal is to "give back to the society that has given him a good satisfying and purposeful life."

JB-CSSD Strategic Plan

As JB-CSSD celebrates its 25th anniversary, the Division also released its new Strategic Plan for the next three years. This is the seventh Strategic Plan since JB-CSSD's inception in 1999.

The 2024-2026 JB-CSSD Strategic Plan was created through a collaborative effort amongst staff at all levels, from all disciplines, across the state, and approved by the Honorable Judge Elizabeth A. Bozzuto, Chief Court Administrator, and the Honorable Judge Anna M. Ficeto, Deputy Chief Court Administrator. This roadmap meaningfully focuses on Client Engagement and Services, Data-Driven Decisions and Service Provision, and Succession Planning for the next three years.

The initial development of this plan began in 2019 and included extensive interviews both within JB-CSSD and with key internal and external stakeholders, including field staff, representatives from other Branch Divisions, advocates, providers, and Executive Branch agencies. Individual interviews and focus groups were conducted and analysis of the input followed. When the COVID-19 Pandemic began, the JB-CSSD refocused its efforts and paused work on the Strategic Plan.

In 2023, JB-CSSD revisited the work completed for the Strategic Plan and developed workgroups to focus on goals areas. The workgroups met multiple times in Spring 2023 and included representation from every work discipline and field, administrative, and leadership staff. In addition, each work discipline developed a team to create specific action plans for the goals and objectives relevant to their work, including timeframes, responsibilities, and collaborations.

JB-CSSD looks forward to implementing the goals, objectives, and action plans of the 2024-2026 Strategic Plan.

Getting Back to Basics: JB-CSSD's Revamped Training Approach

Our mission has always been centered on fostering effective behavior change and leveraging evidence-based practices to rehabilitate the individuals we engage. Reflecting this commitment, the JB-CSSD Training Academy has recently undertaken a significant revamp of our core training curriculum known as the JB-CSSD Frameworks for Risk, Needs, and Responsivity, in partnership with Adult Probation Services.

The Redesign Process

The need to revisit and refine our training approach has been driven by more than just a desire for improvement—it's a necessity in a field as dynamic as ours. With the ebbs and flows in case management and changing standards, it's crucial that our foundational practices do not stray from what makes them effective. In response, the Training Academy initiated a comprehensive redesign of the Frameworks for Risk, Needs, and Responsivity training, tailoring the tools and techniques to better serve each division and our contracted service providers. This initiative included a pilot phase with Adult Probation management, providing invaluable insights that have greatly influenced the new curriculum.

Why Now?

You might wonder why this shift back to basics is necessary at this juncture. The truth is, amidst the rapid changes in our operational environment, it's easy to lose sight of the core principles that guide our work. The updated curriculum is designed to reinforce these principles while integrating modern techniques that enhance our staff's capabilities in managing complex cases and interventions.

Key Elements in the Curriculum:

1. Assessing Risks, Needs, and Strengths: Targeted assessments to tailor interventions effectively for individual circumstances.
2. Enhancing Motivation: Techniques such as motivational interviewing to ignite a genuine desire for personal change.
3. Targeting Interventions: Directing efforts specifically towards the behaviors and conditions that lead to criminal activity.
4. Addressing Cognitive-Behavioral Functioning: Employing cognitive-behavioral therapies to reshape harmful thought patterns.
5. Emphasizing Skill Acquisition: Promoting the development of constructive skills for better social integration.
6. Providing Positive Reinforcement: Using incentives to celebrate progress, reinforcing the benefits of adhering to societal norms.
7. Providing Ongoing Support: Maintaining a network of support that extends beyond immediate interventions.

8. Measuring Outcomes: Continually evaluating the effectiveness of interventions to optimize and refine practices.

Looking Forward

Our back-to-basics approach doesn't merely reflect a return to what has been tried and tested; it also paves the way for innovative strategies that will shape the future of our services. By marrying solid foundational training with adaptive, forward-thinking strategies, we are setting the stage for more effective interventions and, ultimately, a safer, more just community.

If you are interested in attending the JB-CSSD Frameworks for Risks, Needs, and Responsivity training, please locate all class offerings in LMS.

JB-CSSD Mental Health Services for Justice-Involved Clients

JB-CSSD contracts with numerous agencies across the state to provide mental health services through the Advanced Supervision Intervention and Support Team (ASIST) and the Adult Behavioral Health Services (ABHS) network. These two key programs provide assessment and mental health treatment services to thousands of JB-CSSD clients annually.

ASIST, introduced in 2006, offers dedicated clinical case managers for higher need mental health clients that would benefit from care case management and care coordination. Individualized clinical case management provides personalized care and wrap around services, in addition to connecting clients to individual or group mental health treatment over an extended period.

ABHS clinics treat clients with moderate to severe (when ASIST is not available) mental health needs. Similar to ASIST, ABHS clinics also provide individual and group mental health treatment. In addition to assessment and mental health treatment, ABHS clinics provide a continuum of behavioral health services to include substance use, trauma treatment, intensive out-patient treatment, anger management, medication management and monitoring, and medication assisted treatment. Referrals are made electronically by Probation, Family, and Pretrial Services.

For more information about ASIST or ABHS programs, contact JB-CSSD Programs and Services at (860) 368-3817.