

# JB-CSSD CHRONICLE

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



**July 2025**

## Video Message from JB-CSSD's Executive Director Gary Roberge



## Getting it Done Honorees

The newest Getting it Done Honorees (July 2025) are Alan Birmingham Jr. (AJ), Court Planner, and Kate Kosma, Lead Family Relations Counselor. 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.



**Alan Birmingham Jr. (AJ)** – As a Court Planner within JB-CSSD Administration – Programs and Services Unit, one of AJ’s primary responsibilities is to oversee the quality of services being provided to clients by our private non-profit providers through review of contractual compliance. Several weeks ago, AJ identified a contracted program that was not meeting the required expectations, thus jeopardizing client services and client and staff safety at the program. AJ brought this to his supervisor’s attention immediately. As a result, the program was placed on a Program Improvement Plan (PIP). Although the burden of responsibility for addressing and correcting items in the PIP is on the contracted program, staff in Programs and Services are just as committed and invested.

AJ is no different. He has visited the program on a weekly basis to review logs, files, documentation, etc. He provides critical feedback, encouragement, and technical assistance to support the program’s success. He has participated in and facilitated several meetings with the agency (including its CEO) to provide updates and troubleshoot any ongoing concerns. He has kept JB-CSSD Operations and Administration updated on the progress being made at the program. Although the program is still on the PIP, they have made great progress and should soon be off the PIP. AJ’s work with this program shows his commitment to ensuring we have good programs and that clients are getting the services they need in a safe environment. AJ is getting it done for JB-CSSD.



**Kate Kosma** – Kate is a Lead Family Relations Counselor assigned to the Alert Notification/GPS program. She has been with Judicial Branch Family Services for over 20 years and is an expert regarding the issues of intimate partner violence as well as the use of electronic monitoring to enhance the safety of victims in the community. Kate is a valued member of the AN/GPS team and has been a true leader regarding this important aspect of our work.

For the past year, Kate has been instrumental in the Alert Notification/GPS statewide expansion. Kate has been one of the primary resources for Family Relations Counselors prior to starting program operations in terms of policy and procedure. She also has completed numerous group and individual trainings for our

supervisors and staff in many of the GA courts. Without the dedication and expertise of Ms. Kosma, the expansion of the program would have been very challenging. Kate is held in very high regard by JB-CSSD Administration and everyone associated with Family Services. She personifies a "Getting it Done" attitude each and every day.

## Family Services' Regional Manager Charles "CJ" Forcier Retires



After a thirty-seven-year career devoted to helping others, CJ Forcier retired on February 1, 2025. CJ started his career working for the Department of Corrections prior to joining the JB-CSSD Family Services Division as a Family Relations Counselor in 1988. Most of his career was spent in the New Haven office where he became the Lead Family Relations Counselor and later the Supervisor I. In 2018, he joined Administration as a Regional Manager for Family Services, overseeing the seven Family Services Offices on westside of the state.

CJ has strong values and a commitment to excellence that is the hallmark of Family Services. His ethics and dedication have never changed and his energy and passion for the job is unmatched. As a manager, colleague, and mentor, CJ always encouraged people to challenge their thinking and grow professionally and personally. His belief in procedural justice is at his core and present in everything he did. He not only taught it but led by example, treating all with respect and dignity.

CJ is known and will be remembered for his dedication to the criminal court working with domestic violence offenders and victims. For decades he served clients in the field, ensuring domestic violence offenders were held accountable, with victim safety at the forefront. He also enjoyed his role in family court as a mediator and negotiator, with a special love for assisting families in reaching agreements regarding the custody and care of their children.

As an administrator, he created and oversaw the Family Services Domestic Violence Task Force charged with updating all Family Services practices in the criminal court. He led this initiative with passion and purpose. CJ also designed and implemented the Alternative Behavioral Choices (ABC) Program. He revamped the 16-week curriculum, trained the facilitators, attended groups to talk to clients, and tracked the statistics for recidivism. He championed the program going statewide, which is now in three pilot locations.

The changes and growth that he brought to Family Services over the years will live on. He will be remembered for his one-liners and his desire for all to understand that, "this work is ultimately about helping people. You should always remember how you would want someone you loved and cared about to be treated if they were sitting across the table from you." JB-CSSD and Family Services wish CJ all the best in his well-deserved retirement and thank him for his dedication and years of service.

## **Alert Notification/GPS Expansion Near Completion after a Two-Year Process Undertaken by Family Services**

Back in 2023, the legislature mandated the Judicial Branch to expand Alert Notification/GPS statewide by October 1, 2025. The goal of the program is the utilization of GPS technology to provide warning to victims that a defendant is within a pre-determined area. The Alert Notification process provides alerts (with 24/7 live monitoring center staff involvement) to the victim and local law enforcement should a violation be detected.

Violations include, but are not limited to, stationary exclusion zones, mobile exclusion zones, buffer zones, and device tampering. This program increases victim safety by providing notification that the high-risk defendant is near so a pre-determined safety plan can be put into action immediately pending law enforcement response. When there is defendant non-compliance, JB-CSSD Family Services contacts the court for potential re-docketing of the case to address the issue.

Since July of 2023, JB-CSSD Family Services has focused primarily on this expansion. Starting with Milford, Derby and New Haven GA courts, the program is now operational in all GA Courts except Stamford. The Stamford implementation began with an information meeting with the presiding judge and the judges overseeing the family violence cases on June 9, 2025. The program will be operational in September of 2025.

Alert Notification/GPS is a vital program and assists victims of domestic violence to move more safely in their communities. The amount of work necessary to expand program operations statewide was a major undertaking by JB-CSSD Family Services. It could also have not been accomplished without the teamwork and collaboration from the Judges of the Superior Court, State's Attorney's, Public Defenders, Judicial Marshals, Criminal Court Clerks, the Family Violence Victim Advocates, and local law enforcement.

## **Updated Central Office Building Security Protocol: Visitor Sticker Requirement**

To further enhance the safety and security of JB-CSSD's Central Office in Glastonbury, all visitors – including those attending training sessions – are required to report directly to the 4th floor security desk upon arrival to sign in and receive a visitor sticker. The visitor sticker must be visibly worn at all times while in the building.

This added step helps ensure that everyone in the building is accounted for and appropriately authorized to be on-site. The visitor sticker requirement serves as a visible indication that a guest has checked in properly with security. Please note that visitors should be escorted only by the individual they are visiting or, if in the building for training, by the training monitor. Do not open the door for a visitor just because they have a sticker.

These changes bring our building into alignment with standard practices followed by other state offices and reinforce our commitment to providing a secure and professional environment for all staff and visitors. Staff are encouraged to familiarize themselves with the full protocol: Security Protocol for Judicial Branch CSSD Central Office at 455 Winding Brook Drive, Glastonbury.



## **JB-CSSD Reignites Tradition of Provider Convening, Celebrates Performance and Partnership**

On Tuesday, April 8, 2025, the JB-CSSD proudly resumed a long-standing tradition: bringing together its contracted service providers for a half-day convening filled with reflection, data, recognition, and renewed collaboration. This marks a return to an important practice that dates back decades, reinforcing the importance of partnership in advancing our shared mission.

The event welcomed approximately 200 attendees, including leaders from adult, juvenile, family, and residential programs, as well as JB-CSSD's executive team. Executive Director Gary Roberge opened the day with welcoming remarks, setting the tone for a collaborative and data-driven agenda. What followed were a series of 15-minute presentations from division leaders across adult and juvenile probation, pretrial, family and juvenile residential services, and administration. Each presentation highlighted current strategic directions, key priorities, and performance metrics, painting a strong picture of progress across the system.

A central component of the convening was the review of program outcomes. Vendors were provided with normative feedback and received updates on how their programs performed in comparison to system-wide benchmarks. Top-performing providers in each category were acknowledged, and the meeting moved into a celebratory segment recognizing outstanding achievements across several domains—including timely service enrollment, data integrity, and the coveted “going above and beyond” award.

Award recipients were honored with certificates of achievement—and for those who achieved top marks, a sweet reward: homemade cookies.

The spirit of partnership was a consistent theme throughout the event. The data underscored the essential role providers play in driving results and reducing recidivism, and the convening served as a meaningful reminder of the power of collaborative work. Many attendees expressed how valuable it was to hear about outcomes and innovations across different service areas. Based on this feedback, JB-CSSD distributed the day's PowerPoint presentations upon request.

Looking ahead, JB-CSSD plans to continue alternating its approach to provider engagement: individual vendor meetings will return in 2026, followed by another full-provider convening in 2027. This rhythm allows for both personalized conversations and system-wide dialogue—both of which are vital to maintaining the strength of a network that includes more than 175 contracts, 1,500 staff members, and budgets totaling over \$120 million.

As JB-CSSD continues to innovate in its partnerships, events like this one remain a cornerstone in reinforcing shared goals, building relationships, and celebrating the critical work of contracted service providers across the state.

## Melissa Farley Retiring from State Service; Web Board Leadership Transitions to Mark Ciccio



After a distinguished career in public service, Melissa Farley of the Judicial Branch’s External Affairs Division will be retiring in August. Melissa has served the Branch in the position of Chair of the Judicial Branch Web Board for many years and her leadership has helped shape the direction, accessibility, and clarity of online resources available to the public and Branch alike.

During her tenure, Melissa was instrumental in enhancing transparency and communication through the Judicial Branch website. Her thoughtful guidance and collaborative approach have left a lasting impact on how the Branch presents information in a clear, accessible, and user-friendly way. Her colleagues across the Branch will miss her deep knowledge and steady and compassionate leadership.

With Melissa’s departure, the role of Web Board Chair will be assumed by Mark Ciccio, Manager of the JB-CSSD Computer Support, Facilities, Materials Management, and Policy (COSFAMMP) unit and a long-time, dedicated member of the Web Board. Mark brings a wealth of experience and a forward-thinking approach to the role.

Among his top priorities as Chair is overseeing the Judicial Branch website’s compliance with the Americans with Disabilities Act (ADA)—a critical initiative aimed at ensuring that the website is fully accessible to all users. Mark will also help guide several other web-related projects focused on improving functionality, modernizing content delivery, and enhancing the overall user experience for both internal and public audiences.

Please join us in expressing our deepest gratitude to Melissa for her many years of dedicated service and in welcoming Mark as he steps into this important leadership role.



# Juvenile Probation Staff Development Day: A Blend of Professional Growth and Team Building



Juvenile Probation staff participated in a comprehensive development day executed by the JB-CSSD Training Academy that was designed to foster professional growth, recognize achievements, and strengthen team cohesion. The event, held on Thursday, June 12, 2025, successfully combined informative sessions with engaging recreational activities, creating a dynamic and memorable experience for all attendees.

The day commenced with welcoming remarks from JB-CSSD's Executive Director Gary Roberge and Director of Juvenile Probation Services Tasha Hunt, while staff enjoyed a breakfast spread of bagels, pastries, donuts, and coffee. The director's remarks set a positive and appreciative tone for the day, highlighting the dedication and hard work of the staff.

A compelling keynote speaker then captivated the audience, delivering insights relevant to the challenges and opportunities within the juvenile justice systems. The speaker's direct experience provided valuable perspectives, encouraging staff to reflect on best practices and innovative approaches in their daily work.



## A Highlight of the Day was the Employee Recognition Ceremony



This segment of the day celebrated the outstanding contributions of individual staff members and offices, acknowledging their commitment, exceptional performance, and positive impact on both their colleagues and the youth they serve.

### Beyond the Formal Sessions



Staff got to participate in a variety of interactive and creative activities aimed at fostering wellness and providing a well-deserved break from routine. Participants had the opportunity to express their creativity through painting, clay sculpture, and meditation.

Additionally, a series of lively and competitive games promoted friendly rivalry and camaraderie. Staff members enjoyed rounds of bingo where prizes were distributed. A competitive “Grab the Cup” game brought out their quick-thinking skills, while “Boots on the Ground” dancing provided an energetic and joyful conclusion to the day’s events.

The Juvenile Probation Staff Development Day was a resounding success. By thoughtfully blending professional development with engaging activities, the event not only equipped staff with fresh perspectives and renewed motivation but also reinforced the strong sense of community and shared purpose within Juvenile Probation.

Participants responded overwhelmingly positively, requesting a continuation of the workshops and the expansion of additional engaging and interactive sessions for the next Staff Development Day!