



**PUBLIC SERVICE AND TRUST COMMISSION**

**STRATEGIC PLAN**

**PHASE TWO IMPLEMENTATION REPORT**

**JULY 2010 REPORT**

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## **Introduction**

For the nearly 300 people who have received free advice from attorneys as part of the Advice Days Program in Hartford Family Court, to the more than 2,100 people who have been helped with directions and general information by our courthouse information officer in New Haven Superior Court, the Judicial Branch's Strategic Plan is not simply a paper promise. Rather, its findings and recommendations have been transformed from words on pages to works in action.

In June 2008, Chief Justice Chase T. Rogers approved the Strategic Plan, which was completed by the Public Service and Trust Commission under its chair, the Honorable Alexandra D. DiPentima. The Plan is the first ever long-term blueprint for the Judicial Branch, and was developed based upon the input of more than 1,500 people who participated in focus groups and surveys.

The activities on the following pages are the results of the strategic planning process: some were recommended in the development of the initial Strategic Plan, others came about during the first phase of implementation, and still others evolved during this year's implementation process.

The five outcome goals of the Strategic Plan are broad: increase access to justice, including our facilities and programs; respond accordingly to our state's changing demographics; improve the Branch's delivery of services; collaborate with the other branches of government, as well as members of the bar; and accountability to all. The goals encompass the Judicial Branch's stated values of fairness, respect, professionalism and integrity. Further, meeting these goals will help the Judicial Branch meet its mission of resolving matters brought before it in a fair, timely, efficient and open manner.

The development of the Strategic and Implementation plans has, in retrospect, been extremely timely, as Connecticut and the rest of the United States have been mired in an economic downturn considered by many to be the greatest freefall since the Great Depression. While economists generally agree that the worst is over and signs of recovery have been noted, the effect on the people of the State of Connecticut and the Judicial Branch remain, in high unemployment, record numbers of foreclosures, increases in crime, and a precipitous drop in the numbers of people who can afford to retain legal counsel.

The fallout of these economic and social variables has resulted in ever higher numbers of people who interact with the Judicial Branch, whether by choice or compulsion. Thanks to the contributions of the public during the planning process, many of the activities undertaken have been designed and developed to assist court users, particularly people who represent themselves, more easily navigate what can be a complicated judicial system.

As previously noted, a pilot program that provides free legal advice to self-represented parties in family matters has been very successful, so successful in fact that it will be extended to Waterbury Superior Court in the fall. Additionally, the courthouse information officer, who is on hand to answer questions and provide assistance, has also proven a huge success and is being extended, to the Ansonia-Milford Judicial District. As successful as these programs are, it is important to note that neither has required any additional funding.

Other activities being implemented include the online grouping of Judicial Branch forms, such as foreclosure matters and family matters, to help make processes clearer; the adoption, when possible, of plain language of Branch forms to assist those who are not attorneys still be able to read and understand the information being provided; the conversion of many forms in to languages other than English; additional online tutorials and information for people; the adoption of certain Standing Orders to help ensure uniformity of procedures in all judicial districts; and a Legal Exchange Program that provides members of the bench and the bar, as well as Judicial Branch staff the opportunity to exchange information about new resources, to answer questions, and to increase civility and decorum between the members of the bench and bar.

In this Phase II update, the implementation activities recommended in the Phase I implementation plan of June 2009 have been updated to include:

- activities completed
- activities in progress
- activities to begin in the future as time and resources allow
- new recommendations that have been developed as a result of the current phase of implementation

The Phase III Initiatives are presented here as concepts to be further developed and undertaken in fall of 2010. These initiatives currently include designating committees: to make recommendations that will simplify and streamline the child support process; to develop a plan to re-engineer court clerks' offices in response to technological advances, such as e-filing, that impact office practices; and to study and assess the Branch's current alternate dispute resolution programs to help ensure statewide consistency of the programs, training for program providers, and to reduce the costs of litigation. It should be noted that the alternate dispute resolution program was initially recommended in the first implementation plan of 2008.

The final concept to be developed involves accountability. Chief Court Administrator Judge Barbara M. Quinn earlier this year developed a new process for the appointment and reappointment of small claims and motor vehicle magistrates, which will include an annual evaluation and observation by a designee of the Chief Court Administrator. The workgroup should develop an evaluation worksheet to be used during the observations, a training program for magistrates, and a process of investigating complaints concerning magistrates.

The long-term goal of the Strategic Plan is to enhance the public's trust and confidence in their judicial system, by improving Judicial Branch services. The activities mentioned in this report, and the concepts for the future will help meet that goal.

SUMMARY OF PHASE ONE  
AND PHASE TWO  
INITIATIVES

# ACCESS

The Judicial Branch will provide equal access to all of its facilities, processes and information through the identification and elimination of barriers.

## ACCESS TO FACILITIES

### **CHARGE**

This committee, formed under the Physical Access (Signs) initiative, is charged with assessing the accuracy and effectiveness of existing signs both within and without Judicial Branch facilities, and the accuracy and expediency of directions to facilities as provided by the Branch.

### **PROGRESS TO DATE**

Finding a courthouse or Branch facility and navigating one's way around that facility should not be a daunting task and yet, for many people it is. And although the Branch provides online directions to its facilities, reports from the Phase I Courthouse Observation and Simulation Team indicate that the online information can be incorrect or difficult to follow.

This 18-member committee of Judicial Branch staff includes representatives from each Branch division, each of whom has been assigned to begin the signage assessment process in all 13 judicial districts, and online directions.

There are nearly 100 Judicial Branch facilities, and although not all areas are open to the public, signage in every area of each facility ultimately will be evaluated and assessed in conjunction with small local committees of Judicial District staff members.

As of early July, preliminary assessment of some facilities by the members, using a first-draft checklist, was underway. The checklist was created by the committee co-chairs following an affinity diagram exercise with committee members.

One of the main goals of this committee is to develop a Branchwide checklist that will be used by the local committees to annually assess signage in their judicial districts.

This Committee may also be asked to assess the Judicial Branch's use of automated phone systems to answer calls from the public.

## AMERICANS WITH DISABILITIES ACT (ADA)

### CHARGE

Evaluating what resources currently offered by the Judicial Branch to accommodate those with differing needs; assessing accessibility to that information, and recommending more effective ways to disseminate, both online and at facilities, information to people who may need an ADA accommodation.

### PROGRESS TO DATE

Implementation of the ADA recommendations has been continuous. Some of the recommendations are ongoing even though they are listed as completed. Challenges faced are limited resources – human and financial.

### ACTIVITIES COMPLETED

- 1. Create ADA webpage** **Completed: 2/2009**  
Website is regularly assessed to ensure it is accurate, up-to-date, and functional. URL: <http://www.jud.ct.gov/ADA/default.htm>
- 2. Wheelchair accessibility posted online** **Completed: 2/2009**  
Facility entrances were photographed and descriptions posted on the Branch website under “Court Directions.” URL: [http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm)
- 3. Assistive technology** **Completed: 2/2010**  
Magnifying glasses have been purchased for every clerk’s office, Court Service Center, Public Information Desk, and Law Library to assist people with low vision.
- 4. List of trained ADA Contact People on website** **Completed: 2/2010**  
107 ADA Contact People within Court Operations, Court Support Services and External Affairs have been trained. URL: <http://www.jud.ct.gov/ADA/contact.htm>
- 5. Accommodation form & procedure; Grievance/Complaint form & procedure** **Completed: 1/2010**  
Forms and procedures approved and posted on the ADA website.  
Accommodation form: <http://www.jud2.ct.gov/webforms/forms/es264.pdf>  
Accommodation procedure: [http://www.jud.ct.gov/ADA/ADA\\_Accomm\\_Request\\_Procedure.pdf](http://www.jud.ct.gov/ADA/ADA_Accomm_Request_Procedure.pdf)  
Grievance/Complaint form: <http://www.jud2.ct.gov/webforms/forms/es263.pdf>  
Grievance/Complaint procedure: [http://www.jud.ct.gov/ADA/ADA\\_Complaint\\_Procedure.pdf](http://www.jud.ct.gov/ADA/ADA_Complaint_Procedure.pdf)
- 6. Create an Office for People with Disabilities** **Completed: 9/2009**  
Two Branch employees have been designated to implement the recommendations: Sandra Lugo-Gines handles public matters and Laurie Parent is charged with implementing activities related to employee matters.
- 7. Track every ADA complaint** **Completed: 4/2008**  
Access database created to track public issues. Excel file created to track employee issues.
- 8. Investigate the feasibility and fiscal benefits of hiring, on a permanent, full-time basis, a certified CART court reporter**  
Investigation done. Recommendation declined because of budgetary constraints.

9. **“711” telecommunications relay service for the deaf and hearing impaired** **Completed: 6/2010**

The Branch has adopted the free, national 711 telephone relay service as its standard for communicating by telephone with deaf and hard of hearing individuals. The 2010 edition of the Judicial Branch directory makes note of this service.

**ACTIVITIES IN PROGRESS**

1. **Informal ADA compliance check-ups** **Projected Date: 4/2010**

The Facilities Unit is drafting a report detailing the currently available accessibility at each Judicial Branch building that serves the public.

2. **Include ADA notice and website on all public forms** **Projected Date: Ongoing**

Legal Services is in the process of adding this information to all forms as they are updated.

Sample of text: The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation, in accordance with the ADA, contact a court clerk or an ADA contact person listed at [www.jud.ct.gov/ada/](http://www.jud.ct.gov/ada/).

3. **Sensitivity training to all Branch staff** **Projected Date: 7/2011**

Existing ADA training modules are being assessed. Membership purchased from the New England Assistive Technology (NEAT) Center. Training logistics are being discussed.

4. **Enable built-in Microsoft Accessibility features** **Projected Date: 5/2010**

The Information Technology Division has designed the prototype to enable this on all public PCs. Will begin installation the first week of June. Pilot site is the New Britain Court Service Center. Prototype will not interfere with e-filing imaging. See link below for available Microsoft features.

URL: <http://www.microsoft.com/enable/products/default.aspx>

5. **Annual training for ADA Contact People** **Projected Date: 4/29/2010**

Training session held on April 19, 2010. Online training is under development. Modules being considered are: What is the ADA?; Who Qualifies?; Judicial and the ADA; Routine vs Non-Routine Accommodations; What Services and Equipment are Available?; Request for Accommodation Form and Procedure; Grievance/Complaint Process; ADA Intranet Website; ADA Internet Website; Who Should I Contact If I Need Help? Also, the New England ADA Center offered the use of its training slides with proper copyright use. Legal Services has been informed. Will know more in June.

6. **Create Advisory Committee** **Projected Date: 9/2010**

Candidates being considered.

**ACTIVITIES FOR THE FUTURE**

1. **Improve accessibility for users of the Branch’s Webpage** **Projected Date: TBD**

Long-term project. Timeframe is approximately one year to plan and one year to implement.

2. **Biannual ADA newsletter for staff** **Projected Date: TBD**

As time and staffing will allow, this activity will be implemented.

***NEW RECOMMENDATIONS FOR CONSIDERATION***

1. **ADA 20<sup>th</sup> anniversary recognition**

**Projected Date:  
7/26/2010**

The Judicial Branch will host an event to commemorate the 20<sup>th</sup> anniversary of the Americans with Disabilities Act.

## LIMITED ENGLISH PROFICIENCY (LEP)

### CHARGE

To eliminate barriers to facilities, processes and information faced by individuals with limited English proficiency.

### PROGRESS TO DATE

Since June of 2009, the LEP Committee has met five times, and each of its work groups has met numerous times throughout the year. Upon the completion of the work of the original subcommittees, three new workgroups were formed that focused on enhancing media and community outreach efforts, analyzing the internal Judicial Branch LEP survey, and developing translation guidelines. As noted below, a significant amount of work has been accomplished to date; however, the work of the LEP Committee is continuous due to the scope of its charge.

### ACTIVITIES COMPLETED

- 1. Recommend additional resources for the Interpreter and Translator Services Unit (ITS) as outlined in Figure 11 of the Preliminary Report to the LEP Committee.** **Completed: 12/2009**

Eight new interpreters were hired in December 2009.
- 2. Establish administrative policies specifying the role and scope of duties and ethical requirements for interpreters in Connecticut Superior Courts.** **Completed: 12/2009**

This recommendation was accomplished without requiring a policy change by the Administration Unit of the Superior Court Operations Division.
- 3. Acquire terminology-management translation computer software (e.g., the Trados program) to ensure consistent statewide translation of legal terminology on court forms for LEP individuals.** **Completed: 1/2010**

The Trados software was successfully installed and implemented. The software's dictionary expands with each translation completed ensuring that future translated materials are more quickly completed and consistent regardless of the individual providing the translation.
- 4. Conduct an internal survey to assess how often and in what manner language assistance services are utilized by various units within the Judicial Branch.** **Completed: 4/2010**

An internal survey was conducted in June 2009; a workgroup to analyze the data was established in October 2009; recommendations were presented to and approved by the LEP Committee on April 29, 2010.
- 5. Establish a subcommittee that will develop recommended guidelines for prioritizing the translation of documents, informational handouts, etc. Consider Spanish the priority language for translation of materials, with possibly Portuguese and Polish as the second and third priorities. The availability of resources and cost benefits to perform other language translations should be determined based upon the utilization of statistics and growth of minority communities.** **Completed: 4/2010**

The Translation Guidelines Workgroup, established in October 2009, presented its recommendations to the LEP Committee in April 2010. The recommendations were approved.
- 6. Identify forms and materials that require translation services through an internal survey of each Judicial operating unit, determine the statistical "hits" on forms and publications, and ascertain which forms are most frequently filed.** **Completed: 4/2010**

Forms and materials were identified by (a) the collection of data from the LEP Committee survey conducted in June 2009, (b) the analysis of the survey results, (c) the list of commonly stocked forms in the Court

Service Centers, and (d) the guidelines and criteria that were established for translation of forms and publications.

7. **Survey community organizations to obtain information regarding the needs of LEP populations as it pertains to the Judicial Branch.** **Completed: 4/2010**

The Media and Community Outreach Workgroup, established in October 2009, conducted a survey of over 135 community organizations. This survey produced information upon which the workgroup developed a set of recommendations that were presented to, and approved by, the LEP Committee on April 29, 2010.

8. **Conduct Branchwide training on civil rights, national origin discrimination, and services available to LEP individuals.** **Completed: 10/2009**

A two-hour training program was developed to include civil rights, national origin discrimination, services available to LEP individuals, and how to access those services throughout the Judicial Branch. Use of dual-handset phones, conference-capable phones, and phones with speaker capacity are part of the training. In addition, "I Speak" posters were created and are available at the training sessions, as are Language Assistance desk cards that list the procedures for accessing language assistance by a Judicial Branch interpreter, a vendor interpreter, or an interpreter for the hearing-impaired LEP individual. To date, 12 LEP training sessions have been offered since November 2009 and 380 employees have attended the training. Although this recommendation has been marked completed, training will continue on an on-going basis.

9. **Support the concept of plain language; however, need to analyze the concept of plain language as a cost-effective measure in forms translation.** **Completed: 4/2010**

The Translation Guidelines Workgroup recommended that applying the principles of "plain language" and "readability" be one of the procedures for every non-case-related translation request going forward.

## **ACTIVITIES IN PROGRESS**

1. **Develop and establish specific criteria for prioritizing assignments for interpreting requests.** **Projected Date: 10/2010**

The practice of the ITS unit is to provide interpreter services for cases involving the loss of liberty, cases involving children, juvenile matters and housing matters. The expanded use of the Telephonic Bilingual Services broadened the ability to provide interpreting services for a variety of other court matters. This will be considered in furthering and developing criteria for prioritizing interpreting requests.

2. **Develop and implement a system for the efficient tracking and scheduling of interpreters through the use of current and future technology. This will allow court personnel to record in the case-management systems (e.g., CR/MVS, Edison, etc.), at the earliest possible stage in a case, the need for interpreting services. The system would: include both "Interpreter" and "Language" indicators and print indicators on all dockets; automatically generate an interpreter-services request to be downloaded into the Scheduler program and to transfer pertinent data for every scheduled court appearance or interview throughout the duration of the case, until final disposition with an approximate duration of the proceedings or interviews; and automatically generate a translation request and download it into the Scheduler program.** **Projected Date: 10/2011**

The Administration Unit of the Superior Court Operations Division will be working with its Technology Unit on this initiative.

3. **Need to further explore improvement of the screening process for candidates; develop and improve the preliminary screening process for identifying qualified candidates. (Details of procedural recommendations set forth in Figures 4 and 5 of the Preliminary Report to the LEP Committee (Quality Considerations for Testing, Certification, and Training) regarding the qualification and certification processes.)** **Projected Date: 10/2010**

ITS contracted the private services of Mr. Robert Joe Lee, former Program Manager for Interpreting Services in New Jersey and currently an advisor for the National Center for State Courts. Mr. Lee developed a new oral screening exam for Spanish-language candidates. ITS started using this new exam in April 2010.

4. **Expand the telephonic services through the use of outside language assistance vendors to provide interpreting services "outside" the courtroom, and if required under exceptional circumstances, "inside" the courtroom, and by modifying, acquiring, and activating telephonic infrastructure and equipment.** **Projected Date: 10/2010**

Since June 2009, 134 dual handset telephones have been installed in multiple offices within 59 buildings throughout the Judicial Branch. This includes locations such as clerks' offices, court service centers, support enforcement offices, and CSSD offices. Training is being provided to on-site employees at the time that the equipment is installed. Training and troubleshooting are ongoing efforts. The contract with Language Line (vendor) was renewed effective May 1, 2010.

5. **Review statistical information on civil court requests to Interpreter and Translation Services.** **Projected Date: 10/2010**

ITS is finalizing the new statistical program for interpreters to enter their daily case load. The new system will have a civil component.

6. **Expand outreach to LEP populations through the Judicial Branch website based upon the needs identified via community organizations and establish collaborative relationships with media organizations that have targeted non-English speaking audiences.** **Projected Completion Date: 10/2011**

The results of the survey conducted by the Media and Community Outreach Workgroup have been shared informally with the External Affairs Division. The recommendations developed from this initiative suggest methods by which to conduct outreach to community-based organizations that serve LEP populations, especially those that speak Spanish or Portuguese, identify LEP organizations that are willing to collaborate with the Judicial Branch on outreach efforts, and list media organizations that communicate with LEP audiences. As a result of information obtained from this survey, a detailed contact list of organizations that work with limited English proficient populations has been developed. The Chief Justice recently sent a letter to these organizations that was accompanied by a list of informational materials for the LEP population that are available from the Branch.

7. **Develop/include information links on the existing Judicial Branch webpage to direct LEP individuals to translated information and make other webpage changes as determined by community organization survey results.** **Projected Date: 10/2011**

The Interpreter and Translator Services Unit continues to work with the Judicial Branch Web Board to determine webpage translation priorities. To highlight work completed, the External Affairs Division recently issued a press release regarding web pages converted to Spanish.

8. **Solicit Branch employees (including judges) who have bi/multilingual abilities to participate in the Branch's outreach objectives (to utilize their skills such as through the Speakers Bureau).** **Projected Date: 10/2010**

Judges have been recruited by the External Affairs Division for the Speakers Bureau.

## **ACTIVITIES FOR THE FUTURE**

1. **Train court personnel (requestors) to routinely record interpreter and translator information into case management systems (e.g. CR/MVS, Edison, etc.).** **Projected Date: TBD**

This recommendation is directly linked to the development and implementation of a scheduling system. Since the scheduling system being considered is in the design phase, no further action can be taken at this time.

2. **Change ITS organizational structure to: 1) Establish higher rates for services in hard-to-find languages so that the Judicial Branch can compete with other employers (i.e., court systems in adjoining states); 2) Establish a “Lead Translator” position responsible for managing translation assignments; 3) Update the Interpreter II job description for certified interpreters to emphasize the professional (rather than clerical) services interpreters provide to the courts; 4) Establish a “Master Interpreter” job classification for those staff who pass the state certification with higher scores, or who hold multiple certifications (e.g., federal, ATA, interpreter certification in more than one language).** **Projected Date: TBD**

This has not been explored further due to current budget issues and the hiring freeze.
3. **Develop public service announcements based upon the needs of the LEP population.** **Projected Date: TBD**

The External Affairs Division was very recently provided a comprehensive list of community organizations that serve LEP populations. They will be using this list in their media outreach plan.
4. **Hire more bilingual staff for positions that directly serve LEP individuals.** **Projected Date: TBD**

Recommendation requires further review.
5. **Provide foreign language instruction to employees to enable them to provide basic information to LEP individuals, such as the location of the courtroom.** **Projected Date: TBD**

Recommendation requires further review.
6. **Permit the use of audio recordings of the advisement of constitutional rights in Spanish, as recorded by certified Spanish-language interpreters.** **Projected Date: TBD**

Recommendation requires further review.
7. **Utilize monitors in public areas or lobbies that are a source of ongoing information to the public in languages common to the LEP population.** **Projected Date: TBD**

Recommendation requires further review.

### ***NEW RECOMMENDATIONS FOR CONSIDERATION***

As previously stated, the LEP Committee formed three new workgroups: Media and Community Outreach Workgroup, Survey Workgroup, and Translation Guidelines Workgroup. Below are new recommendations that were approved unanimously by the LEP Committee.

#### **New Recommendations from the Media and Community Outreach Workgroup**

1. **Acknowledge and express gratitude to those organizations that responded to the Media and Community Outreach Survey by sending each participating organization a thank you letter.**

The Chief Justice recently sent a letter to various Hispanic community organizations informing them about resources that the Judicial Branch has developed for the Spanish speaking community. In that letter, the Chief Justice took the opportunity to thank the organizations that completed the LEP survey.
2. **Forward to the External Affairs Division recommended methods for continuing its outreach efforts to community-based organizations that serve LEP populations.**
  - Develop and maintain a listserv for LEP organizations using email contact information from the Media and Community Outreach Survey.

*A very comprehensive list of LEP organizations was forwarded to the External Affairs Division. They used this list for the letter sent by the Chief Justice to Hispanic community organizations.*

- Expand the listserv for LEP organizations over time to include other organizations, such as: Connecticut Department of Education, adult learning centers, community colleges, English as a Second Language (ESL) programs, high schools and hospitals.
- Use the results from the Media and Community Outreach Survey to assist in the development of a media plan that is responsive to the changing needs and circumstances of LEP communities in the state.
- Reach out to the Spanish-language media identified through the Media and Community Outreach Survey, the Foreclosure Mediation Survey and other sources of information.
- Develop relationships with media sources that serve the LEP population in order to explore presenting informational programs, public service announcements, tips of the day, etc., in other languages.
- Engage judges, bilingual staff and community leaders in developing LEP media contacts.
- Contact LEP organizations via mail and/or email and inform them of useful information, such as the following: website resources in Spanish, including publications; the Speakers Bureau, including judges who are bilingual; new Spanish-language resources, such as the video on child custody issues featuring Judge Antonio Robaina.

*The Chief Justice recently sent a letter to various Hispanic community organizations informing them about resources that the Judicial Branch has developed for the Spanish speaking community. In that letter, the Chief Justice took the opportunity to thank the organizations that completed the LEP survey.*

- Send flyers/posters to LEP organizations via email regarding upcoming events and newly translated materials.
  - Send press releases on issues that impact the LEP population not only to the media, but also to the LEP organizational Listserv.
3. **Forward to the Information Technology Division and the External Affairs Division two suggestions regarding the Branch's website: 1) Improve visibility of link on website, which is undergoing redesign over the next few years, to Spanish-language materials; and 2) Consider adding an email link, as part of the Judicial Branch website redesign, so that users can sign up for updates on newly translated materials.**
  4. **Provide training to organizations that offer computer access to individuals who have limited English proficiency, particularly libraries, on how to utilize the Branch's website and obtain resources that are available in other languages.**
  5. **Reach out to organizations, particularly libraries such as the Hartford Public Library and the New Haven Free Library, which offer computer access and are already actively engaged in public education efforts with the LEP population.**

#### **New Recommendations from the Survey Analysis Workgroup**

1. **Remind employees of foreign language resources available (i.e., translated materials, Judicial Branch web pages in Spanish).**

This information is easy to distribute to staff by way of mass email, newsletter, and other forms of communication.
2. **Consider taking action to address the significant number of employees who in the Branch's LEP survey expressed an interest in taking basic foreign language instruction (647 or 70% of Branch employees who responded to the survey expressed interest in receiving foreign language training).**
3. **Emphasize and continue to encourage use of TBS, particularly during non-court hours and weekends.**

**The Branch has experienced increased usage of the TBS contracted services since the summer of 2009.**

4. **Recognize the need for informational and instructional documents in other languages to be handed to clients from the Judicial Branch. This would result in expediting court business and making the justice system less frustrating.**

This recommendation should be considered under the Translation Guidelines, if the Guidelines are approved.

5. **Recognize the need for informational and instructional documents in other languages to be handed to clients from contracted vendors. This would result in LEP clients having sufficient information in hand to make informed decisions.**

This recommendation needs further review by Legal Services to determine whether or not the practice of not providing translated materials is a violation of Section II, #33 of the Judicial Branch standard contract language.

6. **Acknowledge the need for compliance documents in other languages.**

This recommendation should be considered under the Translation Guidelines, if the Guidelines are approved.

7. **Consider multi-discipline notices with Spanish on body of form: consider combining multiple notices/ letters into universal multi-disciplinary forms; consider developing universal forms for use by all members of an operating unit, or all members of a particular division; this would decrease the development and use of “homegrown” translated documents.**

This recommendation should be considered under the Translation Guidelines, if the Guidelines are approved.

#### **New Recommendations from the Translation Guidelines Workgroup**

The following are proposed Guidelines for Translation Requests.

##### **I. Introduction**

Translation requests should be limited strictly to those forms that would be used by the public and, as a result, would exclude the Branch’s internal administrative documents. “Evidentiary” translation requests that are unique to a specific legal proceeding would be excluded from the following proposed “translation request process.”

##### **II. Preconditions**

All requests for translation must be for Judicial Branch documents that:

- Have been reviewed and approved by Legal Services, and
- Are used by members of the public involved in legal proceedings.

##### **III. Criteria for Prioritization**

Preferences will be given to those requests that meet the following criteria:

- Whether the document is the first step in a particular process (e.g., Writ, Summons and Complaint);
- Whether the document is used frequently (e.g., Appearance form);
- Whether the document would cause significant harm if misunderstood (e.g., Restraining Orders), and
- Whether a previously translated document is impacted by a change in the law (e.g., a Practice

Book or statutory change).

#### IV. Procedures for Processing Translation Requests

Establish a Review Panel comprised of representatives from Court Support Services, Superior Court Operations, and External Affairs. The Review Panel will be staffed by the Program Manager for Interpreter and Translation Services (or his/her designee).

Each division is to identify a “forms gatekeeper” to coordinate all the translation requests from each Judicial Branch Division.

- Each division’s “forms gatekeeper” will complete a request form and, accompanied by the document to be translated, send the request form electronically to Legal Services for review and approval.

Legal Services will review the request and document and, if approved, assign it a JD number if needed, apply the principles of readability and plain language, and forward the document to the Review Panel.

The Review Panel will:

- determine whether the translation request meets the preconditions;
- compare the request to the guidelines to ensure compliance;
- compare the request to the prioritization criteria to determine whether further consideration of timeliness is required;
- have the authority to determine the relative placement of the document in the translation queue;
- have the authority to recommend that a document be translated into additional languages; and
- have the authority to expedite those documents being requested by multiple requestors.

Upon completion of the Panel’s review, the document will be forwarded to the Translation Unit for processing and notice will be sent to the requesting division that the document has been scheduled for translation.

The Translation Unit will complete the translation and return the document to Legal Services for further processing.

Legal Services will forward the document to the Information Technology Division for design considerations and website posting.

#### V. Implementation Considerations

In order to implement the guidelines and recommendations described above, the following actions are required:

- Development of a new translation request form;
- Development of a new translated forms tracking system, and
- Assignment of administrative resources to the Review Panel.

## INFORMATION/PRIVACY

### **CHARGE**

The charge of the Committee on Judicial Information Policy is to ensure that Judicial Branch forms do not request personal identifying information, including social security numbers, financial account numbers, or other information which would be likely to lead to identity theft, unless the information is necessary for the adjudicatory process; to analyze and make recommendations on remote access to electronic court records; and to increase public access to court processes and information while ensuring that the information of those who become involved in the court process is protected from misuse.

### **PROGRESS TO DATE**

Work on this initiative began under the direction of the Public Access Task Force's Identity Theft Committee, whose initial charge was to prevent identity theft. That charge was broadened by the Public Service and Trust Commission, and the name of the committee was changed to reflect the expanded charge. Implementation of the recommendations has been ongoing. The volume of forms to be reviewed and the needs of various units and divisions within the Branch made the review of all forms time-consuming. Also, as rules have been drafted and implemented, some unintended consequences have surfaced, requiring revisions to those rules to address the needs and interests of attorneys, litigants and the public. This Committee has addressed all but two of the recommendations with which it was tasked. To avoid the potential overlap with the Judges' Advisory Committee on e-Filing in developing an overall access policy, it may be beneficial to refer the recommendations on policy development and the development of educational materials to that Committee, which is addressing a broad spectrum of issues associated with electronic files and case management and includes several members of the Committee on Judicial Information Policy.

### **ACTIVITIES COMPLETED**

1. **Review of Forms** **Completed: 1/17/2008**

Over 800 Judicial Branch forms were reviewed to eliminate requests for unnecessary personal identifying information. The review process will continue as new forms are created or existing forms come up for review.

2. **Rule on Personal Identifying Information** **Completed: 6/22/09;  
3/26/10**

A rule specifically directing filers not to submit personal identifying information in documents filed with the court was submitted to the Rules Committee and approved by the Judges of the Superior Court as new Practice Book Sec. 4-7, effective January 1, 2010. As a result of a meeting with representatives from the Office of the Attorney General, a revision to this rule was proposed and approved by the Judges of the Superior Court in March of 2010, and became effective April 15, 2010.

3. **Require certification of compliance with Sec. 4-7** **Completed: 6/22/2009**

Practice Book Section 4-2 (b) was revised to include a statement that the signature on a pleading means that the signer has complied with the provisions of Practice Book Sec. 4-7.

4. **Revise Sec. 11-20A and 25-59A to streamline process** **Completed: 6/22/09;  
3/26/10**

Revisions to the existing rules on sealing documents (P.B. Sec. 11-20A and P.B. Sec. 25-59A) to permit a streamlined process for removing or sealing personal identifying information that appears in court documents were drafted, submitted to the Rules Committee and approved by the Judges of the Superior Court. The revised rules became effective January 1, 2010. Revisions to those two rules to incorporate the practicalities of electronic filing of court documents were proposed and approved in March of 2010 by the Judges of the Superior Court, and became effective April 15, 2010.

**5. Ensure the accuracy and quality of court records on the web** **Completed: Ongoing**

The review of information currently displayed on the website and the procedures for ensuring that accurate information is posted on the web was referred to the Court Operations Quality Assurance Unit in December, 2009. The process is ongoing, involving spot checking of data entered and displayed on the website and periodic reviews of files to ensure the accuracy of the information.

**6. Enhance online access to court processes and information** **Completed: Ongoing**

Examining what could be added to the website to enhance access to court processes and information and exploring the use of interactive options and other web-based services to increase access, was referred to the Committee on Self-represented Parties and the Web Board.

### **ACTIVITIES IN PROGRESS**

**1. Create a sensitive data form and rule for use in filing personal identifying information** **Projected Date: 6/2010**

The inclusion of unnecessary personal identifying information in court files has been addressed, but a method to handle personal identifying information that the court needs for the adjudication of a case must be addressed. A rule and a form were drafted by the Committee. The rule was approved by the Committee at its meeting in March, but some clarification was requested and a meeting of staff, judges and a representative from the Office of the Attorney General was held May 5, 2010 to discuss possible revisions. Based upon the discussions at that meeting, a revised draft will be prepared and circulated to the Committee for review. It is anticipated that a meeting of the full committee will be needed to discuss the revisions. Once the Committee approves the final version of the rule, the form will be revised to reflect the language of the rule. The rule will be referred to the Rules Committee for further action. It is anticipated that the rule will be completed and submitted by July 1, 2010, and will be reviewed and acted on by the Rules Committee for vote of the Judges of the Superior Court in 2011.

### **ACTIVITIES FOR THE FUTURE**

**1. Development of a comprehensive policy on access to court records** **Projected Date: 2011**

A comprehensive policy on access to court records will be developed based on the policy drafted by the National Center for State Courts and recommended by the Public Access Task Force. Consideration should be given to referring to the Judges' Advisory Committee on E-Filing the further discussion and development of a comprehensive policy and educational materials (see next recommendation). That committee is addressing electronic filing and case management issues.

**2. Development of educational materials** **Projected Date: 2011**

Educational materials should be developed in conjunction with the Self-represented Parties workgroup, court operations staff, and possibly the Committee on Expectations of the Public. The content of these materials would provide information on what is public in a court file, how to remove or shield information that is filed, and how to obtain access to information in a file. To a certain extent, the development of these materials is dependent upon the development of the access policy, but basic information on existing rules and policies could be developed by September of 2010.

# CHANGING DEMOGRAPHICS

The Judicial Branch will provide a diverse and culturally competent environment that is sensitive to the values and responsive to the needs of all who interact with it.

## DIVERSITY IN THE BRANCH WORKFORCE

### CHARGE

The Committee on the Diversity in the Branch Workforce was charged with recommending an action plan to promote and ensure diversity in the hiring and retention of Judicial Branch employees and to ensure a culturally competent workforce.

### PROGRESS TO DATE

The Committee completed its work in January of 2009. The following recommendations were submitted to the Chief Justice who approved them for implementation by the Advisory Committee on Cultural Competency. Future status reports on these recommendations will hereafter be reported under the Cultural Competency initiative.

1. Address issues of cultural competency through training for new and existing staff.
2. Conduct a survey of Judicial Branch staff to identify the areas employees think are in need of improvement in relation to cultural competency.
3. Develop and implement a cultural competency training curriculum; provide evaluations to each participant upon completion of training; provide pre- and post-training tests to measure levels of competency.
4. Develop a centralized, mandated training program for Affirmative Action Coordinators to ensure that the interview process is conducted in an appropriate and consistent manner at all times. Refresher courses should be offered biannually, and the rate of attendance tracked.
5. Assess Affirmative Action Coordinators on levels of competency through periodic self-assessments and/or post-training testing.
6. Develop and implement a system for Affirmative Action Coordinators to report any concerns regarding appropriateness of the interview processes as they occur. Also, a system should be developed to ensure that any such concerns are investigated and acted upon prior to any action being taken on the recruitment in question.
7. Track the number of issues reported by Affirmative Action Coordinators.
8. Develop questions to include on the interview form that will measure the cultural competency of an applicant, or the ability for an applicant to become culturally competent.
9. Ensure all Branch staff involved in the interviewing process receives training regarding the inclusion of cultural competency as part of the hiring criteria and the importance it has as part of the required criteria for hire/promotion.
10. Update the existing “*Guidelines to Effective Interviews*” booklet to include cultural competency as a criteria for assessment of applicants.
11. Evaluate and develop methods to retain employees and provide opportunities to enhance their career mobility.
12. Evaluate the existing Mentoring Program to determine if it meets the needs of staff in providing increased access to career opportunities within the Branch.
13. Include a career mobility program as part of the Mentoring Program, to be developed by the Mentoring Committee in conjunction with Administrative Services Division Human Resources Management Unit.
14. Assess existing materials and the extent of the Branch’s current outreach efforts to students in high schools, business and technical schools, career academies, and colleges.
15. Assemble and maintain a pool of Judicial Branch employees who would be accessible to the Volunteer/Intern Coordinators to make presentations.

## Changing Demographics: Diversity in the Branch Workforce

16. Promote careers with the Judicial Branch by developing class materials and a speakers' bureau for Connecticut high schools, business schools, technical schools, career academies and colleges. Market the speakers' bureau, job shadow and court aide programs to high school administrators, and track the number of requests.
17. Market the Connecticut Courts Curriculum.
18. Develop a system to collect and determine distribution of Branch workforce data and data on the population served by the Branch; determine how that data can be effectively utilized to support the goal of developing and retaining a diverse and culturally competent staff.

# DELIVERY OF SERVICES

The Judicial Branch will provide effective, uniform and consistent delivery of services by enhancing the management of court practices.

## ALTERNATIVES TO COURT APPEARANCES

### **CHARGE**

Explore possibilities for expanding the use of videoconferencing and teleconferencing for court appearances in order to make judicial proceedings and services more accessible and to promote efficient and cost effective case management.

### **PROGRESS TO DATE**

The work of this initiative is being implemented by the Standing Committee on Video and Teleconferencing. At this point in the initiative, videoconferencing has been accepted to varied degrees by Branch members and outside agencies, dependant upon the subject matter. Implementation has been moving forward at a steady rate with a vision towards greater acceptance as people become more accustomed to the technology. Some of the recommendations are ongoing even though they are listed as completed. Challenges faced are access to courtrooms for equipment installation, limited staff resources, and hesitation to embrace the technology.

### **ACTIVITIES COMPLETED**

1. **Formation of Standing Committee on Video and Teleconferencing** **Completed: 10/2009**  
Committee members include the Honorable Elliott Solomon, Chairman; the chief administrative judges for juvenile, criminal, civil and family matters; representatives from the Chief Public Defender's Office, the Chief State's Attorney's Office, the Department of Correction (DOC), the Judicial Branch Legal Services Unit, the Court Operations Unit and the Judicial Branch Information Technology Division.
2. **Rule proposal for competency hearings in criminal matters** **Completed: 2/2010**  
Proposed rule revision of Practice Book Section 44-10A submitted to the Rules Committee and is still under consideration by the Rules Committee. Limited to hearings where individual found not competent, but restorable and by agreement of the parties.
3. **Rule proposal for sentence review hearings** **Completed: 2/2010**  
Proposed rule revision of Practice Book Section 44-10A submitted to the Rules Committee and is still under consideration by the Rules Committee. The revision would eliminate from Section 44-10A(5) the requirement that the defendant consent to the use of videoconferencing in sentence review matters.
4. **Rule proposal for a pilot program to use videoconferencing in criminal arraignments** **Completed: 2/2010**  
Proposed rule revision of Practice Book Section 44-10A submitted to the Rules Committee and is still under consideration by the Rules Committee. The revision would allow for the chief court administrator to designate a judicial district as a location for performing arraignments by videoconferencing, provided the defendant and their attorney have an opportunity to meet prior to the arraignment.
5. **Rule proposal for videoconferencing in lieu of Part A callbacks** **Completed: 2/2010**  
Proposed rule revision of Practice Book Section 44-10A submitted to the Rules Committee and is still under consideration by the Rules Committee. The revision would allow for videoconferencing of disposition conferences in criminal matters where it is not reasonably anticipated that a final disposition of the case would occur.
6. **Videoconferencing in certain juvenile matters** **Completed: 2/2010**  
Proposed juvenile rule submitted to the Rules Committee and is still under consideration by the Rules Committee. The revision would allow for the use of videoconferencing in certain juvenile matters, provided that a means is provided for a party to confer in private with their attorney, if the party is represented by counsel.

### **ACTIVITIES IN PROGRESS**

- 1. Upgrading infrastructure of the Branch network** **Projected Date: 7/2010**

Network upgrades will facilitate a higher quality transmission through the Branch videoconferencing system and allow for greater flexibility when using the videoconferencing systems. At the point when the Department of Correction is also using network based transmissions for videoconferencing the quality will be greatly improved.
- 2. Upgrading technology in the courts** **Projected Date: 10/2010**

The Judicial Branch Information Technology Division is upgrading the courtroom equipment at the same time that videoconferencing equipment is being installed. The Judicial Branch Facilities Unit has assisted with upgrading sound systems in courtrooms where necessary.
- 3. Installation of videoconferencing equipment** **Projected Date: 10/2010**

Installation is now moving at a steady pace with the projected completion within the time frame allowed under the grant issued to the Branch by the Office of Policy and Management. Equipment is being installed in judicial district, geographical area and juvenile courts based on availability of the courtrooms. Equipment being purchased for Court Support Services Division (CSSD) locations does not require installation by the close of the grant period, as Judicial Information Technology Division will be doing the installation. The primary use of the videoconferencing equipment is for criminal matters. However, there may be opportunities for the equipment to be used for civil and family matters. Practice Book Section 23-68 currently allows for videoconferencing in certain civil and family matters.
- 4. Training court staff to operate video equipment** **Projected Date: 11/2010**

Training has begun for court staff on the operation of the videoconferencing equipment and how to schedule conferences involving individuals currently incarcerated at the Department of Correction. Training is being scheduled as staff from Court Operations and Judicial Information Technology become available.
- 5. Videoconferencing scheduling system** **Projected Date: 10/2010**

Testing by staff from the courts, CSSD and DOC has begun on the scheduling system. After testing is complete and the system is available to go into production, training will be provided to all court staff, CSSD staff and DOC staff that are responsible for scheduling videoconferences.

### **ACTIVITIES FOR THE FUTURE**

- 1. Teleconferencing** **Projected Date:**

Funding is necessary to pursue the installation of teleconferencing equipment. Videoconferencing equipment can be used for the secondary purpose of teleconference calls.
- 2. Administrative use** **Projected Date:**

Funding is necessary for installation in the administrative offices of the Branch.

## CASE MANAGEMENT (CIVIL)

### **CHARGE**

To review the civil docket and the development of practices that will improve the administering of judicial services to litigants, the bar and the public, and will promote the resolution of cases in a fair, timely, open and cost-effective manner.

### **PROGRESS TO DATE**

The Case Processing Subcommittee has not made recommendations for implementation; the subcommittee was working on many of the same issues as the Committee on Uniformity of Court Procedures, primarily early case preparation (pretrial conferences, scheduling orders, trial management conferences, and trial management orders). The Case Processing Subcommittee met in April 2009 and created a draft for case processing and was in the process of evaluating for final recommendations. However, the Committee on Uniformity submitted its final report of recommendations in June 2009, which substantially addressed the same issues as were being considered by the Case Processing Subcommittee. It was recommended that the Subcommittee adopt the recommendations of the Committee on Uniformity. The Case Processing Subcommittee reported this to the Civil Commission at its meeting on April 19, 2010.

The Discovery Subcommittee met on June 2, 2009 and October 26, 2009 and drafted a list of proposals and suggested changes to discovery rules/practices. The Subcommittee presented its final report of recommendations to the Civil Commission at its April 2010 meeting. The Commission considered each proposal in the report and discussed what action would be taken, **as detailed below in this report**. The Civil Commission will hold its next meeting in September 2010 at which time the Discovery Subcommittee will submit revised/additional recommendations.

### **ACTIVITIES COMPLETED (DISCOVERY SUBCOMMITTEE)**

- |  |                  |
|--|------------------|
| 1. <b>The Subcommittee endorses the amendment to Practice Book Section 13-27(a) which eliminated the requirement to serve notices of deposition by personal or abode service or by registered or certified mail.</b>   | <b>Completed</b> |
| 2. <b>The Subcommittee fully supports and endorses the Discovery and Deposition Dispute Order* which provides that a Practice Book Chapter 13 motion directed to discovery or deposition issues filed within six months of the trial date shall be heard by the presiding judge of the judicial district or a designee. The Subcommittee recommends that this order be amended and expanded to include cases that are not within six months of trial if the parties are able to articulate the special circumstances in such cases which warrant immediate scheduling.</b> | <b>Completed</b> |

\*No action was necessary as to the portion of this recommendation approving the Discovery and Deposition Dispute Order, as this is an existing order in effect.

URL: <http://www.jud.ct.gov/external/super/Standorders/discovery.htm>

The Civil Commission did not decide to accept the portion of the recommendation that the order be amended and expanded to include cases that are not within six months of trial if the parties are able to articulate the special circumstances in such cases which warrant immediate scheduling.

### **ACTIVITIES FOR THE FUTURE (DISCOVERY COMMITTEE)**

- 1. The Subcommittee supports the use of special masters to supervise the discovery process in any civil matter where the judicial authority deems it necessary, and proposes a Practice Book rule for the appointment and use of special masters. (See appendix)** **Projected Date: TBD**

The Civil Commission voted to adopt the special masters proposal. However, after further discussion regarding costs, allocation of fees, and application of the rule to specific cases, the commission decided to table it to address some of the specific issues raised, including when the remedy is available, the types of cases it would apply to, and the criteria for apportioning costs. The Subcommittee will research the issues and submit revisions.

- 2. The Subcommittee endorses the proposed rules concerning electronic discovery which have been presented to the Rules Committee for consideration.** **Projected Date: TBD**

An update on the status of the Rules Committee's consideration of proposed electronic discovery rules will be provided at the next Civil Commission meeting.

- 3. The Subcommittee proposes Practice Book Rule Section 13-30(j), which provides that a party on whose behalf a deposition has been taken shall at such party's expense provide a copy of the deposition transcript to each adverse party, be amended to provide that each party pay for its own copy of deposition transcripts or any electronic record of same.** **Projected Date: TBD**

The subcommittee will draft a proposed amendment to P.B. Rule 13-30(j) to provide that each party in a case pay for its own copy of deposition transcripts or any electronic record of the deposition; it will be presented at the next Civil Commission meeting.

- 4. The Subcommittee recommends that Practice Book Section 13-7(b) and 13-10(b), which require the party answering interrogatories to attach a cover sheet to their answers, be eliminated. The Subcommittee believes that the requirement to file a cover sheet is duplicative since the answers and objections to interrogatories are contained in the response to which the cover sheet is attached.** **Projected Date: TBD**

The Commission voted unanimously to approve the proposal to eliminate the P.B. cover sheet requirement. An update of the status of the recommendation made to the Rules Committee will be presented at the next Civil Commission meeting.

- 5. The Subcommittee suggests that the Rules Committee consider whether standard interrogatories should include questions raised by the "Medicare, Medicaid, and SCHIP Extension Act of 2007".** **Projected Date: TBD**

The subcommittee will draft specific language for an interrogatory and report back at the next Civil Commission meeting.

- 6. The Subcommittee also considered other possible changes to the discovery process including the designation of a discovery judge and a proposal for telephonic conferences to resolve discovery disputes.** **Projected Date: TBD**

The Commission did not vote on the proposal of appointing a discovery judge; the option of conducting telephonic conferences to resolve discovery disputes currently exists, pursuant to the Discovery and Deposition Dispute Order.

URL: <http://www.jud.ct.gov/external/super/Standorders/discovery.htm>

7. **The Subcommittee recommends that consideration be given to a rule which would permit no more than seven hours of actual deposition time with the understanding that this limitation may be waived by stipulation or by court order.**

**Projected Date:  
TBD**

The Commission agreed to discuss this proposal at length at the next Civil Commission meeting.

## COMPLEX LITIGATION

### CHARGE

To review and evaluate the Complex Litigation Docket Program, including the program's criteria and standards, and to identify possible areas of improvement.

### PROGRESS TO DATE

Of the eighteen recommendations approved for implementation by the Complex Litigation Committee, fourteen have been implemented. Complex Litigation judges, staff and members of the bar have expressed their satisfaction with the efforts to streamline the program and increase the efficiency in managing Complex Litigation cases. Expected challenges include a decrease in the number of complex litigation judges; currently there are nine, and the number may decrease to eight as of June 1, 2010.

### ACTIVITIES COMPLETED

- 1. A practice should be established which provides the bar with input on the selection of CLD judges; it was suggested that a representative group of the bar meet with the Chief Court Administrator to give candid appraisals of potential for service on the Complex Litigation Docket (CLD).** **Completed: 2/27/2009**

A meeting was held on February 27, 2009 with Judge Quinn, Judge Carroll, and representatives from the Connecticut Chapter of the American Board of Trial Advocates, Connecticut Trial Lawyers Association, Connecticut Defense Lawyers Association, Connecticut Chapter of the American College of Trial Lawyers, and the Connecticut Bar Association, Litigation Section. The next meeting is anticipated to be scheduled for the summer of 2010.
- 2. Criteria used to determine whether a case should be referred to the CLD should be elucidated more clearly.** **Completed: 1/5/2009**

"Facts About the Connecticut Complex Litigation Docket" was revised to clearly state the criteria for cases to be considered appropriate for the CLD, and is posted on the Branch's website.

URL: <http://www.jud.ct.gov/external/super/FACTS.pdf>
- 3. A judge's assignment to the CLD may be extended beyond three years to permit the judge to manage cases through trial in accordance with the principles of an individual calendar method of case management.** **Completed: 1/5/2009**

This practice has been established; currently, five of the nine CLD judges' assignments have extended beyond three years.
- 4. The application process should be streamlined. The application for case referral should be filed early in the case and the form should be redrafted in order to provide a box which clearly identifies whether all parties consent to the referral.** **Completed: 1/5/2009**

JD-CV-39 Application for Case Referral- Complex Litigation Docket has been revised to identify whether all parties consent to the referral and is posted on the Branch's website.

URL: <http://www.jud2.ct.gov/webforms/forms/cv039.pdf>
- 5. Any objection to the referral of a case to the CLD must be filed after a specified time period following the filing of the application, rather than after the decision is rendered on the application. The present application form which allows an objection to come in after the decision of the judge shall be amended to reflect this change.** **Completed: 9/1/2009**

JD-CV-39 Application for Case Referral- Complex Litigation Docket has been revised to include the following:

Note: Any objection to the transfer of this case to the CLD must be filed within 15 calendar days after the filing of this application and must be titled "Objection to Transfer to the Complex Litigation Docket". The original objection must be filed to the attention of the Chief Administrative Judge at the address listed in instruction 4.

URL: <http://www.jud2.ct.gov/webforms/forms/cv039.pdf>

6. **Language contained in the document “Facts About the Connecticut Complex Litigation Docket” (Information Sheet) should be rewritten to more clearly reflect that cases are considered for placement on the CLD on the basis of their individual merit, in the exercise of sound discretion, on a non-formulaic basis.** **Completed: 1/5/2009**

“Facts About the Connecticut Complex Litigation Docket” has been revised to state that cases are considered for the CLD on the basis of their individual merit; it is posted on the Branch’s website.

URL: <http://www.jud.ct.gov/external/super/FACTS.pdf>

7. **In the section of the Information Sheet “How Does a Case Get Referred to the Complex Litigation Docket?” the following language should be inserted immediately following the reference to the Judicial Branch website: “The Chief Administrative Judge of the Civil Division has discretion to schedule a hearing to consider whether referral to the Complex Litigation Docket is appropriate.”** **Completed: 1/5/2009**

This language has been added to the section, and is posted on the Branch’s website.

URL: <http://www.jud.ct.gov/external/super/FACTS.pdf>

8. **In the section “What Factors Will Be Considered in Determining Eligibility?”, the language should be as follows: the number of parties; the number of counsel; the amount of the claim and the nature of the relief requested; the anticipated length of trial; the complexity of the issues presented for resolution; the extent and complexity of pretrial proceedings, including discovery matters, motion practice, and special proceedings; the overall need for the special oversight and management that the Complex Litigation Docket may provide; whether alternative case management approaches are available in the judicial district where the case has been brought.** **Completed: 1/5/2009**

This language has been added to the section, and is posted on the Branch’s website.

URL: <http://www.jud.ct.gov/external/super/FACTS.pdf>

9. **In the section of the Information Sheet entitled “What Types of Cases Will be Considered as Complex Litigation?” the following introductory sentence should be inserted: “While each case proposed for the Complex Litigation Docket will be evaluated on its individual merits, the following types of cases often have been found to be appropriate for assignment to the Complex Litigation Docket.”** **Completed: 1/5/2009**

This language has been inserted to the section, and is posted on the Branch’s website.

URL: <http://www.jud.ct.gov/external/super/FACTS.pdf>

10. **Examine the potential for the utilization of judge trial referees in cases where no CLD judge is available.** **Completed: 10/1/2009**

This practice is considered when necessary; currently, there is one JTR who is continuing to do CLD cases.

11. **If judge trial referees were to be utilized, due to the statutory requirement that they cannot preside over civil jury trials without the written consent of all parties, a mechanism would have to be developed to provide for parties' agreement.** **Completed: 10/1/2009**  

JD-CV-111 Consent of Parties to Referral to Judge Trial Referee has been revised and posted on the Branch's website, to include an instruction to parties to a CLD cases, for consent to referral to a JTR.

URL: <http://spforms/CourtForms/Shared%20Documents/PDF/cv111.pdf>
12. **In order to prevent delay, the Request for Adjudication form should be modified to address the difficulties in reaching opposing counsel and obtaining the necessary information to complete the form.** **Completed: 1/6/2010**  

JD-CL-77 Request For Adjudication Complex Litigation Docket has been revised to reflect the recommended language.

URL: <http://spforms/CourtForms/Shared%20Documents/PDF/cl077.pdf>
13. **Procedures should be developed for the processing of form JD-CL-77 Request for Adjudication based upon the differentiation of the types of motions in order to provide for prompt adjudication of discovery motions.** **Completed: 10/1/2009**  

JD-CL-111 Case Management Order provides an option for parties to request quick review and an immediate hearing or conference for any motion or objection.

URL: <http://spforms/CourtForms/Shared%20Documents/PDF/CL111.pdf>
14. **To expedite the processing of these motions, different methods such as telephonic scheduling conferences should be explored.** **Completed: 10/1/2009**  

JD-CL-77 Request For Adjudication Complex Litigation Docket has been revised to provide that a telephonic conference may be requested on matters that need immediate action.

URL: <http://spforms/CourtForms/Shared%20Documents/PDF/cl077.pdf>

#### **ACTIVITIES FOR THE FUTURE**

1. **An alternative to the referral of cases to the CLD based upon the length of trial would be the transfer of the case to another judicial district by the Chief Court Administrator.** **Projected Date: TBD**  

Although this recommendation has been accepted, to date there has not been a need to transfer a case referred for length of trial to another judicial district.
2. **System changes should be considered in order to provide the capability of readily identifying the filer of a motion/objection on the Case Detail page of the Branch's website.** **Projected Date: TBD**  

This recommendation is subject to timeline and prioritization of systems changes in e-filing. Estimated date of implementation of this system change is out to 2012, based upon e-filing systems changes being implemented by then.
3. **Procedural requirements for filings should be adopted, such as the inclusion of the party number on all CLD filings to facilitate the process.** **Projected Date: TBD**  

This recommendation is subject to timeline and prioritization of systems changes in e-filing. Estimated date of implementation of this system change is out to 2012, based upon e-filing systems changes being implemented by then.
4. **The scheduling of CLD events should be entered into the Edison system so that this information may be available for viewing on the Branch's website.** **Projected Date: TBD**

## Delivery of Services: Complex Litigation

Stamford CLD events display in the case detail; CLD events for Hartford and Waterbury do not currently display in the case detail. Currently, the coding of CLD events in Edison includes them in the calendar with all other civil events - which has not been the preference for Hartford and Waterbury. Other options are being examined, which will likely include programming changes. Any programming changes in Edison will be subject to prioritization, and is anticipated to be long-term.

## COURT RECORDING MONITORS AND COURT REPORTERS

### **CHARGE**

Make recommendations to increase access to transcripts, improve the quality and delivery of transcripts, examine staffing needs, review statutes, rules and regulations that impact the production of transcripts, and assess technology currently used by the Branch.

### **PROGRESS TO DATE**

This newly-formed committee has met nine times in as many months.

While other states have struggled to determine what the court record is and who owns it, following an interrelationship digraph exercise this Committee determined that the record is the official memorialization of what occurs during official court proceedings. Further, the Committee believes that the court record is owned by the public and maintained by the Judicial Branch.

In pursuit of meeting its charge, the Committee in January participated in a videoconference with Professor Fredric Lederer, head of the William & Mary Law School Center for Legal and Court Technology, and in April heard presentations from a United States District Court court reporter and the owner of a private court reporting business. Additionally, the Committee has sought information from judicial systems across the country via a listserve request submitted through the national Conference of State Court Administrators (COSCA) and inquiries sent by support staff to other states.

The Committee has also considered the recommendations offered in a January 2010 COSCA report, "*Changing Times for Making the Record.*"

At its July 6, 2010 meeting, the Committee unanimously endorsed 14 recommendations, ranging from access to the record, to staff policies and ownership of the court record. These recommendations and the Committee's research will be detailed in a report that will be submitted to Chief Justice Rogers in the fall.

## CRIMINAL PRACTICE COMMISSION

### **CHARGE**

The charge of the commission is reflected in its mission statement. The mission of the Criminal Practice Commission is “to improve the criminal justice system. Through combined efforts of Judges, prosecutors, defense attorneys and court staff, information will be exchanged, issues will be identified and resolutions will be proposed that will enhance efficiency, professionalism and civility in the criminal courts and will improve the delivery of services to litigants, the bar, victims and the public.”

### **PROGRESS TO DATE**

The Criminal Practice Commission established five committees to address various issues identified by the focus groups.

1. Habeas Reform
2. Discovery/Practice Book
3. Professionalism/Civility
  - a. Subcommittee on CCDLA’s submissions
4. Immigration
5. Rules of Professional Conduct

### **ACTIVITIES COMPLETED**

1. **Discovery/Practice Book** **Completed: Fall 2008**

The charge of this committee was completed with proposed rule changes to the Connecticut Practice Book forwarded to the Rules Committee.
2. **Professionalism/Civility (Subcommittee on CCDLA’s submissions)** **Completed: 5/2009**

The purpose of this subcommittee was to improve the relationship between the bar and the bench regarding the submissions by the Connecticut Criminal Defense Lawyers Association (CCDLA) to the Judicial Selection Commission and the Judiciary Committee. One meeting accomplished the subcommittee’s goal.
3. **Rules of Professional Conduct** **Completed: 7/2009**

The charge of this committee was completed with proposed revisions to the Rules of Professional Conduct forwarded to the Rules Committee.

### **ACTIVITIES IN PROGRESS**

1. **Habeas Reform** **Projected Date: TBD**

This committee has been charged with identifying issues and making recommendations regarding habeas proceedings.

Issues identified by the committee:

  - Continued centralization of filing and hearing of habeas proceedings
  - Review of the screening process for habeas petitions
  - Statute of limitations issues
  - Expansion of video hearings and related issues including confidentiality
  - The need for accurate statistics of habeas cases and time credit claims

- Failure to comply with scheduling orders

2. **Immigration**

**Projected Date: TBD**

This committee has been charged with making recommendations on what would be the ideal process for the Judicial Branch to follow regarding issues related to immigration.

The committee has agreed on the following policies, which will be forwarded to the Criminal Practice Commission for its approval:

Policy 1: It is not the policy or practice of judicial marshals to ask visitors entering the courthouse to provide information about their immigration status.

Policy 2: It is not the policy or practice of judicial marshals to ask visitors within the courthouse to provide information about their immigration status.

Policy 3: Any information that a judicial marshal learns, while in the course of his/her official duties, that an individual is in violation of United States immigration laws, may, in the first instance, be related to the State's Attorney's office.

The committee is currently in the process of drafting additional policies.

**ACTIVITIES FOR THE FUTURE**

1. **Miscellaneous court issues**

**Projected Date: TBD**

- Allocation of courthouse space
- Need for a confidential area in courthouses for defense counsel to speak with their clients
- Night/weekend court
- Stagger times on Promise to Appear (that police hand out) and on other dockets
- Examine criminal canvass
- Get defendants to sign canvass
- On-line/Electronic adjudications that allow for payment of fines in appropriate cases

2. **Cooperation between the bench and bar**

**Projected Date: TBD**

- Bar would like to be informed when an attorney is unable to adequately represent his/her clients

3. **Need for uniformity in courts**

**Projected Date: TBD**

- Continuance requests
- Discovery issues
- Decrease number of court appearances (i.e., do paperwork for diversionary programs prior to court date)
- Diversionary programs - requirements for appearance at dismissal
- Define role of the court service center
- Separate victim advocates from the prosecutor's office
- Designate a statewide judge for domestic violence
- Domestic violence docket in each court
- Separate pro se dockets

## **FAMILY SUPPORT MAGISTRATE RULES**

### ***CHARGE***

Develop Practice Book rules for Family Support Magistrate court.

### ***PROGRESS TO DATE***

Project Completed

### ***ACTIVITIES COMPLETED***

1. **Practice Book Rules for Family Support Magistrate Court** **Completed: 4/15/2010**

The Family Support Magistrate rules were presented for full vote at the annual meeting of the Judges of the Superior Court on June 21, 2010. They were revised to include some technical changes, as well as some items recommended by the Family Support Magistrate Rules Subcommittee that were inadvertently omitted from the original proposal presented for vote on March 26, 2010. The Family Support Magistrate Rules, as revised, were adopted by the Superior Court Judges on June 21, 2010 with an effective date of August 1, 2010.

URL: [http://www.jud.ct.gov/Publications/PracticeBook/pblj\\_7141\\_eff041510.pdf](http://www.jud.ct.gov/Publications/PracticeBook/pblj_7141_eff041510.pdf) (Chapter 25A)

## JURY

### CHARGE

The Jury Committee's charge was to determine whether the Judicial Branch uses the best practices for summoning notification, management and utilization of jurors, and to recommend new approaches and initiatives.

### PROGRESS TO DATE

The work of the Jury Committee was divided between four subcommittees that addressed the various stages of jury service: Before Court Appearance; Arrival at Court; Voir Dire; and Jurors Selected for Trial (Selected Jurors). Most of the recommendations from the Before Court Appearance Subcommittee have either been completed or are in progress.

### ACTIVITIES COMPLETED

**1. Before Court Appearance: Improved utilization of jurors** **Completed**

A successful pilot project was completed in the Stamford Superior Court to reduce the number of summonses issued. The principles were thereafter applied in Meriden and Middletown to reduce the number of summonses issued in those locations. Overall statewide summoning was reduced by 52,552 summonses from Court Year 2008 through Court Year 2009 with 28,245 of the reduced summonses from the Stamford Superior Court alone. Measures are underway to address this issue in all courts with a special emphasis on those courts that cancel more than half of their jurors. See future initiatives related to improved utilization below.

*Person Responsible for Implementation: Jury Administrator*

**2. Before Court Appearance: Improved communication with jurors** **Completed**

- An employer/employee brochure has been revised to include information for unemployed individuals and update language.
- A survey has been mailed to a selected sample of jurors to test the readability and effectiveness of our major juror publications.
- The term jury service is replacing "jury duty" and language in all publications is being revised to reflect this change.
- The Jury Communications Review Committee has been established and meets monthly to review publications as they come due for revision and to recommend new publications and media. This committee also reviews all methods of communication with jurors.
- All jury call center and administrative staff have been trained to provide more effective service to potential jurors who claim to have been victims of crime.
- Improvements have been made to the jury website
- Future Communications initiatives are discussed below

*Person Responsible for Implementation: Jury Communications Review Committee/Jury Administrator*

**3. Before Court Appearance: Juror summoning and management** **Completed**

- Legal Services has been asked to provide an opinion as to whether summonses may be calculated based on the population residing within a zip code rather than within a town.
- The current Master File process has been retained as the most effective available; however, technical staff will study whether technology may overcome the disadvantages of a permanent file. Also, agencies providing source data are on notice that they will receive error reports this year so that they may improve

the quality of their data.

*Person Responsible for Implementation: Jury Administrator*

**4. Arrival at Court** **Completed**

- Court Operations Assistants with responsibility for jurors have been trained to provide more effective assistance to potential jurors who disclose that they are crime victims.
- Juror orientation scripts have been drafted.
- A uniform policy for the retention and destruction of confidential juror questionnaires has been adopted and distributed to the courts.
- Planning is underway for the orientation video.
- A meeting was held with the Chief Justice, Chief Court Administrator, Deputy Chief Court Administrator, Jury Committee Chairs, Executive Director of Superior Court Operations and Jury Administrator to outline the next steps regarding pre-screening of jurors.

*Person Responsible for Implementation: Jury Committee Co-Chairs*

**5. Voir Dire** **Completed**

- Judges have been provided with information and material if they wish to conduct panel voir dire.
- The panel voir dire video is available on the Judicial Branch website.
- A presentation on enhanced supervision of voir dire was given to the presiding judges for Civil Matters.
- The civil presiding judges were offered materials and resources for panel voir dire if they wish to use that option.
- A meeting was held with the Chief Justice, Chief Court Administrator, Deputy Chief Court Administrator, Jury Committee Chairs, Executive Director of Superior Court Operations and Jury Administrator to outline the next steps regarding expanded judicial supervision of civil voir dire.

*Person Responsible for Implementation: Jury Committee Co-Chairs*

**6. Selected Jurors** **Completed**

- Judges have been advised of their option to permanently excuse jurors who have served on lengthy trials.
- An exit survey of jurors who have served is being drafted by the Jury Communications Review Committee.
- A letter from Committee Co-Chairs Judges Lager and D'Addabbo has been sent to the Administrative Judges, and the criminal and civil presiding judges. This letter outlines recommendations 2-9 from the Selected Jurors Subcommittee, which includes:
  - Juror note taking
  - Clear instructions
  - Copies of instructions
  - Exhibit indexes
  - Requests from jurors for read back of testimony
  - Exhibit binders and notebooks
  - Expanded preliminary instructions (where appropriate)

*Person Responsible for Implementation: Jury Committee Co-Chairs*

## **ACTIVITIES IN PROGRESS**

**1. Before Court Appearance: New juror orientation video** **Projected Date: TBD**

The Jury Communications Review Committee (JCRC) is identifying resources for the development of a new juror orientation video. It has been determined that actors will be utilized for the video rather than judges or other Judicial staff who might be recognized. JCRC members have identified sources of actors who would be willing to appear in the video at no cost, thus saving significant production costs. Future action steps: a standardized orientation script will be finalized; filming production funds will be identified; and a video script will be written.

## **ACTIVITIES FOR THE FUTURE**

**1. Improved juror facilities** **Projected Date: 2011**

A team will be assigned to conduct a statewide assessment of the present juror facilities to determine the adequacy of basic amenities such as parking, restrooms, seating, quiet space and work areas. A report and recommendations will be completed in 2011.

*Person Responsible for Implementation: Jury Administrator*

**2. Training for judges regarding jury matters** **Projected Date: 12/2010**

A symposium for judges will be held to address topics such as enhanced supervision of civil voir dire, pre-screening, instructions, re-cycling or re-assigning jurors and orientation.

**3. Juror pre-screening pilot programs** **Projected Date: TBD**

A pilot program to pre-screen jurors will excuse jurors with un-resolvable personal conflicts or assign them to voir dire panels where the conflicts do not pose a problem. Possible locations for this project are Derby or Milford. The co-chairs will prepare draft remarks for judges to conduct pre-screening by July 1, 2010.

**4. Improved juror utilization** **Projected Date: TBD**

Visits will be made to all court locations utilizing jurors, with special emphasis on courts that cancel the majority of their jurors. Visits may include the Jury Administrator, Chief Administrative Judges, Chief Court Administrator, Deputy Chief Court Administrator, Chief Clerks and courtside jury personnel. Projected start date is July 2010.

**5. Counseling for jurors in stressful cases** **Projected Date: TBD**

A report outlining resources available to jurors as well as the cost of counseling services will be drafted in 2011.

**6. Filming of jury video** **Projected Date: 9/1/2011**

*Action Steps Required:* Identification of funding; completion of orientation scripts to be given by judges; completion of video script; identification of production company.

**7. Statewide secure juror service line** **Projected Date: TBD**

This line would allow jurors to contact the Branch in confidence to report concerns such as misconduct, or threatening and harassing of jurors. This project will begin with a study of the existing telecommunications infrastructure, a cost estimate and the identification of funds. The assessment may begin in January of 2011.

**8. Expansion of jury website** **Projected Date: TBD**

The jury website will be expanded to allow jurors to postpone their service on-line and to confirm their service or enter routine disqualification requests such as disqualification for having attained the age of 70 and choosing not to serve. Projected Start Date: January 2011, to begin programming after the full implementation of the JAMIS system.

***NEW RECOMMENDATIONS FOR CONSIDERATION***

**1. Enhanced security of personal identifying data**

A procedure has been developed to track the storage, retention and destruction of jury records. This process provides both tracking and a record of each record that is shipped to the judicial records center for storage.

## PROBLEM SOLVING IN FAMILY MATTERS

### **CHARGE**

The Problem Solving in Family Matters Committee was charged with exploring the feasibility of creating a problem solving justice model to assist families by linking obligated parents to community services that will help them achieve the needed stability to meet their support obligations.

### **PROGRESS TO DATE**

In November 2009 the Problem Solving in Family Support Magistrate Court Pilot in New Haven Implementation Team (Team) was convened to design and operationalize the recommended problem solving pilot in the Judicial District of New Haven. During the months of November, December and January, the implementation team successfully created a pilot program that was launched on January 27, 2010.

### **ACTIVITIES COMPLETED**

- 1. The primary recommendation of the Committee was to create a pilot problem solving session for the Family Support Magistrate Division in one of the major urban areas in Connecticut. The remaining secondary recommendations were all tied to developing the infrastructure to support the pilot.** **Completed on: 1/27/2010**

Pursuant to CGS §46b-232(c), the Committee is presently completing a legislative report due July 1, 2010 regarding the status of the Problem Solving Pilot. See appendix.

## SELF-REPRESENTED PARTIES

### CHARGE

Examining ways to assist self-represented parties in effectively participating in the court process by enhancing the guidance and assistance provided by the Branch to those who interact with the court without representation either by choice or by necessity.

### PROGRESS TO DATE

The Self-represented Parties Workgroup is responsible for implementing the 28 recommendations that were developed by the Committee on Self-represented Parties. Subsequently, an additional recommendation was added to the Workgroup for implementation. The Workgroup is making steady and consistent progress on implementing these 29 recommendations, ever mindful of budgetary and staffing constraints. The Workgroup is actively implementing eight of its recommendations, while another 10 recommendations were completed.

### ACTIVITIES COMPLETED

1. **Rename the Quick Link on the Judicial Branch homepage from “Court Forms” to “Forms”** **Completed: 3/6/2009**  
URL: <http://www.jud.ct.gov/>
2. **Create a plain language handout regarding the short calendar marking procedures. A tri-fold brochure and a one-page flyer were created.** **Completed: 3/8/2010**  
See Appendix
3. **Create a letter to self-represented parties customized for each Judicial District.** **Completed: 12/22/2009**  
See Appendix
4. **Create a pilot courthouse information officer program** **Completed: 1/26/2010**
5. **Create a pilot program for advice days** **Completed: 2/3/2010**
6. **Create a link called “Mediation Programs” to be added to the Judicial Branch homepage under Quick Links** **Completed: 9/28/2009**  
URL: <http://www.jud.ct.gov/>
7. **Form an ongoing technology workgroup to continue the work of the legal services’ web project.** **Completed: 12/4/2009**
8. **Create a handout for judges outlining the role of the Court Service Centers and Public Information Desks.** **Completed: 10/20/2009**  
See Appendix
9. **Create a poster in English and Spanish outlining the role of the Court Service Centers and Public Information Desks.** **Completed: 12/20/2009**  
See Appendix
10. **Recommending the Branch not pursue the implementation of dedicated clerks at the trial and appellate levels, but instead, establish a Court** **Completed: 3/1/2009**

**Service Center and/or a Public Information Desk in every court that lacks one now.**

**ACTIVITIES IN PROGRESS**

1. **Organize civil and family forms by subject matter.** **Projected Date: 9/2010**
2. **Permit the legal services network to access the Judicial Branch website, and in turn, the Judicial Branch shall be permitted to link to the legal services' website.** **Projected Date: TBD**
3. **Develop an unbundling pilot project in the area of foreclosure law.** **Projected Date: TBD**  
Proposal for unbundling project will be submitted by 9/1/2010.
4. **Convert most commonly used Judicial Branch forms and publications to plain language and expand access to these publications to include non-judicial facilities.** **Projected Date: Ongoing**
5. **Create a video-taped family support magistrate advisement of rights in English and Spanish.** **Projected Date: 10/1/2010**
6. **Create "how-to" videos for self-represented parties to guide them through some of the basic procedures in civil and family litigation.** **Projected Date: 9/1/2010**
7. **Develop a very limited unbundling pilot project in the area of family law.** **Projected Date: 9/1/2010**
8. **Establish a Court Service Center and/or Public Information Desk in every court location that lacks one now.** **Projected Date: Ongoing**
9. **Recommend that the Branch does everything it can to support funding for legal aid.** **Projected Date: Ongoing**

**ACTIVITIES FOR THE FUTURE**

1. **Continue to provide quality and ongoing training for judges and staff in delivering the highest quality of service to the public, especially in the area of dealing with self-represented parties.** **Projected Date: TBD**
2. **Create a dedicated docket for self-represented parties pilot project to be implemented only under optimal staffing conditions.** **Projected Date: TBD**
3. **Create, where applicable, plain language publications about new and existing mediation programs to be displayed in all Court Service Centers, clerks' offices, Law Libraries, and non-judicial locations.** **Projected Date: TBD**

4. **Create an effective marketing plan to better promote existing mediation programs so that self-represented parties are aware of available mediation options at the earliest possible stage.** **Projected Date: TBD**
5. **Apply plain language and readability principles to the Connecticut Practice Book so it is more easily understood by self-represented parties.** **Projected Date: TBD**
6. **Expand the mediation services administered by the Community Mediation, Inc, Hartford Area Mediation and the Dispute Settlement Center to include an increased number of GA and juvenile courts, along with a pamphlet wall where possible.** **Projected Date: TBD**
7. **Make wireless access readily available in courthouses and upgrade infrastructure and equipment for all Court Service Center and Public Information Desk locations.** **Projected Date: 7/1/2011**
8. **The Judicial Branch should establish an ongoing collaborative relationship with Probate Court administration to discuss ways that both entities can continue to improve resources and services available for self-represented parties.** **Projected Date: TBD**
9. **Form a Probate Court workgroup with representatives from the Judicial Branch and Probate Court Administration to create long-term plans and improvements to new and existing Branch and Probate services.** **Projected Date: TBD**

***NEW RECOMMENDATIONS FOR CONSIDERATION***

1. **Group all materials, including relevant forms, publications, and available audio-visual resources, and display them together online to make it easier for the public to locate and access these materials. Consideration should also be given to including a link to the Law Libraries' "Pathfinder" series.** **Projected Date: TBD**

**\*\*Note:** This recommendation was referred to the Self-represented Parties Workgroup by the Expectations of the Public initiative.

## SMALL CLAIMS

### **CHARGE**

The Bench/Bar Centralized Small Claims Committee was charged with reviewing Practice Book Rules, recommending uniform practices throughout the state, considering legislative proposals, and examining whether any changes should be made in the small claims process.

### **PROGRESS TO DATE**

Work on this initiative began on April 1, 2009 when the recommendations of the committee were presented in a document entitled "Report of The Bench/Bar Small Claims Committee."

### **ACTIVITIES COMPLETED**

1. **Passage of Small Claims Practice Book Rule Changes** **Completed: 6/2010**
  1. Change in service from court to plaintiff.
  2. Enabling of Electronic Filing.
  3. Address verification and statute of limitations requirements.
  4. Defendant to provide answer to the plaintiff.
  5. Default judgment requirements.
  6. Magistrates to issue written decisions after contested trials.
  7. Executions are stayed while payments are in compliance with orders.
  8. Lack of actual notice allows Motion to Reopen at any time.
  
2. **Revision to Magistrate Appointment, Reappointment and Evaluation Process.** **Completed: Magistrates Notified 6/2010**
  1. All current magistrates appointed for one year.
  2. Beginning fall 2010, magistrates will be sent reappointed packets.
  3. Magistrates will reapply for appointment.
  4. Reappointment packets will consist of an application, three references and an interview by designees of the Chief Court Administrator.
  5. Magistrates will be evaluated at least two times per year.
  6. Complaints against magistrates to be investigated, reviewed and placed in the magistrates file.
  7. Comprehensive training and education plan to be developed.

### **ACTIVITIES IN PROGRESS**

1. **Development of Case Initiation e-filing for small claims.** **Projected Date: 1/2011**

Implementation of all small claims practice book rule changes including form revision, and revisions to website and accompanying instructional documents.
2. Development of application process and training materials for magistrate appointment and training. Fall 2010

**ACTIVITIES FOR THE FUTURE**

1. **Mediation Pilot for Small Claims** **Spring 2011**
2. **Complete integration of Small Claims in Civil E-filing system** **2012**

## TECHNOLOGY PLAN

### **CHARGE**

Under the Delivery of Services goal, the Information Technology Division was charged with developing and implementing a three-year technology plan to address infrastructure requirements to ensure that the technical infrastructure needed to support on-going Branch operations as well as any new initiatives anticipated over the next three to five years would be in place.

### **PROGRESS TO DATE**

We are still on target to complete some of our short-term initiatives this calendar year and progress has been made on several of the long-term initiatives as well. We also made unanticipated progress on the video conferencing initiative when the Branch and the Department of Correction received a grant last fall for the statewide expansion of video conferencing. The grant had a positive effect on the upgrade of our Wide Area Network, as well, since upgrades were necessary in some locations to accommodate the video conferencing roll-out. Two new initiatives have been added to the original plan: to become our own internet service provider and to complete the transition of the old Civil/Family case management system to the new E-filing system. The former initiative should be completed within the next couple of months while the latter initiative is scheduled for completion by mid-2012. Barring unforeseen events, we anticipate reporting completion of a number of initiatives next year.

### **ACTIVITIES IN PROGRESS**

**1. Business Continuity– SAN & NAS for APC**

**Projected Date: 12/2010**

A midrange Network-Attached Storage (NAS) system is in place in the data center for storing production data and a small NAS is in place for storing data used for developing and testing applications. A large NAS system has been ordered for the data center that will allow the mid-range NAS currently installed there to be moved to the APC to store a copy of all mission-critical data placed on the new data center NAS in case it is needed for disaster recovery. This will provide electronic storage space for active files, scanned documents and digitized recordings to support E-filing, CMIS-II, PERKS, FTR, PRAWN, E-Research Tower and VMWare hosted servers with disaster recovery capability. These storage systems provide a foundation for storage that can be expanded over the next several years as needed.

**2. Network – Wide Area Network Upgrade**

**Projected Date: 9/2010**

This project was accelerated to accommodate the video conferencing rollout project. As part of the video conferencing project, a total of 31 remote sites have been identified as needing a circuit upgrade. Orders have been placed with AT&T to upgrade 25 of them. The remaining orders will be placed in July. To date, upgrades have been completed at five sites. All 31 sites have been surveyed and assessed. Some sites will require installation of conduit in order to pull in fiber optic cable to support the high speed circuits. This could affect the overall completion date due to unknown difficulties obtaining a clear street to building conduit path. The least complicated sites are being upgraded first.

**3. Network – Data Center**

**Projected Date: 6/2012**

Data Center Network Switch Upgrades

Equipment has been ordered to connect the new network attached storage system, virtual host servers and large database servers to the network with the ability to transmit data at a 10 gigabit per second rate.

Network Management and Diagnostic System

A meeting was held with the vendor of our current system to determine a most appropriate upgrade path. The current system has the features we need and use regularly, but does not have the capacity to capture and retain data at the higher rates. Testing of a proposed replacement is scheduled to begin in May. This management and diagnostic system will cost approximately \$50,000 to purchase which is considerably less than the \$120,000 estimate that was allocated in the Technology Plan under “Sniffer Replacements.”

However, we anticipate additional expenditures for other smaller diagnostic tools that are still needed.

4. **Hardware – Virtualization/Server** **Projected Date: 6/2012**

Development and Test Server Virtualization

All 63 eligible development and test servers including 48 previously operating on outdated hardware have been converted and 15 new servers were added to the new 4-server virtualization platform.

Production Server Virtualization

Equipment has been ordered to upgrade the backbone network in the main data center as well as the electronic data storage platform, both prerequisites to expanding virtualization of production servers. The capacity of the current infrastructure will support only about 30 additional production virtual servers. Capacity is needed for approximately 120 virtual servers to complete the production environment.

5. **Network – Field Switch Upgrades** **Projected Date: 6/2012**

In November 2008, outdated network switches were replaced throughout 66 small and mid-size Judicial courthouses and offices. The new switches provide up to 10 times more bandwidth per connection than the previous switches to accommodate the increased data volume associated with modern applications. Remaining are upgrades of the network switch infrastructure in the 16 largest Judicial courthouses and offices which have not started due to limited funds. In FY 2011, some Technology funds will be allocated to upgrade network switches.

6. **Hardware – Video Conferencing** **Projected Date: 6/2011**

In the fall of 2009, the Judicial Branch and the Department of Correction (DOC) received a grant for statewide video conferencing enhancement. The receipt of this grant accelerated expansion of video conferencing in the Branch. In early 2010, we hired a new employee who has assisted with completing the installation of a Video Conferencing Bridge and Mobile Video Conferencing. These enable all systems to participate and/or initiate multiple party conferences. This also allows laptops, remote locations and, eventually, outside users with compatible PC hardware to participate in video conferences. Necessary network upgrades and site surveys for the statewide installation of video conferencing equipment have begun. Due to financial constraints for the State of Connecticut and the DOC, Judicial Branch systems will continue to connect to DOC sites via the older ISDN lines until that department is able to upgrade their WAN connections to high speed.

7. **Process Improvement – Automated Regression Test Tool** **Projected Date: 6/2012**

A limited Proof of Concept is being conducted using Selenium (free software) for regression testing on both the Supreme/Appellate Case Management System replacement project and the e-filing project. Besides confirming some of the benefits and challenges of automated testing, the project teams are identifying the specific requirements for staff skill sets and software functionality that would be needed to implement and maintain Automated Regression Testing in the future.

8. **Process Improvement – Tutorial Development Software** **Projected Date: 6/2012**

Due to staff cutbacks, there are limited resources for exploring alternate means for training in the Judicial Branch. We have begun working with a new product, Articulate. Articulate is used to create online courses. It integrates well with the Branch technology standards. We have tested importing a course from Articulate to the Learning Management System (LMS) that is in development and it was successful.

9. **Applications - Replace CRMVS and CIB** **Projected Date: 6/2012**

A number of projects are in different phases of development that contribute to the goal of this recommendation:

1. Centralized Infractions Bureau's (CIB) E-Citations is scheduled to pilot with both the state police and limited local police in May 2010. E-Citations will allow police to issue computer generated tickets from their cruisers and have the data delivered electronically to CIB for faster processing and the elimination of duplicate data entry. CIB's E-Payments is targeting release during the summer of 2010. E-Payments will allow the public to pay infraction tickets over the internet.

2. Operating Under the Influence (OUI) arrests using Connecticut Impaired Driver Records Information System (CIDRIS) in cooperation with the Executive Branch Department of Information Technology (DOIT) is scheduled for a pilot with the state police in the fall/winter of 2010. CIDRIS will automate the issuance of OUI tickets and electronically pass the data to the Judicial Branch and the Department of Motor Vehicles for faster processing and no duplicate data entry. Successful completion of this project will represent an initial step toward on-line booking.
3. Electronically passing Not Guilty pleas from CIB to CRMVS using a new Paperless Electronic Record Keeping System (PERKS) is expected to begin phased user testing by June 2010. PERKS will not only improve the manually intensive process of handling infraction not guilty pleas, but will also be a big step in moving the criminal courts toward a paperless process.
4. Automated Victim Inquiry and Notification software (CT-SAVIN) will have an initial release for certain court events in August 2010. CT-SAVIN will provide both the public and registered victims with the ability to inquire by telephone and the internet on offenders involved in the criminal court process and to register for notifications by both telephone and email for certain critical events in the case.
5. JIS has added 6 new staff focused on many of these projects and Criminal Modernization. New staff includes 1 Project Manager, 2 Business Analysts and 3 Web Developers.
6. Applications for additional grant funds in support of other CRMVS related projects are in progress.

#### **ACTIVITIES FOR THE FUTURE**

1. **Contracted Services – Contract Vendor for Security Audit** **Projected Date: 12/2010**  
Start-up on this has been delayed while we focus on the project to become our own internet service provider. We are currently looking at options for how to best accomplish this audit. Our options include using our current vendor for the post-implementation penetration test, writing an RFP to select another vendor or purchase tools to accomplish this task ourselves.
2. **Software – Network Security & Information Protection** **Projected Date: 6/2012**
3. **Software – Identity Lifecycle Manager** **Projected Date: 12/2010**  
We hired our long time consultant in this area as a full-time employee. He has done initial research, but stopped when Microsoft announced new tools were being developed. The cost for this is approximately \$200,000 and we do not currently have a funding source.
4. **Network – Migration to FTR Version 5.2** **Projected Date: 6/2011**
5. **Business Continuity – APC Phase II** **Projected Date: 6/2011**  
This is dependant on network and storage upgrades that are in progress. We expect to start this work during the summer of 2010.
6. **Hardware – Windows Server Software Upgrades** **Projected Date: 6/2012**
7. **Directory Services – Portal Self Serve** **Projected Date: 6/2011**
8. **Hardware – Alpha Rewrite on Integrity** **Projected Date: 6/2012**
9. **Hardware – Ongoing Server Replacement** **Projected Date: 3/2012**

10. **Hardware – Statewide Wireless Implementation** **Projected Date: 6/2012**

11. **Hardware – FTR Statewide Deployment** **Projected Date: 6/2012**

***NEW RECOMMENDATIONS FOR CONSIDERATION***

1. **Becoming Our Own Internet Service Provider (ISP)** **Projected Date: 7/2010**

Over the past year, we contracted with two internet service providers (ISPs) to replace the single-threaded internet service we receive from the Department of Information Technology currently. Two ISPs will provide the redundant internet service the Branch must have for back-up. Two ISPs also enable the alternate processing center in Waterbury to be a fully operational disaster recovery site. Testing of the ISPs will continue into early summer with a July 1, 2010 implementation date. Two additional staff members were hired to support this important initiative.

2. **Accelerate Retiring Family/Civil Cater Application** **Projected Date: 6/2012**

The Judges' Advisory Committee on E-Filing approved a recommendation to focus the next release of E-filing on completing the transition of all functionality from the 40 year old Civil/Family case management system housed at DOIT to the new case management system that is part of E-filing. Once implemented, this release will streamline processes in clerks' offices, provide additional functionality and simplify future releases by eliminating the need to accommodate the requirements of both E-filing and the CATER application on every release. Most importantly, Civil/Family case processing will no longer be partially housed at DOIT but totally within ITD's infrastructure which means it will be supported for disaster recovery with other mission critical applications at the Waterbury alternate processing center.

## UNIFORMITY OF COURT PROCEDURES

### CHARGE

The Committee on the Uniformity of Court Procedures was charged with examining practices and procedures in civil, housing, family and juvenile courts to facilitate the uniformity of practice statewide.

### PROGRESS TO DATE

Implementation of the Committee's recommendations has been carried out by court operations personnel under the direction of the Committee co-chairs, the Honorable Douglas C. Mintz and Attorney Frederic S. Ury. Recommendations were broken down into categories of civil, family and general. Implementation of all recommendations pertaining to family has been completed. Implementation of most of the civil and general recommendations also has been completed.

### ACTIVITIES COMPLETED

#### Civil

- 1. Uniform Special Proceedings Process established** **Completed: 11/9/2009**  
Internal forms JD-CL-105 and JD-CL-110 were created and are available on the Judicial Branch intranet.  
<http://spforms/CourtForms/Shared%20Documents/PDF/CL105.pdf>  
<http://spforms/CourtForms/Shared%20Documents/PDF/CL110.pdf>
- 2. Uniform Courtside Trial Management Order adopted** **Completed: 12/1/2009**  
Form JD-CL-106 was created and is published in the Practice Book and posted online.  
<http://www.jud2.ct.gov/webforms/forms/CL106.pdf>
- 3. Uniform Jury Trial Management Order adopted** **Completed: 12/1/2009**  
Form JD-CL-107 was created and is published in the Practice Book and posted online.  
<http://www.jud2.ct.gov/webforms/forms/CL107.pdf>
- 4. Uniform Land Use Standing Order adopted** **Completed: 5/1/2010**  
"Policy and Procedures on Land Use Appeals" is posted online. Caseflow coordinators have received training on the new procedures.  
<http://www.jud.ct.gov/external/super/Standorders/LandUseAppeals.pdf>

#### Family

- 1. Uniform Case Management Order adopted** **Completed: 12/1/2009**  
Published in the Practice Book and posted online.  
[http://www.jud.ct.gov/external/super/Standorders/Family/statewide\\_family\\_CMO.pdf](http://www.jud.ct.gov/external/super/Standorders/Family/statewide_family_CMO.pdf)
- 2. Uniform Pretrial Order adopted** **Completed: 12/1/2009**  
Published in the Practice Book and posted online.  
[http://www.jud.ct.gov/external/super/Standorders/Family/statewide\\_family\\_PSO.pdf](http://www.jud.ct.gov/external/super/Standorders/Family/statewide_family_PSO.pdf)
- 3. Uniform Trial Management Order adopted** **Completed: 12/1/2009**  
Published in the Practice Book and posted online.  
[http://www.jud.ct.gov/external/super/Standorders/Family/statewide\\_family\\_TMO.pdf](http://www.jud.ct.gov/external/super/Standorders/Family/statewide_family_TMO.pdf)

### **General**

1. **The Chief Administrative Judges should discuss orders and procedures to increase awareness of existing uniformity at meetings with the Presiding Judges each year.** **Completed: Fall 2009**  

The Chief Administrative Judges for civil and family have discussed the new uniform orders and procedures with the judges.
2. **The judicial marshals should develop and post a policy on procedures for screening attorneys and legal support staff bringing equipment and exhibits into the courthouse on a daily basis during a trial.** **Completed: Fall 2009**  

Referred to the Courthouse Security Committee
3. **Transcript Order Form (Non-Appeal) posted online.** **Completed: 3/31/2010**  

JD-ES-262 was revised to clarify fees in situations where the transcript pages were previously produced.  
<http://www.jud2.ct.gov/webforms/forms/es262.pdf>
4. **Notice of Appeal Transcript Order posted online.** **Completed: 4/9/2010**  

JD-ES-38 was redesigned to create a format which could be posted online.  
<http://www.jud2.ct.gov/webforms/forms/es038.pdf>
5. **Publication, “Procedures for Ordering a Court Transcript”, made available online under the publications link.** **Completed**  

<http://www.jud.ct.gov/Publications/transcript.pdf>

### ***ACTIVITIES IN PROGRESS***

1. **Establishment of procedures for monitoring and posting changes to standing orders to ensure accurate and current information is provided on the website and made available to the public at all times.** **Projected Date: 7/2010**  

District based standing orders for civil and family were removed from the Judicial Branch website and replaced with the statewide standing orders effective 12/1/09. Procedures for posting any future changes have been developed and are awaiting final approval regarding implementation.

As for monitoring, a survey regarding trial management orders has been developed to assess the use and usefulness of the uniform trial management orders. Discussions continue regarding distribution of the survey, which is planned for July 2010.

### ***ACTIVITIES FOR THE FUTURE***

1. **A three-phase process for civil jury trials should be implemented. That process would include a pretrial conference conducted early in the process to discuss settlement and select trial dates; a trial management conference conducted within two weeks prior to trial focused on settlement and the basics of trial logistics; and a brief settlement conference conducted on the day of jury selection, if such a conference appears to be warranted.** **Projected Date: TBD**
2. **Court Operations staff should review the advisability of submitting legislation to invest the court with discretion in allowing fee waivers in civil causes of action.** **Projected Date: TBD**  

This recommendation is being submitted for reconsideration.

# COLLABORATION

The Judicial Branch will improve its communication and collaboration with the Executive and Legislative branches of government and their agencies, the Bar, other partners, and the public, as well as within the Branch, to better serve the needs of all who interact with it.

## CHIEF COURT ADMINISTRATOR/ATTORNEY GENERAL

### **CHARGE**

This initiative was developed in response to a focus group conducted with attorneys from all departments within the Office of the Attorney General, who frequently interact with the Judicial Branch. The information from that focus group highlighted the need for the creation of a mechanism to facilitate ongoing communication between the Judicial Branch and the Office of the Attorney General.

### **PROGRESS TO DATE**

The Chief Court Administrator, the Deputy Chief Court Administrator and Judge DiPentima, along with others from the Office of the Chief Court Administrator, have continued to meet with members of the Office of the Attorney General. Meetings were held in September, November and December of 2009. These meetings have proven to be mutually beneficial to the Branch and the Office of the Attorney General.

### **ACTIVITIES COMPLETED**

1. **Representation by the Office of the Attorney General on Branch committees** **Completed: 11/2009**

A representative from the Office of the Attorney General was named to the Judicial Information Policy Committee. A representative from the Office of the Attorney General was named to the work group looking at revising the administrative appeals process.

2. **Revision to Practice Book rule § 4-7** **Completed: 4/2010**

To address concerns raised at the November meeting with representatives from the Office of the Attorney General, a revision to the definition of personal identifying information in P.B. Section 4-7 was proposed. The revision, which clarified the meaning of government-issued identification numbers, was drafted by the Judicial Information Policy Committee and circulated to the attorneys general. It was subsequently submitted to the Rules Committee and voted on by the Judges of the Superior Court. It became effective April 15, 2010.

### **ACTIVITIES IN PROGRESS**

1. **Applicability of Practice Book rule § 4-7 to family cases** **Projected Date: TBD**

In December of 2009, a meeting with representatives of the Office of the Attorney General, Judge Carroll, Judge Munro, Chief Family Support Magistrate Sosnoff Baird, and staff from Court Operations took place. The group discussed issues with the applicability of P.B. Rule 4-7 to forms and pleadings in family and support matters that require the inclusion of Social Security numbers and dates of birth. Judge Munro and Chief Family Support Magistrate Sosnoff Baird agreed to alert judges and family support magistrates to gather the required information through the evidentiary process to the extent possible, rather than requiring that the information be filed. In addition, Judge Munro has issued the following standing order: "All information required on Judicial Branch Superior Court Family and Family Support Magistrate Court forms that constitutes personally identifying information as defined by Connecticut Practice Book section 4-7 (a) is deemed by this order to be within the section 4-7 (b) exception to redaction requirements as information ' . . . otherwise required by law or ordered by the court.'" A follow-up meeting will be scheduled later this year to continue the dialogue on this issue.

2. **Electronic filing of administrative appeals** **Projected Date: TBD**

At the November meeting, the attorneys general discussed issues with respect to the upcoming requirement for electronic filing of administrative appeals. The main concern expressed by the attorneys general is the challenge of electronically filing a return of record because of the large size of the record. The Chief Court

Administrator agreed to extend the existing temporary exemption from electronically filing the return of record in land use appeals to all administrative appeals. This moratorium will give the Office of the Attorney General the opportunity to work with municipalities, agencies and boards to prepare to create an electronic version of the return of record. It will also allow revisions to the rules of practice to streamline the administrative appeals process and the requirement of the record. A work group of land use attorneys is currently looking at the administrative appeals process and ways to streamline that process and the record.

3. **Service of process issues**

**Projected Date: TBD**

A question was raised about the necessity and expense of serving on the Office of the Attorney General, as statutory agent for service, multiple copies of civil process where multiple state officers, employees or entities are named in a single suit. A work group will be created to discuss the issues involved and draft proposed legislation. In the interim, the Office of the Attorney General has agreed to accept a single true and attested copy of civil process for multiple defendants in the same lawsuit when such defendants are sued in their official capacity, if the court specifically orders that the process be served and received in such manner.

4. **Coverage issues in family cases**

**Projected Date: TBD**

Due to the lack of attorneys general available, the Office of the Attorney General sought to have cases in which their office is involved to be heard on the same days, so as to enable them to cover several courts. This issue is currently being explored.

## CHIEF COURT ADMINISTRATOR/CLERKS AND THE BAR

### CHARGE

This work group was charged with improving communication and enhancing the relationship between and among the clerks' offices, local bar associations and members of the bar as a whole. Specifically, the work group was charged with developing a program to be followed in all judicial districts for periodic meetings between judges, court staff, bar associations, members of the bar and legal support staff. These meetings provide a forum for the discussion of local issues, new statutes, rules or policies and local issues, as they arise.

### PROGRESS TO DATE

This group has made changes to the format of the Legal Exchange program. Each Judicial District held meetings for civil, family and housing matters. Currently, plans are underway for a regionalized meeting for Juvenile Matters and a separate meeting date for Criminal Matters. It was also decided based on the feedback that one Legal Exchange should be held each year. Many of these recommendations have been completed for the first part of the Legal Exchange held this past year for Civil, Family and Housing matters. They remain in progress until the Juvenile and Criminal portions have been completed.

### ACTIVITIES COMPLETED

1. **Consider drafting a letter for the Chief Court Administrator to send to all judges at the beginning of the new term re-emphasizing this initiative, to encourage support and involvement in this program.** **Completed: 10/20/09**

### ACTIVITIES IN PROGRESS

1. **Conduct survey/focus group of the bar and legal support staff to assess needs/wants/identify problems in advance of meetings and use to set agenda.** **Projected Date: 8/2010**

The group is preparing for the Juvenile and Criminal portion of the Legal Exchange program. The topics for the agenda are still being prepared.

2. **A specific agenda should be created for each Judicial District and should include topics submitted from the bar/legal support staff and from judges and Branch staff. This will help to establish a framework for discussion and to attract the bar and legal support staff to the event. Topics on statewide programs/initiatives may be included at all locations, e.g., developments in e-filing.** **Projected Date: 8/2010**

This group held a number of telephone conferences with David Iaccarino and Cynthia Cunningham regarding the format, agenda and locations for the regionalized juvenile legal exchange programs. See URL: <http://www.jud.ct.gov/legalexchange/>

3. **The use of technology can be helpful at these programs. Prepare a list of aids available to the chief clerks when developing future programs. For example, a cordless microphone would be helpful for the presenters and to those asking questions from the audience. Also, the use of live internet can be helpful to those presenting a new initiative.** **Projected Date: Ongoing**

The nature of the Legal Exchange is an ongoing event. Technological support is always considered when planning an event.

4. **These programs should be held twice a year, once in the fall after the October Practice Book and statutory changes go into effect and a spring session with dates starting in late March/early April.** **Projected Date: Ongoing**

This group is recommending that one Legal Exchange be held each year. This group is exploring the possibility of providing a separate forum for each division of the court.

5. **The goal is to enhance communication and collaboration amongst the bench, the bar and the clerks' offices; however, there are additional units within the Judicial Branch that are involved in providing services which impact the relationship between the court and the bar. Participation and input at the Legal Exchanges from these groups could prove to be meaningful. For example, the role of Family Relations would be best addressed by the head of Family Relations in any given Judicial District.** **Projected Date: 8/2010**

This group held a number of telephone conferences with David Iaccarino and Cynthia Cunningham regarding the format, agenda and locations for the regionalized juvenile legal exchange programs. See URL: <http://www.jud.ct.gov/legalexchange/>

6. **This committee should work closely with the Committee on Uniformity of Court Procedures. The Committee on Uniformity of Court Procedures can use the Legal Exchange, where appropriate, as a forum to disseminate information.** **Projected Date: Ongoing**

We will continue to include uniformity issues when appropriate.

7. **Consider scheduling programs based on needs/requests of the bar on a specific topic(s) within civil, criminal, family, juvenile or housing to allow for detailed presentations to smaller groups.** **Projected Date: Ongoing**

Each Judicial District can make the decision to hold specific presentations to smaller groups.

### **ACTIVITIES FOR THE FUTURE**

1. **As a follow-up to the Legal Exchange Program there should be a portion of the web page on the Judicial Branch internet where "frequently asked questions and answers" can be compiled and posted. In the alternative, this type of information can be provided under the "Civil Procedures" section of the web site.** **Projected Date: TBD**

At the present time resources are being allocated for the Juvenile and Criminal Legal exchange program. This group will later discuss some ideas about putting the information into a written format and the use of pod casts. Please note that many of the questions at the civil/family Legal Exchange programs have focused on e-filing. Updated FAQ's related to e-filing currently are posted on the Judicial Branch website under the links for E-Services and E-Filing.

## CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

### CHARGE

The Criminal Justice Information System (CJIS) Governing Board was created in 2008 by state statute with the passage of Criminal Justice Reform Public Act 08-01. The Act mandates the development and implementation of a centralized information technology system capable of providing “immediate, seamless and comprehensive sharing” of information to all branches of government, state agencies, departments and boards central to the criminal justice system. The Honorable Patrick L. Carroll III co-chairs the Governing Board with Lt. Gov. Michael Fedele.

### PROGRESS TO DATE

The CJIS Governing Board named Sean Thakkar as its Executive Director in September 2008. The Board met five times in 2009 and twice thus far in 2010. In its report to the state legislature in January, the CJIS Governing Board reported that it has formed a new framework for its committees, creating an Administrative Committee, chaired by Larry D’Orsi of the Branch’s Court Operations Division, and a Technology Committee and Implementation Committee. Each of these committees will create mission statements and annual goals that will be reviewed, revised and approved annually. The Governing Board and the committees oversee a number of projects, including the Offender Based Tracking System (OBTS) and the Connecticut Impaired Driving Record Information System (CIDRIS). The OBTS is a repository system that tracks the status of an offender on a near real-time basis, from the time of arraignment, through adjudication, incarceration, release and supervision as applicable. OBTS receives approximately 1,000 inquiries per day with 45 groups using the system. There are approximately 123 systems eligible to use the OBTS and the goal is to include all stakeholders. The CIDRIS system has been in development and is moving towards construction and testing.

### ACTIVITIES COMPLETED

- 1. As-Is Business/Logical Model** **Completed**  
An assessment of the current data-sharing and integration capabilities of the Connecticut justice partners.
- 2. To-Be Business/Logical Model** **Completed**  
A description of a concept of operation for the future Connecticut Information Sharing System (CISS) environment.
- 3. Development of three distinct committees to provide oversight, support, standards, analysis and review of new and current systems** **Completed**  
Three committees, Administrative, Technology and Implementation have been formed. These committees are charged also with developing performance metrics based on their individual committee vision and values, and committee objectives. The committees will provide support to the CJIS Executive Director, the CJIS Governing Board, and the CJIS member agencies.

### ACTIVITIES IN PROGRESS

- 1. Create, design, develop and implement the statewide Connecticut Information Sharing System** **Ongoing**  
The Technology Committee is the technology arm of the CJIS Governing Board, and is responsible for identifying the technology and architectural standards for the Connecticut Information Sharing Systems (CISS).

### ***ACTIVITIES FOR THE FUTURE***

1. **Build the Criminal Information Sharing System (CISS)**
2. **CIDRIS and OBTS will be under the purview of the CJIS Governing Board**
3. **Ensure that the OBTS System has data purity**
4. **The Technology Committee will create a central repository for official CIDRIS forms**
5. **The committees will develop performance objectives that measure the success of the objectives set by their committees**

# ACCOUNTABILITY

The Judicial Branch will ensure a judicial system where all participants can expect and experience clear, fair and consistent justice from an independent and impartial judiciary.

## CIVILITY/DECORUM IN THE COURTS

### **CHARGE**

Through greater interaction between the Branch and the Standing Committee on Professionalism of the Connecticut Bar Association, and through ongoing discussions with Branch committees and commissions, civility and courtroom decorum will be improved.

### **PROGRESS TO DATE**

Civility and decorum are core values of the members of the bench and the bar and always an ongoing focus. The past year has seen an even greater exchange between attorneys and judges, with a renewed enthusiasm for promoting respectful discourse.

In 2009, Appellate Court Chief Judge Alexandra D. DiPentima and the Honorable Salvatore C. Agati were appointed members of the Connecticut Bar Association's Standing Committee on Professionalism, joining the Honorable Arthur C. Hadden. In 2010, the Honorable Kenneth L. Shluger also joined the Standing Committee.

2009 marked the 200th anniversary of the birth of President Abraham Lincoln, and in October, the Branch, in conjunction with the New Haven County Bar Association and the Connecticut Bar Association presented a day-long symposium, Lincoln on Professionalism. Attorney Louis Pepe, past-president of the C.B.A. and chairman of the Standing Committee on Professionalism said the symposium was the most well-attended session ever presented, with more than 225 judges and attorneys participating, including 14 judges and 14 attorneys who served as panelists. Topics discussed included dignity and civility, courtesy and goodwill, and justice and fairness. Chief Judge DiPentima's remarks to the participants, *The Value of Restraint*, urged civility between and among the members of the bench and bar and were later reprinted in the Bar Association's *Connecticut Lawyer* magazine.

Chief Justice Chase T. Rogers, Attorney Pepe, and Judge DiPentima met in 2009 with the deans of four area law schools to discuss the Civility and Decorum initiative and ways to incorporate the topic into the schools. Since then, Judge Agati has been extensively involved in the Standing Committee's Law School Liaison Subcommittee, which is seeking opportunities to involve the bench and the bar in the law schools' professionalism education for students. Judge Agati received more than three dozen responses from judges interested in volunteering for the Law School Liaison program, an overwhelming response that demonstrates the commitment of the members of the bench to fostering civility and decorum in the legal profession, beginning with law students.

## COURTHOUSE OBSERVATION AND SIMULATION TEAM

### **CHARGE**

The Courthouse Observation and Simulation Team was formed to address consistency in the quality of the delivery of services from one courthouse to another.

### **PROGRESS TO DATE**

The Team has observed four judicial districts in the past six months. During this period the team has provided detailed reports articulating findings and has presented those findings to the Superior Court Operations Division directors for their action. Twelve judicial districts in all have been observed since the project's inception. The Team will observe the remaining judicial district in June 2010 and is scheduled to begin its second full round of observations in July 2010.

During each district observation approximately ten to fifteen staff is deployed to the GA and JD courthouses. Observers make their way to the courthouses by following the directions posted on the Judicial Branch website. Once there, they provide documentation about facility signage and are tasked with locating specific offices or personnel such as public information desks and victim services advocates. Observers note how Judicial Branch staff interacts with other members of the public, whether judicial marshals are courteous and respectful as they perform their duties at metal detector posts, and whether clerks provide accurate information about forms and files. During each observation telephone calls are made to the clerks' offices to note how quickly calls are answered and whether staff answers questions politely and thoroughly. Overall observers do their best to "catch staff doing things right," as well as noting opportunities for improvement.

### **ACTIVITIES COMPLETED**

- 1. Create a Corrective Action Process** **Completed**  
Two methods have been created to address issues surfaced during observations.
  1. When areas of concern are identified by the Team and presented to the Superior Court Operations Division directors, the director creates a corrective action plan designed to remedy the area of concern. The corrective action plan then is submitted to the executive director of the Superior Court Operations Division. This corrective action process was implemented in February 2010.
  2. Issues related to signage within court facilities and directions to court facilities are referred to the Access to Facilities Committee for action. This method was implemented in March 2010.

### **ACTIVITIES IN PROGRESS**

- 1. Continue regular and ongoing observations of court facilities of all types to assess the quality of service delivery, the effectiveness of service excellence training, and the need for any subject matter education for staff.** **Projected Date:**

The Team will complete its first round of judicial district observations in June 2010 and is scheduled to begin its second round of statewide observations in July 2010.

## COURT SECURITY

### **CHARGE**

The Court Security Committee was established as a permanent committee charged with providing recommendations on security within Judicial Branch facilities and emergency preparedness planning.

### **PROGRESS TO DATE**

Security issues are constant and dynamic. Accordingly, the Court Security Committee was established as a permanent committee. Recognizing that issues relating to security impact all Branch stakeholders, the committee's membership includes judges, Branch employees, the Department of Correction, local law enforcement, the Office of the Chief Public Defender, the Office of the Chief State's Attorney, and the private bar. The committee continues to meet on a regular basis to address the security needs of the Judicial Branch and those who use our facilities.

### **ACTIVITIES COMPLETED**

- 1. Revision on the Judicial Branch's Security Manual** **Completed: 3/2010**

The Court Security Committee completed the first comprehensive revision of the Branch's Security Manual since its adoption in 1989. The Manual was approved by the Chief Justice and the Chief Court Administrator in March, 2010. The Manual was presented to the Chief Administrative Judges and the Administrative Judges in March, 2010 and to the Chief Judicial Marshals in April, 2010.
- 2. Agenda template for local security committee meetings** **Completed: 3/2010**

An agenda template was created for the quarterly local security committee meetings. The template was provided to the Chief Administrative Judges and the Administrative Judges in March, 2010 and to the Chief Judicial Marshals in April, 2010.

### **ACTIVITIES IN PROGRESS**

- 1. Judicial Marshal Services to notify local law enforcement of threats to judges** **Projected Date: TBD**

Judicial Marshal Services will develop JMPP 13-10, Threats to Judges, Branch Employees and Branch Facilities, to require marshals to notify local law enforcement, in addition to the state police, whenever a threat is made against a judge.
- 2. Adopt a policy prohibiting a Branch employees' use of their identification card when in Branch facilities on personal business** **Projected Date: TBD**

APPM 1104, Employee Identification Cards, will be amended to prohibit an employee from using his/her identification card when entering a Branch facility on personal business. When not on official business, the employee must enter the facility through the public entrance and go through the metal detector.
- 3. Review juror safety in Judicial Branch facilities** **Projected Date: TBD**

The trial judges will be surveyed on what they hear from jurors regarding safety issues. The Jury Committee is currently developing an exit survey for jurors, which will include a juror safety component. The Courthouse Observation team will develop a juror component.
- 4. Develop and publicize the procedures to be followed for screening counsel and support staff bringing in equipment, files and exhibits during the course of a trial** **Projected Date: TBD**

This recommendation was referred to the Court Security Committee by the Committee on Uniformity of

Court Procedures. Form JD-CL-90, entitled “Request to Bring Audio/Visual Equipment into the Courthouse,” will be revised to include exhibits and “anything else in the judge’s discretion.”

5. **Develop a series of general questions which all judicial marshals should be able to answer** **Projected Date: TBD**

Many of the issues surrounding this recommendation may be solved through the use of the Greeter Program. A series of questions will be developed that the Observation Team could ask the marshals. These questions will seek to ensure that the marshals know the layout of their facility and have a general knowledge of where to direct members of the public.

6. **Development of a security inspection checklist for Judicial Branch facilities** **Projected Date: TBD**

A subcommittee will be created to look at the checklists currently available and tailor them to the needs of the Judicial Branch. Once developed, the Administrative Judge and the Chief Judicial Marshal in each Judicial District will be responsible for inspecting each facility using the checklist.

7. **Uniform policy permitting the wearing of hats in Judicial Branch facilities** **Projected Date: TBD**

A Role Call Notice was drafted stating that members of the public are permitted to wear hats in Judicial Branch facilities. It is within the judges’ discretion, however, on whether to permit a hat to be worn in the courtroom. Judicial Marshal Services is revising JMPP 213-07, Metal Detector / X-Ray Machine, which will include similar language.

## EXPECTATIONS OF THE PUBLIC

### CHARGE

The Committee on Expectations of the Public was charged with examining and recommending ways to define and communicate clear and consistent information about expectations and court processes for all who enter Branch facilities or interact with the Branch.

### PROGRESS TO DATE

The work on this initiative began under the Committee on Expectations of the Public, which focused on high volume courts in order to reach as many potential users of court services as possible. Five types of courts were selected: infractions, family support, housing, small claims and juvenile. Some of the Committee recommendations either overlap with the work of other committees or are being addressed by other committees and personnel within the Superior Court Operations Division. The Chief Court Administrator's office has been assigned to carry out the implementation of the Committee's recommendations.

### ACTIVITIES COMPLETED

- 1. Publish a tri-fold brochure in the area of Support Enforcement that provides information on what to expect when a person goes to Family Support Magistrate Court.** **Completed: 9/2009**  
Available in both English and Spanish <http://www.jud.ct.gov/Publications/fm209.pdf>
- 2. Publish a tri-fold brochure in the area of Housing that provides information on what to expect when a person goes to Housing court.** **Completed: 7/2010**  
Available in English. See Appendix.
- 3. Develop information packets in a question and answer format on specific topics in the area of juvenile law.** **Completed: 3/2010**  
An informational wall has been installed at the Superior Court for Juvenile Matters in New Haven. See Appendix

### ACTIVITIES IN PROGRESS

- 1. Publish a tri-fold brochure in the areas of Criminal/Motor Vehicle Matters and Small Claims that provide information on what to expect when a person goes to each of these courts.** **Projected Date: 9/2010**  
See Appendix
- 2. Revise the notices generated by the Connecticut Child Support Enforcement System (CCSES) served on the defendants at their last known address, two to three weeks before any court date, advising them of the court date, time and place to include information to help litigants better prepare for court and know what to expect at their court appearance.** **Projected Date: 9/2010**
- 3. Implement the reading of a Greeting/ Announcement at the beginning of the day by the clerk or a judge in the Housing Court announcement would provide an oral overview or roadmap of what would happen during the day in the housing court, emphasizing important points, such as not leaving the court until instructed to do so by a clerk, a judge, or a housing specialist.** **Projected Date: 10/2010**

See Appendix

- 4. Revise the housing court notice of hearing to include language making it clear to litigants that failure to come to court can result in the entry of a judgment.** **Projected Date: 10/2010**

See Appendix

### **ACTIVITIES FOR THE FUTURE**

- 1. All brochures, letters and notices should be tested at several courts. The drafts, as approved by Legal Services, should be provided to court service center, public information desks and clerks' offices in several locations along with a brief survey to assess whether the information is helpful to the public.** **Projected Date: 11/2010**

- 2. An information sheet entitled "What to Expect on the Day of Your Small Claims Hearing" should be sent to each litigant along with the Notice of Hearing. This information sheet should also be available in accordance with the suggestions in the first recommendation.** **Projected Date: 11/2010**

See Appendix

- 3. Revise the Notice of Hearing sent to litigants in small claims matters to incorporate plain language principles, emphasize important information, and update or correct court directions.** **Projected Date: 11/2010**

See Appendix

- 4. Develop a simplified procedure and a fillable form to permit a defendant to request that a satisfaction of judgment be entered by the court in the event that a plaintiff fails to file the satisfaction of judgment with the court.** **Projected Date: 11/2010**

- 5. Include questions and answers containing information on the post judgment process and the consequences of a small claims judgment with the notice of judgment sent by the court in small claims matters. This material should also be available in accordance with the first recommendation.** **Projected Date: 11/2010**

See Appendix

- 6. Review and revise the "Not Guilty" letter for Criminal/Motor Vehicle matters to be certain that the information provided is accurate.** **Projected Date: 11/2010**

- 7. Revise the language of the "Not Guilty" letter that is sent to people who plead "Not Guilty" in order to incorporate information on what will happen on the initial hearing date.** **Projected Date: 11/2010**

See Appendix

- 8. Review the notice of hearing that is sent and consider adding material to assist the public as they come into the motor vehicle court on the day of their hearing.** **Projected Date: 11/2010**

**NEW RECOMMENDATIONS FOR CONSIDERATION**

**1. Reactivate the Superior Court Operations Division's Web Board**

**Projected Date: TBD**

In order to ensure that clear and consistent information is provided to all those who interact with the Branch, the Superior Court Operations Division Web Board will be reactivated and its responsibilities expanded. The Board will be charged with identifying the information and materials that the Superior Court Operations Division currently provides on the Internet and the Intranet and the staff responsible for posting the information, enlisting the cooperation of the various units in reviewing their materials, developing a time table for the review and updating of the information, sharing information about changes to posted information, and developing a process for ensuring the ongoing review and updating of the Intranet and Internet in the future. (Note: The information does not involve case related information posted by the clerks, which is being monitored through the Court Operations Quality Assurance Unit.)

## EXTERNAL AFFAIRS ADVISORY BOARD

### **CHARGE**

To develop a comprehensive plan with specific action steps to educate the public, senior citizens, members of community organizations, and students about the role and function of the Connecticut Judicial Branch.

### **PROGRESS TO DATE**

The External Affairs Advisory Board has implemented virtually all of the recommendations. Many of the recommendations were for tasks that External Affairs already manages as part of its responsibilities. These recommendations will continue to be implemented on a daily basis. The External Affairs Advisory Board received input from the judges and the other administrative divisions.

### **ACTIVITIES COMPLETED**

1. **Invite senior citizens to go to their local courthouse to observe proceedings and to meet with a judge.** **Completed: 9/16/2009**
2. **As part of the Speakers Bureau, ask senior centers if they would like to have a judge come and address their group.** **Completed: 9/16/2009**
3. **Publicize the availability of the Speakers Bureau to community organizations.** **Completed: 10/1/2009**
4. **Develop a bank of resources such as statistics that are readily available for judges who are part of the Speakers Bureau.** **Completed: 4/5/2010**
5. **Market the Speakers Bureau to the judges themselves.** **Completed: 9/8/2009**
6. **Encourage judges to inform the Speakers Bureau whenever they speak to a community group and provide an e-mail form for them to do so.** **Completed: 9/8/2009**
7. **Send an e-mail to all judges once a year asking them to provide External Affairs with information about the number of groups they spoke to, the topics that were addressed, where the engagement took place and their comments on how the event went.** **Completed: 9/8/2009**
8. **Send a list of Judicial Branch publications to every public library advising them that these resources are available upon request.** **Completed: 8/1/2009**
9. **Tape a day in court with a teacher and class present. This DVD will be made available to other teachers and could be presented to them at a professional development day.** **Completed: Early 2010**

10. **Inform guidance departments about the resources available through the Judicial Branch.** **Completed: 8/2009**
11. **Send out notices to judges in March of each year asking if they would be willing to speak to high school students in conjunction with Law Day. Make arrangements for judges to speak to the schools identified.** **Completed: 3/1/2010**
12. **Contact every high school in the state and ask the school to designate a liaison who will receive educational materials about the Judicial Branch and then distribute the materials to the appropriate teachers.** **Completed: 6/2009;  
9/2009**
13. **Encourage judges to let the External Affairs Division know when they are engaged in an activity that could educate the public about the courts and its programs.** **Completed: 9/2009**
14. **Discontinue the Seniors and the Law program, as most of the issues affecting seniors are not within the purview of the Superior Court.** **Completed: 9/1/2009**
15. **Suggest to Judge Paul Knierim, Probate Court Administrator, that the Probate Court consider taking over the Seniors and the Law program, as the topics discussed, for the most part, more closely relate to the Probate Court.** **Completed: 8/31/2009**
16. **Expand the Speakers Bureau to include family support magistrates and Judicial Branch employees.** **Completed: 10/2/2009**
17. **Ensure that there are accurate Branchwide statistics available about the number of judges and employees who speak to community organizations, and require the administrative divisions to inform the Speakers Bureau when employees speak to community groups.** **Completed: 5/2010**
18. **Urge the Chief Justice and the Chief Court Administrator to continue their efforts to remind judges that speaking to the community is one of the most important ways to educate the public about what we do and who we are.** **Completed: 6/2009**
19. **Recommend to the members of the Pre-Bench Orientation Committee that they inform new judges about the importance of the Speakers Bureau and in going out into the community.** **Completed: 4/27/2009**
20. **Develop a program for judges to use when either teachers visit courts or judges visit schools as part of a professional development day.** **Completed: 12/2009**

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|--|----------------------------|
| 21. <b>Distribute notices in late July/early August to the designated school liaisons about resources that the Judicial Branch can provide.</b>  | <b>Completed: 9/2009</b>   |
| 22. <b>Work with CT-N to get footage of the Cipriani trial and discuss with CT-N the possibility of creating a DVD with excerpts from the trial interspersed with judges talking about the process and what the students are seeing.</b><br>Recommendation was rejected.   | <b>Completed: N/A</b>      |
| 23. <b>Explore with CT-N the option of a media/interactive learning project for students through the Connecticut Education Network.</b><br>Recommendation was rejected.  | <b>Completed: N/A</b>      |
| 24. <b>Ask the Chief Administrative Judges if they will be willing to write a column for the Connecticut Law Tribune. Also, continue encouraging judges to take advantage of opportunities to educate the public about the courts and the judiciary through the media.</b> | <b>Completed: 9/4/2009</b> |
| 25. <b>Complete the workbook for the upper elementary students.</b>  | <b>Completed: 11/2009</b>  |
| 26. <b>Continue co-sponsoring yearly events with judges and members of the media to educate each other about their respective roles with the assistance of the Judicial-Media Committee (i.e. Law School for Journalists and Journalists School for Judges).</b>           | <b>Completed: 3/2010</b>   |

#### **ACTIVITIES IN PROGRESS**

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|--|----------------------------|
| 1. <b>Provide evaluation forms to the judges and to the community organizations each time that a judge addresses an organization.</b>  | <b>Projected Date: TBD</b> |
| 2. <b>Cultivate relationships with educational organizations, particularly those involving social studies teachers.</b>  | <b>Projected Date: TBD</b> |
| 3. <b>Have judges visit schools and talk with students about the consequences of criminal behavior.</b>  | <b>Projected Date: TBD</b> |
| 4. <b>Contact Sunday morning talk shows and radio stations about Judicial Branch-sponsored programs (like the Foreclosure Mediation Program). Explore the feasibility of developing a DVD with judges discussing how these types of programs work.</b> | <b>Projected Date: TBD</b> |
| 5. <b>Incorporate into every speaking engagement a request, if approved by both the judge and the organization, to contact the local media about the event.</b>  | <b>Projected Date: TBD</b> |
| 6. <b>In an era of diminishing resources for the media, provide ways to educate them about the courts, absent the day-to-day court beat reporter, such as using the website to its full potential (i.e. statistics) and providing</b>                  | <b>Projected Date: TBD</b> |

**opportunities for judges to educate the media about the courts (i.e. having judges visit media organizations to assist them in learning about the courts).**

- 7. Attend social studies teachers' conferences and consider doing a workshop. Projected Date: TBD**
- 8. Establish a "regional judge liaison" to work between the court and the schools in a particular area. Projected Date: TBD**
- 9. Continue monitoring of inquiries from the news media and stories about the Judicial Branch. Projected Date: TBD**
- 10. Continue marketing positive stories about the judiciary and the Judicial Branch to news organizations. Projected Date: TBD**
- 11. Continue contacting editorial boards when necessary to present the Branch's position on an issue. Projected Date: TBD**
- 12. Develop a plan to cultivate minority news organizations including predominantly non-English speaking media organizations. Projected Date: TBD**

## JUDICIAL PERFORMANCE EVALUATION PROGRAM

### **CHARGE**

The Chief Justice directed the Chief Court Administrator to establish a permanent standing committee to review and implement the Judicial Performance Evaluation Program (JPEP) Committee's recommendations.

### **PROGRESS TO DATE**

An Advisory Panel comprised of 23 members including the Chief Court Administrator (who serves as Chairperson) was created in the fall of 2009. Two meetings of the Advisory Panel were held: November 18, 2009 and January 21, 2010. A third meeting is scheduled for June 2010. Additionally, a Peer Development Subcommittee was appointed; the subcommittee met and submitted recommendations to the Advisory Panel. A workgroup has been meeting to develop the High Volume Pilot Project.

(Please note that the bullets are the recommendations as written and submitted by the JPEP Committee or other committees, as noted.)

### **ACTIVITIES COMPLETED**

1. **Reestablish an advisory board on judicial performance evaluation as soon as possible.** **Completed: 10/2009**

The Chief Justice appointed a Judicial Performance Evaluation Program Advisory Panel in the fall of 2009; the Advisory Panel is comprised of members of the bench, the bar, academia and the Judicial Selection Commission.

### **ACTIVITIES IN PROGRESS**

1. **Evaluating Supreme Court Justices and Appellate Court Judges** **Projected Date: TBD**

- **To evaluate the performance of Supreme Court Justices and Appellate Court Judges.**
- **To adopt a questionnaire, as amended, for evaluating the performance of Supreme Court justices and Appellate Court judges, and to have the questionnaire be reviewed by an expert for statistical validity.**

Work is underway by members of the Supreme Court and Appellate Court to implement these two recommendations.

2. **Evaluating Judge Trial Referees** **Projected Date: TBD**

- **To evaluate the performance of judge trial referees similarly to judges doing the same work.**
- **To make available any and all review and recommendation information to the Chief Court Administrator for her use in recommending to the Chief Justice the appointment of a referee to become a judge trial referee.**
- **To review recommendations for judge trial referees on a calendar year basis in order to allow sufficient time for any necessary performance improvements.**
- **To provide regular and timely review of concerns with judge trial referees through meetings and discussions.**

With regard to the above four recommendations, the Judicial Performance Evaluation Program Advisory Panel agreed that judge trial referees should be included in the High Volume Pilot Project which is scheduled to commence on June 1, 2010. It was also agreed that judge trial referees should be included in the existing evaluation program; however, the Advisory Panel has not yet acted upon specific details of implementation. The Committee on the Utilization of Judge Trial Referees is exploring these and other issues.

3. **Peer Review** **Projected Date: TBD**

- **To develop a peer review process for judges, with the details of the process to be determined later.**

Judge Quinn appointed members of the Advisory Panel to a Peer Development Subcommittee. The subcommittee met and presented recommendations to the Advisory Panel. The Advisory Panel agreed that the concept of peer review should be further developed as a counseling/professional development initiative and not be a component of the evaluation program. Judge Quinn will be presenting details of the peer development initiative at the next JPEP Advisory Panel meeting scheduled for June 2010.

4. **Expansion of Evaluation Program to High Volume Courts and other Proceedings** **Projected Date: TBD**

- **To expand the categories of judges subject to evaluation to include but not be limited to presiding judges, high volume criminal court judges in both Parts A and B, judges assigned to special proceedings, specialty court dockets, civil and family sessions, juvenile delinquency sessions and housing court, as well as family support magistrates/family support referees.**

A portion of this recommendation is being implemented. A significant amount of work has been completed in developing and implementing a High Volume Pilot Project in two G.A. court locations – G.A. 2 and G.A. 12. The pilot program will be used only for program development and not for evaluation purposes. The project involves an electronic process for the selection, distribution and completion of evaluations. The evaluation questionnaires that will be completed by the attorneys, including state’s attorneys and public defenders, will be web-based.

The pilot project will run from June 1 through August 31, 2010 for the purpose of determining which attorneys are qualified to evaluate the judges before whom they appeared. The attorneys will be given a period of time (three weeks from the date of being notified that they are eligible to complete evaluations of judges) to complete the evaluation. An analysis of the pilot project will then be completed before expanding the high volume program to other geographical area courthouses and other proceedings.

5. **Attorney Questionnaire** **Projected Date: TBD**

- **To develop an attorney evaluation questionnaire which includes the following items and refer the questionnaire to an expert for consideration of its statistical validity: Decisiveness during Proceedings; Courtesy of the Judge; Patience during Proceedings; Courtroom Decorum; Demonstrates Respect During Proceedings; Efficient Pace of Proceedings; Control of Courtroom; Impartiality of Conduct; Consistency of Rulings; Explanation of Rulings; Ability to Effectively Settle Cases (for presiding judges); Facilitation in Development of Options for Settlements/Pleas (for presiding judges); Please indicate the number of years you have practiced law: 1-5, 6-10, more than 10.**

As part of the High Volume Pilot Project, two new areas to evaluate how judges conduct proceedings in their courts were included in the electronic questionnaire: Facilitation in Development of Options for Settlement/Pleas and Ability to Effectively Settle Cases. Also, a comments section was added to the electronic questionnaire being tested in the High Volume Pilot Project.

The Advisory Panel will be considering amending the current paper questionnaire to match the electronic questionnaire as well as other changes to the attorney questionnaire at its next meeting scheduled in June

2010.

**6. Attorney Questionnaire**

**Projected Date: TBD**

- **To modify the present Attorney Questionnaire (Rev. 3/07) so as to provide the opportunity for a fair, proper and comprehensive evaluation of the judge.**

As noted above, the Advisory Panel will be considering further changes to the attorney questionnaire at its next scheduled meeting in June 2010.

**Attorney Questionnaire**

- **To modify the current Attorney Questionnaire to add the following questions: "What, if anything, did the judge do that you found particularly commendable or admirable?" and "What, if anything, did the judge do that you found could be improved?" Further, the Judicial Branch should use said comments in the mentoring and professional development of its judges and, in so doing, not necessarily wait until the minimum number of questionnaires required for review have been returned.**

A comments section was added to the electronic questionnaire that will be used in the High Volume Pilot Project. The comment section is optional. The Advisory Panel will be considering "the use of the comments" and other additional changes to the attorney questionnaire at its next scheduled meeting in June 2010.

**Attorney Questionnaire**

- **To encourage the Judicial Branch to provide for the more frequent distribution of Attorney Questionnaires and to consider the electronic distribution of and response to such questionnaires.**

This recommendation is in the process of being implemented with the High Volume Pilot Project. After the pilot project is completed, the goal is to expand it to all G.A. locations and begin exploring the electronic distribution in other matters.

**Attorney Questionnaire**

- **To support the concept of evaluating judges after a settlement conference or mediation, recognizing that how and whether it can be done is to be determined at a later time.**

As part of the High Volume Pilot Project, two new areas to evaluate how judges conduct proceedings in their courts were included in the electronic questionnaire: Facilitation in Development of Options for Settlement/Pleas and Ability to Effectively Settle Cases.

The Advisory Panel will be considering at its next scheduled meeting the proposal to amend the existing paper questionnaire to include these areas of conduct to be evaluated.

***ACTIVITIES FOR THE FUTURE***

1. **To expand the pool of those who evaluate judges who are assigned to high volume courts and as presiding judges to include court staff.**

**Projected Date: TBD**

This recommendation has not yet been considered by the JPEP Advisory Panel. It will be presented at a future meeting.

2. **To solicit input for the evaluation system for trial judges from other constituents in the judicial process in addition to jurors and attorneys, as is presently the case.**

**Projected Date: TBD**

This recommendation has not yet been considered by the JPEP Advisory Panel. It will be presented at a

future meeting.

3. **To supplement the information concerning the respondent that is currently required (e.g., years of practice, type of practice, etc.) with an optional question asking whether the outcome of the trial or hearing was favorable or unfavorable to the respondent's position.** **Projected Date: TBD**

This recommendation has not yet been considered by the JPEP Advisory Panel. It will be presented at a future meeting.

4. **To refer both the Attorney Questionnaire and the Juror Questionnaire -- either in their current form or as modified with any of the recommendations that may be adopted by the Judicial Branch -- to an appropriate expert for an overall evaluation as to: (i) their adequacy for measurement of a judge's performance of his/her duties and the production of useful information for the judge's education and professional development; and (ii) the number of responses required to produce statistically reliable and meaningful data.** **Projected Date: TBD**

The Chief Court Administrator has expressed the Branch's commitment to hiring an expert to ensure the statistical validity of the attorney questionnaires (following approved changes and revisions to the program) and to hire an independent firm to certify that the electronic process implemented guarantees the anonymity of the respondent attorneys.

5. **Retain an expert to examine the evaluation questionnaire for trial court judges, to examine the proposed questionnaire for appellate judges and justices and to develop a questionnaire for high volume and presiding judges.** **Projected Date: TBD**

The Chief Court Administrator has expressed the Branch's commitment to hiring an expert to ensure the statistical validity of the attorney questionnaires (following approved changes and revisions to the program).

6. **To encourage the Judicial Branch to engage in a joint effort with the bar to educate the bar more widely and effectively on the policies, practices and procedures presently in place to protect and preserve the anonymity of attorneys completing and submitting an evaluation questionnaire.** **Projected Date: TBD**

This recommendation, as written, has not yet been considered by the JPEP Advisory Panel. However, during the meetings of the Advisory Panel, the members recognized the importance and need to work with the bar on promoting the judicial performance evaluation program and educating the bar as to the safeguards in place in protecting the anonymity of the respondents. It will be presented at a future meeting.

7. **In addition to the implementation of the committee recommendations accepted by the Chief Justice, the advisory board could address two of the tasks that the committee did not reach: 1) how the branch should evaluate the performance of non judicial officers, and 2) how the website can be used to inform the bar about the judicial performance evaluation program as well as the efficacy of electronic distribution and execution of evaluation questionnaires.** **Projected Date: TBD**

This recommendation has not yet been considered by the JPEP Advisory Panel. It will be presented at a future meeting.

8. **To refrain from seeking input for the evaluation program from litigants and self-represented litigants.** **Projected Date: TBD**

This recommendation has not yet been considered by the JPEP Advisory Panel. It will be presented at a future meeting.

9. **The evaluation form for all Superior Court Judges should contain a check-box inquiring of counsel whether that judge should be considered for assignment to the CLD.** **Projected Date: TBD**

This recommendation was not part of the JPEP Committee Report to the Chief Justice and has not yet been presented to the Advisory Panel. It was forwarded from the Complex Litigation Committee.

10. **It is recommended that the evaluation form should not contain a case caption or docket number and should not be distributed with an internal and external envelope. The wording of the form should give the bar assurance that the information is not attributable to a specific lawyer.** **Projected Date: TBD**

This recommendation was not part of the JPEP Committee Report to the Chief Justice and has not yet been presented to the Advisory Panel. It was forwarded from the Complex Litigation Committee.

#### ***ACTIVITIES THAT WILL NOT BE PURSUED***

1. **To use a periodic evaluation of a judge by independent observers as a supplement to the appraisals provided by the Attorney Questionnaire and Juror Questionnaire.**

The Advisory Panel agreed to pursue the implementation of a “Peer Development” initiative in lieu of independent observers. Therefore, independent observers will not be used.

2. **To encourage the Judicial Branch to make use of the reports of the independent evaluators to develop and provide appropriate training programs and guidelines for the professional development and education of all judges.**

The Advisory Panel agreed to pursue the implementation of a “Peer Development” initiative in lieu of independent evaluators. Therefore, independent evaluators will not be used.

Two of the six program objectives approved by the Advisory Panel specifically addressed the use of the data collected on the questionnaire for “the development and improvement of the individual judge and of the bench as a whole” and “the development of educational programs for the judiciary.”

## PUBLIC SERVICE EXCELLENCE (PSE)

### CHARGE

The Public Service Excellence workgroup was charged with developing methods to advance and foster a service excellence culture throughout the entire Judicial Branch.

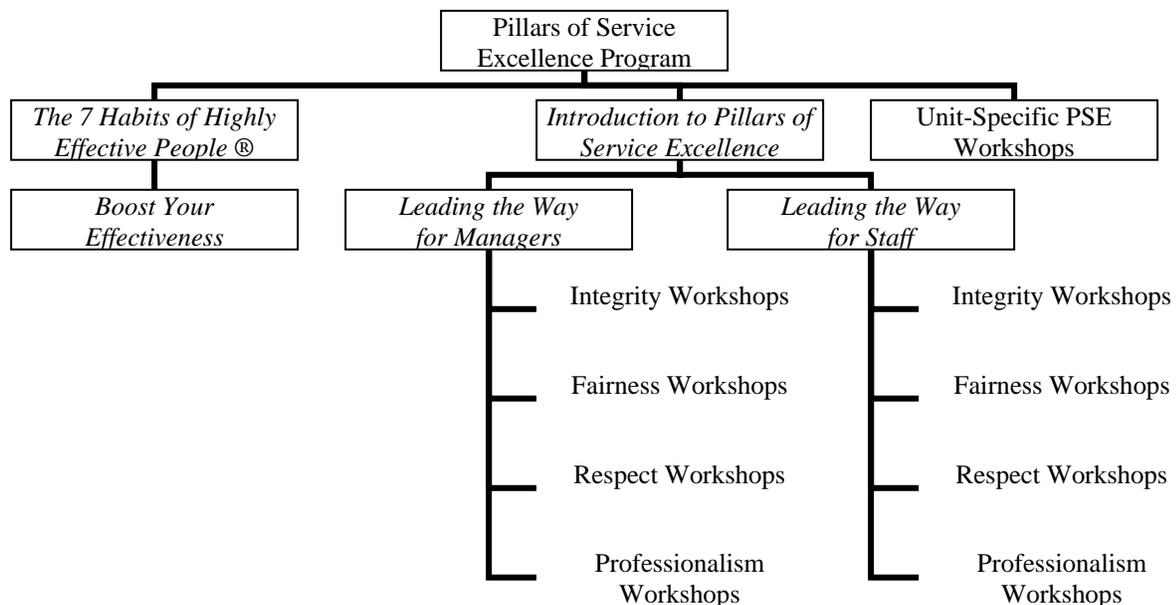
### PROGRESS TO DATE

To accomplish its charge, the Public Service Excellence workgroup is developing a new Branchwide service excellence program that is based upon service excellence principles that represent what is important and fundamental to the people we serve. These principles will serve as a road map to members of the Judicial Branch as we carry out our mission and enhance the public's trust and confidence in their judicial system.

The principles – Integrity, Fairness, Respect and Professionalism – derive from the core values of the Branch's strategic plan. When the Judicial Branch conducted focus groups to develop the strategic plan, the external stakeholders were asked to describe the characteristics they value when interacting with members of the Branch. The lion's share of those responses was: integrity, fairness, respect and professionalism. What better way to respond to the public we serve than by incorporating what they value into this next generation of a service excellence program for all Branch staff.

To that end, the former Public Service Excellence (PSE) program has evolved into Pillars of Service Excellence, an initiative that reflects the importance and strength of those core values. Much like the pillars of a courthouse that support its structure and keep it steadfast, the core values or service excellence principles support the public's trust and confidence in the Judicial Branch. When the courthouse pillars or pillars of service excellence are compromised, neither the court nor the public's trust and confidence in their judicial system can endure. The Pillars of Service Excellence Program model involves the consistent and continuous application of the four pillars of service excellence (core values) to achieve the results we expect: "effective, uniform and consistent services to a diverse public." (Connecticut Judicial Branch Vision Statement)

The diagram below outlines the Pillars of Service Excellence Program. The individual programs will be described further in the remainder of this report.



## ACTIVITIES COMPLETED

1. **Provide the Covey training, *The 7 Habits of Highly Effective People*, to all managers and supervisors.** **Completed: 3/2008**

The program provides its participants with the skills necessary to work at their highest level of effectiveness by strengthening the character of the individuals within the organization. Rather than focusing on correcting outward behavior that is neither effective nor long-lasting, it focuses on those underlying characteristics, such as integrity, fairness, respect and professionalism that relate more to one's work ethic or way of life, and therefore, they are always present, and they bring the absolute best long-term results when interacting with people.

The program was launched in March of 2008 within the Superior Court Operations Division. As of the date of this report, over 160 managers and supervisors within the Division have attended a 7 Habits workshop. Despite limited funding, the program continues to be scheduled though it is scheduled less frequently and class sizes are smaller. A plan is being developed to secure additional funding to schedule more workshops, certify more staff with FranklinCovey to facilitate the workshops, and open the program to the entire Branch.

## ACTIVITIES IN PROGRESS

1. **Develop Public Service Excellence training for managers and supervisors that stresses the responsibility and accountability they have for the staff they supervise.** **Projected Date: 9/2010**

Managers and supervisors play a very important role in fostering a service excellence culture throughout the Branch starting with the staff they supervise. *Leading the Way for Managers* begins with the *Introduction to Pillars of Service Excellence*. This introductory workshop provides the framework for effective leadership by introducing the Branch's strategic plan and its key components, and communicating how public trust and confidence is promoted through the employee's development in the four pillars of service excellence.

Upon completing the *Introduction to Pillars of Service Excellence*, managers and supervisors will be expected to register and complete a number of workshops within each of the four pillars under *Leading the Way for Managers*. The curriculum for each workshop will be designed to meet the performance standards defined by one of the four pillars of service excellence.

The Four Pillars of Service Excellence (defined by the Strategic Plan's core values)

**FAIRNESS:** The Judicial Branch embodies fairness through the equal and impartial treatment of all people. It is a core value of the Judicial Branch that all of its members treat every person equally, without bias or favoritism.

**INTEGRITY:** The integrity of the Judicial Branch is dependent upon the principled and ethical actions of all of its members. It is a core value of the Judicial Branch that all of its members serve the interests of the public, uninfluenced by considerations of personal gain or favor.

**PROFESSIONALISM:** The professionalism of the members of the Judicial Branch is reflected in their commitment to the administration of justice. It is a core value of the Judicial Branch that all of its members serve the public and the interests of justice efficiently, consistently and effectively.

**RESPECT:** The Judicial Branch demonstrates respect for the people it serves by the manner in which its members interact with the public. It is a core value of the Judicial Branch that its members acknowledge the dignity of each person who comes into the court, responding to his or her particular concerns with courtesy, understanding and compassion.

2. **Develop service excellence training for all Branch staff in every division.** **Projected Date: 1/2011**

This recommendation has been revised so that it no longer specifies a “division-specific” program for staff. *Leading the Way for Staff* is a Branchwide program that attests to each individual’s ability to lead and their unique role in fostering a service excellence culture throughout the Branch. Like the aforementioned curriculum for managers and supervisors, *Leading the Way for Staff* also begins with the same *Introduction to Pillars of Service Excellence*. Staff members will then register and complete a number of workshops within each of the four pillars under the *Leading the Way for Staff* curriculum.

**ACTIVITIES FOR THE FUTURE**

1. **Develop a second phase of training that reinforces the 7 Habits and helps managers and supervisors apply them in the workplace.** **Projected Date: TBD**

The workgroup is proposing options for this workshop that will reinforce what managers and supervisors learned in *The 7 Habits of Highly Effective People*, and how to incorporate those habits daily while at work. The proposed title of the workshop is *Boost Your Effectiveness*.

**NEW RECOMMENDATIONS FOR CONSIDERATION**

1. **Our Service Excellence Promise** **Projected Date: TBD**

Draft a one-page sign titled “Our Service Excellence Promise” to display in the public areas of offices throughout the Branch. The sign will list the level of service one can expect when interacting with any member of our staff, and a supervisor to contact within that building when those expectations are not met.

2. **Unit-specific Pillars of Service Excellence workshops** **Projected Date: TBD**

Some units and departments may continue to develop public service excellence training to address a unique concern of their business. This workgroup encourages the development of unit-specific training. However, in order to promote and reinforce a unified service excellence culture, the workgroup requests that units design the curriculum around one or more of the four pillars of service excellence; never duplicate training that is already being provided unless it is emphatically unit-specific material; and share resources and information when possible to develop curriculum that may benefit the entire Judicial Branch.

## UTILIZATION OF JUDGE TRIAL REFEREES

### **CHARGE**

The mission of the Committee on the Utilization of Judge Trial Referees is to address and make policy recommendations for the effective use of judge trial referees, who bring long experience at the bar and bench to their work and are often asked to take on some of the more nettlesome and difficult cases, in a manner that will best serve the needs of the Judicial Branch and enhance the services provided to the public by Connecticut's courts.

### **PROGRESS TO DATE**

The Committee on the Utilization of Judge Trial Referees is co-chaired by Judge Linda K. Lager and Judge William J. Lavery. The committee is currently in its information-gathering phase and plans to have initial recommendations to the Chief Justice in the fall.

The committee has created five subcommittees: Survey Subcommittee, Evaluation Subcommittee, Training and Education Subcommittee, Allocation of Judge Trial Referee Resources Subcommittee, and Policy Subcommittee.

The Survey Subcommittee, which was chaired by Judge Deborah K. Frankel, was charged with creating two surveys: one for current judge trial referees and one for judges who will turn 70 by December 31, 2016. The surveys were distributed to judges and judge trial referees in April with a return date of May 27, 2010. Once the surveys are returned, the data will be compiled and distributed to the full committee. The Survey Subcommittee has completed its work.

The Evaluation Subcommittee, which is chaired by Judge William B. Rush, is charged with considering various means and methods of evaluating judge trial referees. This subcommittee is currently exploring effective and efficient processes of evaluating judge trial referees. The subcommittee is taking into consideration the work of other committees charged with evaluating the judicial review process and is researching how other states have handled this sensitive and important issue.

The Training and Education Subcommittee, which is chaired by Judge John F. Kavanewsky, is charged with collecting information relating to the training and education of judge trial referees and judges approaching the age of 70 and making recommendations as to the types of training and how best they can acquire and update the technical and legal skills needed to most effectively serve the Judicial Branch. The subcommittee is currently developing several proposals regarding the training and educational opportunities offered to current and future judge trial referees.

The Allocation Subcommittee, which is chaired by Judge Salvatore C. Agati, is charged with examining the work currently performed by judge trial referees, including how judge trial referees are assigned, where they are assigned and scheduling issues. The subcommittee developed a questionnaire that was distributed to the Administrative Judges for their input on how judge trial referees are currently utilized and on how they could ideally be used. A focus group was also held with the current Administrative Judges, as well as several former Administrative Judges, to gather additional information.

The Policy Subcommittee, which is chaired by Judge Marshall K. Berger, Jr., is charged with making recommendations to improve the annual redesignation process for judge trial referees. The subcommittee is currently developing a mechanism that the Administrative Judges can utilize when they are unable or unwilling to recommend a judge trial referee for annual redesignation.

## WEBSITE ENHANCEMENT

### **CHARGE**

The Judicial Branch Web Board, a pre-existing operational committee, was charged with reviewing the content of the Branch's website, ensuring adequate site navigation, and enhancing the website to allow users to conduct business online.

### **PROGRESS TO DATE**

The Web Board is committed to enhancing and improving the Judicial Branch's website and will continue to implement the recommendations of the Public Service and Trust Commission. In addition, the Web Board continues to expand the website. Most recently, the Web Board added a webpage that contains statistics about criminal, family, civil and juvenile matters and posted a "how-to" presentation which walks individuals through the process of filling out an appearance form.

### **ACTIVITIES COMPLETED**

- 1. Streaming videos** **Completed: 1/15/2009**  
The number of streaming videos to explain various court processes has been expanded to include:  
Putting Children First: Minimizing Conflict in Custody Disputes - Spanish version (posted on the website on April 15, 2010)  
Putting Children First: Minimizing Conflict in Custody Disputes (posted on the website on January 15, 2009)  
Connecticut Civil Lawsuit: First Steps as a Defendant (posted on the website on December 16, 2009)
- 2. Foreclosure Notices** **Completed: 10/30/2009**  
Provide committees of sale and judges with the option of advertising foreclosures on the Branch's website to save homeowners the cost of this advertising.
- 3. Appellate System** **Completed: 3/2009**  
Make Supreme Court briefs filed electronically available online through a cooperative endeavor between the Judicial Branch and the Connecticut Bar Association.
- 4. Court forms** **Completed: 6/2010**  
A how-to presentation has been developed to assist individuals in completing the appearance form. The presentation was posted on the Judicial Branch's website in June of 2010. This new feature was created in conjunction with Legal Services, the Law Library Services, legal aid organizations and the Court Service Centers. Other tutorials to assist individuals in completing court forms will be developed.

### **ACTIVITIES IN PROGRESS**

- 1. Appellate system case look-up section** **Projected Date: 1/2011**  
Development is underway for a web inquiry application that will make it possible for the public to look up current information about cases on appeal. The goal is to provide information similar to that currently available for civil and family trial court matters, including case status. This project is dependent upon the Appellate System to complete its case management system.
- 2. Attorney discipline records** **Projected Date: 10/2010**  
The attorney inquiry section of the website will be expanded to include attorneys' past disciplinary histories, including written court opinions or Statewide Grievance Committee decisions. The Statewide Grievance Committee is checking the accuracy of attorney disciplinary histories. Once the accuracy of the records is

verified, the Web Board will be able to post the past disciplinary histories of attorneys on the website.

3. **Information about the Court Support Services Division** **Projected Date: 9/15/2010**

The Web Board will include information on the website about the Court Support Services Division and the programs it administers.

4. **Information in different languages** **Projected Date: Ongoing**

A number of sections of the website have already been translated into Spanish and efforts are underway to translate additional sections. The Web Board posts the Spanish translations of the website as soon as the interpreters have had the opportunity to complete the translation of the particular section. A priority list of needed translations has been developed by the Web Board and is updated frequently, based upon Web Trends reports and input from the Court Service Center staff and the law librarians.

5. **Self-help in the areas of juvenile, family and probation** **Projected Date: 9/15/2010**

The Web Board, with the assistance of the Court Support Services Division, will post information about adult, juvenile and family services in its Frequently Asked Questions (FAQs) section.

6. **E-filing** **Projected Date: 2012**

The capability to conduct transactions by enhancing existing applications such as Civil E-Filing will be expanded.

Estimated time frame: In 2012, a new, fully integrated Civil / Family case management system is scheduled to be completed replacing the 1970's era mainframe case management system. The new system will allow for e-filing of family matters and will allow self-represented parties to use the e-filing system.

7. **Jury postponements** **Projected Date: 1/1/2011**

Efforts are underway to allow jurors to postpone their jury service by way of the Judicial Branch's website. Once the Jury Administration Management Information System (JAMIS) is rolled out statewide, the Web Unit can begin the necessary programming to provide web-based transactions for jurors.

8. **Navigation** **Projected Date: Long term initiative**

Where navigation links are repeated, the Web Board will provide a method for the user to skip these repetitive links.

As the website is redesigned, navigation will be a high priority. This recommendation will be implemented in conjunction with the recommendation for "site design and navigation."

9. **Plain language** **Projected Date: Long term initiative**

The Web Board will make the changes suggested by Court Service Center staff to change the text in the Self-Help sections of the website for plain language and readability compliance.

The Self-Help sections of the website are designed to assist self-represented parties as they navigate their way through our judicial system, answering frequently asked questions and providing instructional and informational assistance.

This recommendation will be completed over time and will require a long-term implementation plan.

10. **Site design and navigation** **Projected Date: TBD**

The Web Board will continue to look for ways to feature its Self-Help areas more clearly, make forms easily accessible, improve performance of online court tasks and offer more guidance to those not familiar with the website or court business in general.

The Redesign Subcommittee of the Web Board is meeting regularly to develop recommendations as to how

## Accountability: Website Enhancement

best to redesign the website and to improve its navigation. This is an enormous task that will require a significant amount of time and resources. At this point, the Web Board is concentrating on getting new applications and new information on the website, especially in light of the numerous requests to post information on the website from the implementation committees of the Public Service and Trust Commission.

# ALL GOALS

Access  
Changing Demographics  
Delivery of Services  
Collaboration  
Accountability

## CULTURAL COMPETENCY

### CHARGE

Strategy:	Create a culturally competent environment within the Judicial Branch.
Activity:	To develop and provide training to judges, family support magistrates and Branch staff on cultural competency.  To prioritize and implement the recommendations of the Committee on Diversity in the Branch Workforce.  To develop and provide training to judges, family support magistrates and Branch staff to help them recognize and appropriately accommodate people with intellectual and psychiatric disabilities.

The population served by the Judicial Branch cuts across all racial, ethnic, cultural, intellectual and socio-economic lines. In order to ensure that fair and professional treatment is provided to all who interact with the Branch, it is essential that all judges, family support magistrates and staff are sensitive to the differences of those who use the court system. When an individual enters a Branch facility, he or she must be assured that they will be treated in accordance with the Branch's core values of fairness, integrity, professionalism and respect.

Judge Richard A. Robinson of the Appellate Court will chair the Advisory Committee on Cultural Competency, a new committee comprised of a cross-division of Branch staff. This committee will assess the training needs of the Branch and develop an ongoing, comprehensive training program addressing cultural competency for all Judicial Branch staff. A very important component of this training program is how to recognize, respond to, assist and accommodate people with intellectual and psychiatric disabilities. People with intellectual and psychiatric disabilities face many challenges in participating in court processes and in obtaining and comprehending information about those processes. The committee will define the obstacles faced by those individuals with intellectual and psychiatric disabilities who try to access the court system and examine what steps are being taken nationally to address those issues.

In order to ensure that the curriculum is effective, the committee should develop a means in which it can evaluate its impact. Once the program is implemented, the Office of the Chief State's Attorney and the Office of the Chief Public Defender will be invited to participate in the program to enhance their interactions with the public. It is recommended that the judges' Education Committee directly address how the issues related to cultural competency impacts the bench since their interactions with the public differ from those interactions by Judicial Branch staff.

The Advisory Committee on Cultural Competency is also charged with prioritizing and implementing the recommendations developed by the Committee on Diversity in the Branch Workforce, a phase one initiative of the strategic plan, which was created to recommend an action plan to promote and ensure diversity in the hiring and retention of Branch employees and to ensure a culturally competent workforce.

All Goals: Cultural Competency

The committee is to submit its prioritized implementation plan to the Chief Court Administrator by [INSERT DATE].

RECOMMENDED  
INITIATIVES FOR PHASE  
THREE

## ALTERNATE DISPUTE RESOLUTION (ADR)

### **CONCEPT OF PHASE THREE INITIATIVE**

Alternate dispute resolution is a tool to assist parties involved in disputes in resolving matters in a fair, timely and efficient manner and to reduce the costs of litigation. ADR programs are also a valuable tool for the Judicial Branch, inasmuch as dispute resolutions without extensive court involvement assist the Branch's commitment to resolving matters fairly, timely and efficiently. Assessing and studying the current ADR program was an initiative identified in the first and second phases of the Strategic Plan and its implementation, but time and resources contributed to a delay in beginning the assessment process. A committee will be formed to begin the assessment process and propose changes to improve the utilization and effectiveness of ADR. The committee will address a number of areas, including but limited to the scheduling process for ADR cases, training for ADR providers and the consistency of ADR programs statewide. The committee will have a number of factors to consider in their assessment of ADR, including the volume of cases in which ADR is requested or referred, the timeliness of case evaluation and scheduling, and uniformity and consistency of ADR practices statewide.

## **CHILD SUPPORT**

### ***CONCEPT OF NEW PHASE THREE INITIATIVE***

Obtaining child support or modifying a child support order can be a very confusing process. The process is confusing in part because of the number of Judicial Branch units involved. An individual can start the process at a clerk's office, be directed to a support enforcement office, be redirected to a clerk's or family relations office, and fill out forms at a Court Service Center. A committee should be established to make recommendations to simplify and streamline this process as much as possible.

## **RE-ENGINEERING OF THE CLERKS' OFFICE (RECO)**

### ***CONCEPT OF NEW PHASE THREE INITIATIVE***

The expansion of e-filing and the introduction of videoconferencing are going to have a dramatic effect on the way clerks' offices carry out their various duties. A committee should be created to develop a plan to streamline and re-engineer key clerks' office functions to take advantage of these initiatives. The Court Operations Unit, under its Quality Assurance Program, recently developed a draft guide for a project on Re-Engineering of the Clerks' Office (RECO). At its core, the RECO project is focused on critically analyzing business practices and responding to changing technologies by developing business processes that capitalize on efficiencies created by technology and increasing accountability at the local level for office performance. The project is also designed to help identify the best use of office staff in a changing environment; such an analysis will help to determine the skill sets needed by staff in an increasingly paperless environment. It is important to note that the RECO project and specifically the Quality Assurance Program are direct results of the Strategic Plan and are designed to support the Plan's goals. Additionally, the RECO project and its implementation are ripe for developing performance measures to track progress and the effectiveness of changes implemented. The new committee should work closely with the Quality Assurance Unit to develop those measures and establish baselines.

## MAGISTRATES

### **CONCEPT OF NEW PHASE THREE INITIATIVE**

The Chief Court Administrator has developed a new process for the appointment and reappointment of magistrates. Effective July 1, 2010, all currently appointed magistrates will be reappointed for a term of one year. Under the new appointment process, magistrates will be appointed or reappointed on a rolling basis after the submission of an application packet and being interviewed by a panel designated by the Chief Court Administrator.

A workgroup should be established to oversee the new appointment/reappointment process. Under the new process, all magistrates will be observed and evaluated at least once per year. The workgroup should develop an evaluation worksheet to be used during these observations. The workgroup should also enhance the mandatory training program provided to all magistrates. In addition, the workgroup should develop a formal system for the investigation of all complaints concerning magistrates.

## **INITIATIVES NOT ADDRESSED**

### **Access**

Facilities (Administration)

Utilization of Facilities

### **Collaboration**

Chief Court Administrator/Information Sharing

### **Accountability**

Assignments/Allocation (Judges)

Career Paths

Judges' New Assignment Assessment/Orientation

### **All Goals**

Training

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## Americans with Disabilities (ADA) *Providing Accommodations to People with Disabilities*

### American with Disabilities Act (ADA) and the Branch



[ADA Contact People](#)

### Auxiliary Aids and Services



[Directions and Wheelchair Access Information](#)

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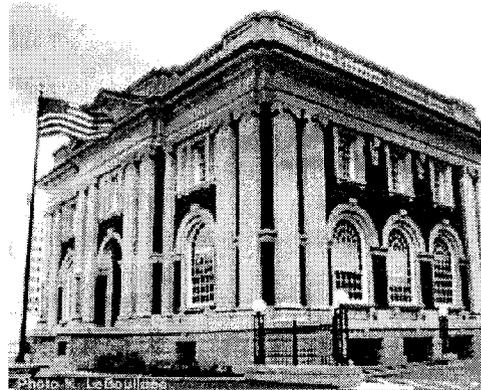
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SEARCH

### Appellate Court

75 Elm Street  
Hartford, CT 06106

[Telephone Numbers and Filing Address - PDF](#)



#### Directions:

**From the North and South** - Take Route 91 Northbound or Southbound to Exit 29A (Capitol Area). Enter the rotary "Pulaski Circle." Go halfway around rotary. Take a right onto Elm Street. The Appellate Court will be on your left.

**From the West** - Take Route 84 Eastbound to Exit 48-B (Capitol Avenue exit). At the light, take a left onto Capitol Avenue. At second light take a left onto Trinity Street. Take your first right at the traffic light onto Elm Street. The Appellate Court will be on your right.

**From the East** - Take Route 84 Westbound to Exit 54 to Downtown Hartford, Founders Bridge. At the end of the ramp, turn left at the light onto Columbus Boulevard. Take your second right onto Arch Street. (The first street on the right is a one-way.) Cross over Prospect Street and Main Street. Continue straight to the rotary "Pulaski Circle". Go halfway around rotary. Take a right onto Elm Street. The Appellate Court will be on your left.

**From the Southeast** - Take Route 2 Westbound to exit 5-D. (Wethersfield). Go over the Putnam Bridge and follow I-91 North. Take Exit 29-A, Capitol Area - enter the rotary "Pulaski Circle." Go halfway around rotary. Take a right onto Elm Street. The Appellate Court will on your left.

**Parking** - There is a pay parking lot immediately next to Appellate Court, on the corner of West and Elm Streets.

#### Wheelchair Access

to the Appellate Court is located on the right side of the building. Handicap parking, which is next to the entrance, is available on a first-come, first-served basis. Use the intercom at the accessible entry to summon security.

See photo of the parking and entrance >>



Wheelchair Access

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**ADA Contact People**


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	Geographical Area No. 5 at Derby	Melissa Seften	(203) 877-4293	<a href="mailto:Melissa.KnudsenSeften@jud.ct.gov">Melissa.KnudsenSeften@jud.ct.gov</a>
Danbury	Danbury Judicial District	Louis Pace	(203) 207-8637	<a href="mailto:Louis.Pace@jud.ct.gov">Louis.Pace@jud.ct.gov</a>
	Geographical Area No. 3 at Danbury	Louis Pace	(203) 207-8637	<a href="mailto:Louis.Pace@jud.ct.gov">Louis.Pace@jud.ct.gov</a>
	Juvenile Matters at Danbury	Antoinette Beal	(203) 797-4407	<a href="mailto:Antoinette.Beal@jud.ct.gov">Antoinette.Beal@jud.ct.gov</a>
	Danbury Support Enforcement Services	Walter Biesadecki	(203) 731-2940 Ext. 318	<a href="mailto:Walter.Biesadecki@jud.ct.gov">Walter.Biesadecki@jud.ct.gov</a>
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	Geographical Area	Antonio	(860) 647-	

	No. 12 at Manchester	D'Addeo	1091	<a href="mailto:Antonio.DAddeo@jud.ct.gov">Antonio.DAddeo@jud.ct.gov</a>
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	Geographical Area No. 14 at Hartford	Lorin Himmelstein	(860) 952-3522	<a href="mailto:Lorin.Himmelstein@jud.ct.gov">Lorin.Himmelstein@jud.ct.gov</a>
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	Juvenile Probation - Hartford	Geoffrey Scales	(860) 244-7910	<a href="mailto:Geoffrey.Scales@jud.ct.gov">Geoffrey.Scales@jud.ct.gov</a>
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	Juvenile Matters at Torrington	Nicholene Marciano	(860) 489-0201	<a href="mailto:Nicholene.Marciano@jud.ct.gov">Nicholene.Marciano@jud.ct.gov</a>
	Juvenile Probation	Keith Blanchard	(860) 489-0202	<a href="mailto:Keith.Blanchard@jud.ct.gov">Keith.Blanchard@jud.ct.gov</a>
<b>Middlesex</b>	Family Services - Middletown	Randy Russell	(860) 343-6460	<a href="mailto:Randy.Russell@jud.ct.gov">Randy.Russell@jud.ct.gov</a>
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	Juvenile Matters at Middletown	Kirsten Nichols	(860) 344-2986	<a href="mailto:Kirsten.Nichols@jud.ct.gov">Kirsten.Nichols@jud.ct.gov</a>
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New Haven Support Enforcement Services	Elsa Lopez	(203) 789-7485 Ext. 3052	<a href="mailto:Elsa.Lopez@jud.ct.gov">Elsa.Lopez@jud.ct.gov</a>	
<b>New London</b>	Adult Probation - New London	Michael Amanti	(860) 443-8112	<a href="mailto:Michael.Amanti@jud.ct.gov">Michael.Amanti@jud.ct.gov</a>
		Roberto Coyne	(860) 442-9426	<a href="mailto:Roberto.Coyne@jud.ct.gov">Roberto.Coyne@jud.ct.gov</a>
	Adult Probation -	Lois Dupointe	(860) 887-4926	<a href="mailto:Lois.Dupointe@jud.ct.gov">Lois.Dupointe@jud.ct.gov</a>

	Norwich	Tammy Lanier	(860) 889-8361	<a href="mailto:Tammy.Lanier@jud.ct.gov">Tammy.Lanier@jud.ct.gov</a>
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	Norwich Support Enforcement Services	Thomas Daniels	(860) 886-2694	<a href="mailto:Thomas.Daniels@jud.ct.gov">Thomas.Daniels@jud.ct.gov</a>
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	Juvenile Probation - Norwalk	Michael Federici	(203) 866-9275	<a href="mailto:Michael.Federici@jud.ct.gov">Michael.Federici@jud.ct.gov</a>
	Stamford/Norwalk Judicial District AND Geographical Area No. 1 at Stamford	Eileen Condron	(203) 965-5295	<a href="mailto:Eileen.Condron@jud.ct.gov">Eileen.Condron@jud.ct.gov</a>
	Geographical Area No. 20 at Norwalk	Cindy Dillon	(203) 849-3581	<a href="mailto:Cynthia.Dillon@jud.ct.gov">Cynthia.Dillon@jud.ct.gov</a>
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<b>Statewide</b>	Employee Accommodations	Laurie Parent	(860) 706-5275	<a href="mailto:Laurie.Parent@jud.ct.gov">Laurie.Parent@jud.ct.gov</a>
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	Jury Administration	Adam Easley	(860) 263-2710 Ext. 3014	<a href="mailto:Adam.Easley@jud.ct.gov">Adam.Easley@jud.ct.gov</a>
		Irene Mikol	(860) 263-2710 Ext. 3022	<a href="mailto:Irene.Mikol@jud.ct.gov">Irene.Mikol@jud.ct.gov</a>
	Legal Services	Steven Pelletier	(860) 706-5120	<a href="mailto:Steven.Pelletier@jud.ct.gov">Steven.Pelletier@jud.ct.gov</a>
	Office of Victim Services	Brenda Jordan	(860) 263-2760 Ext.3138	<a href="mailto:Brenda.Jordan@jud.ct.gov">Brenda.Jordan@jud.ct.gov</a>
	Support Enforcement Services, Administration	Betsy Rosser	(860) 569-6316	<a href="mailto:Betsy.Rosser@jud.ct.gov">Betsy.Rosser@jud.ct.gov</a>

	Support Enforcement Services - Central Processing Unit	Linda Vaccaro	(203) 789-7485	<a href="mailto:Linda.Vaccaro@jud.ct.gov">Linda.Vaccaro@jud.ct.gov</a>
	Support Enforcement Services- Child Support Call Center	Barbara Lung	(860) 228-5437	<a href="mailto:Barbara.Lung@jud.ct.gov">Barbara.Lung@jud.ct.gov</a>
<b>Tolland</b>	Geographical Area No. 19 at Rockville	Roy Smith	860-870-3201	<a href="mailto:Roy.Smith@jud.ct.gov">Roy.Smith@jud.ct.gov</a>
	Juvenile Matters at Rockville	Jonathan Garow	(860) 872-7143 Ext. 307	<a href="mailto:Jonathan.Garow@jud.ct.gov">Jonathan.Garow@jud.ct.gov</a>
	Juvenile Probation - Rockville	Tanique Thompson	(860) 872-2570	<a href="mailto:Tanique.Thompson@jud.ct.gov">Tanique.Thompson@jud.ct.gov</a>
	Rockville Support Enforcement Services	Barbara Lung	(860) 896-2400	<a href="mailto:Barbara.Lung@jud.ct.gov">Barbara.Lung@jud.ct.gov</a>
	Tolland Judicial District at Rockville	Roy Smith	(860) 870-3201	<a href="mailto:Roy.Smith@jud.ct.gov">Roy.Smith@jud.ct.gov</a>
<b>Waterbury</b>	Adult Probation - Waterbury	Robert Christiano	(203) 236-8022	<a href="mailto:Robert.Christiano@jud.ct.gov">Robert.Christiano@jud.ct.gov</a>
		Alison Parsons	(203) 236-8022	<a href="mailto:Alison.Parsons@jud.ct.gov">Alison.Parsons@jud.ct.gov</a>
	Family Services - Waterbury	Christopher Hadad	(203) 591-3325	<a href="mailto:Christopher.Hadad@jud.ct.gov">Christopher.Hadad@jud.ct.gov</a>
	Geographical Area No. 4 at Waterbury	Kristin Daigneault	(203) 236-8105	<a href="mailto:Kristin.Daigneault@jud.ct.gov">Kristin.Daigneault@jud.ct.gov</a>
		William Hoey	(203) 236-8101	<a href="mailto:William.Hoey@jud.ct.gov">William.Hoey@jud.ct.gov</a>
	Juvenile Matters at Waterbury	Beth Burns	(203) 591-2327	<a href="mailto:Beth.Burns@jud.ct.gov">Beth.Burns@jud.ct.gov</a>
	Waterbury Support Enforcement Services	Deborah Tvaronaitis	(203) 596-4188	<a href="mailto:Deborah.Tvaronaitis@jud.ct.gov">Deborah.Tvaronaitis@jud.ct.gov</a>
	Waterbury Judicial District	Philip H. Groth	(203) 591-3307	<a href="mailto:Philip.Groth@jud.ct.gov">Philip.Groth@jud.ct.gov</a>
<b>Windham</b>	Adult Probation - Willimantic	David Giller	(860) 774-5735	<a href="mailto:David.Giller@jud.ct.gov">David.Giller@jud.ct.gov</a>
	Geographical Area No. 11 at Danielson	Gina Mancini-Pickett	(860) 779-8480	<a href="mailto:Gina.Pickett@jud.ct.gov">Gina.Pickett@jud.ct.gov</a>
	Juvenile Matters at Willimantic	Carmen Eldridge	(860) 456-5707	<a href="mailto:Carmen.Eldridge@jud.ct.gov">Carmen.Eldridge@jud.ct.gov</a>
	Juvenile Probation - Willimantic	Geoffrey Gagnon	(860) 456-5720	<a href="mailto:Geoffrey.Gagnon@jud.ct.gov">Geoffrey.Gagnon@jud.ct.gov</a>
	Putnam Support Enforcement Services	Kimberley Briere	(860) 963-2580	<a href="mailto:Kimberly.Briere@jud.ct.gov">Kimberly.Briere@jud.ct.gov</a>
	Windham Judicial District at Putnam	Francis Orszulak	(860) 928-7749	<a href="mailto:Francis.Orszulak@jud.ct.gov">Francis.Orszulak@jud.ct.gov</a>
	Windham Judicial District at	Francis Orszulak	(860) 423-8491	<a href="mailto:Francis.Orszulak@jud.ct.gov">Francis.Orszulak@jud.ct.gov</a>

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**REQUEST FOR ACCOMMODATION  
BY PERSONS WITH DISABILITIES**

JD-ES-264 New 1-10

STATE OF CONNECTICUT  
**JUDICIAL BRANCH**  
www.jud.ct.gov



**Instructions:** Fill out all of the sections of this form. Send the filled out form to the Americans With Disabilities Act contact person at the court location where the case will be heard. Additional documents may be attached, if necessary.

Name of person requesting accommodation	Telephone number	Date(s) accommodation is needed
Address (number, street, apartment, town, state, zip code)	Case name or docket number (if known)	
Location where accommodation is needed	Email (optional)	

Person is  Juror  Defendant  Plaintiff  Witness  Other (Specify): \_\_\_\_\_

Type of case  Criminal  Civil  Other (Specify): \_\_\_\_\_

I. Describe the nature of the disability that makes an accommodation necessary

---

II. Describe how the disability affects a major life activity

---

III. Suggest the reasonable accommodation that is necessary

---

IV. Special requests or additional comments

---

Signature	Date
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The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)

The request for accommodation is **Granted**.

The request for accommodation is **Granted with the following alternate accommodation**.

---

---

The request for accomodation is **Denied**

the applicant is not a qualified individual with a disability

the requested modification would cause a fundamental alteration of a program or service

the requested modification would present an undue financial or administrative burden

other (specify)

The applicant has been informed of the option to file a grievance / complaint.

The applicant has been informed of the option to pursue other state or federal agency relief.

---

Americans with Disabilities Act Division Coordinator or Designee  
\*\*Signature required in cases of denial\*\*

Date

---

## PROCEDURE FOR MEMBERS OF THE PUBLIC TO REQUEST AN ACCOMMODATION UNDER THE AMERICANS WITH DISABILITIES ACT

The Connecticut Judicial Branch is committed to ensuring that persons with disabilities have equal and full access to the Connecticut judicial system. Access to the judicial system can mean physical access to enter or move about the Branch's buildings or the ability to participate fully in our programs and services. Any person who, has a physical or mental impairment that limits one or more major life activity, has a record of such impairment or is regarded as having such impairment may request an accommodation.

1. A request for an accommodation can be made at any time. It is best, however, to make the request as far in advance as possible in order to allow time to review your request and to make arrangements for the accommodation, if needed. You should give a minimum of ten (10) days notice, if possible. In emergency situations, the ten-day requirement can be waived, but you should make your request as soon as you know that you may need an accommodation.

2. A request can be made in any court clerk's office, in a court service center located in most courthouses, over the telephone, by email or on the internet by accessing the Americans with Disabilities Act quick link on the Judicial Branch webpage. There is also a contact person at each facility who can assist individuals with disabilities by answering specific questions about access to services and by processing requests for accommodations. The list of contact people and their email addresses can also be found on the webpage.

3. Although you can request an accommodation in any written form or orally, it is preferred that the request be made by completing a Request For Accommodation By Persons With Disabilities form. The form can be obtained at the above locations and on the webpage. Upon request, the form can be available in an alternative format, such as in Braille or large print. If you need help filling out the form, ask the local contact person, the clerk or any other court personnel to help you. You may wish to attach other documents to the form, such as a doctor's letter.

4. The accommodation request must include the full name, address and contact information of the person making the request. If known, the request should state the date of the proceeding, the docket number and whether it is a civil or criminal matter. The request should state the nature of the disability that makes an accommodation necessary and include a suggestion as to what would be a reasonable accommodation for the disability.

5. The accommodation requested may be for specific equipment and services, such as assistive listening devices, sign language interpreters or printed material in alternate formats. A full list of available aids and services can be obtained at the above locations and on the webpage.

6. Most requests for accommodation do not require proof to confirm the existence of a disability. In some cases, however, it is necessary to provide additional information in order to determine whether or not the person requesting the accommodation is a “qualified” person with a disability under the ADA or what accommodation is the most appropriate. The Judicial Branch is committed to preserving confidentiality in every request for an accommodation. Information provided will be discussed only as necessary to decide if an accommodation is needed and the appropriate type of accommodation.

7. Many requests for accommodation can be granted immediately by the person to whom the request is made. Other requests involve further consideration, sometimes by an ADA Division Coordinator. You will be notified of the decision concerning your request as soon as possible. If an accommodation is appropriate, an effort is made to provide the accommodation that is suggested. If another accommodation will be equally effective in providing equal and full access to the Connecticut judicial system, the alternate accommodation may be offered.

8. Although the Judicial Branch is committed to ensuring that persons with disabilities have equal and full access to the Connecticut judicial system, some requests for an accommodation may be denied. The ADA does not require that an accommodation be provided to someone who is not a “qualified” individual with a disability. In addition, the ADA does not require actions that would cause a “fundamental alteration of a program or service” or would present an “undue financial or administrative burden.”

9. If the request for accommodation is denied, or if you do not agree with the accommodation offered, you can file a grievance / complaint of the decision. The grievance must be filed no later than ten (10) days after the act or decision that forms the basis of the complaint. Information about the grievance process and grievance forms can be obtained at the above locations and on the Judicial Branch webpage.

## GRIEVANCE / COMPLAINT PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This process is established to meet the requirements of the Americans With Disabilities Act (ADA) to address complaints concerning the services, programs and activities of the Judicial Branch. Any person who believes that he/she has been discriminated against, or that a reasonable accommodation has not been provided to him/her that would permit the person to fully participate in, or receive the benefits of, the services, programs or activities of the Judicial Branch, may file a complaint under this process.

1. The complaint must be in writing, must be signed by the complainant and must be filed with the Director of the Human Resource Management Unit no later than ten (10) days after the act or decision that forms the basis of the complaint. The complaint shall be submitted to: Robert D. Coffey, Director, Human Resource Management Unit, 90 Washington Street, Hartford, Connecticut, 06106. (860) 706-5280. Alternative means of filing a complaint, such as a personal interview or a tape recording of the complaint, will be made available for a person with a disability upon request.
2. Each complaint must be dated and must contain the full name and address of the person filing the complaint. The complaint must contain a description of the alleged discriminatory act or decision, including relevant dates and locations, if applicable. All documents that relate to the complaint or the names and contact information of witnesses must also be submitted with the complaint. The complaint should also state the desired remedy or solution requested.
3. The Director of the Human Resource Management Unit shall obtain any and all information or documents that were submitted with the request for accommodation or that relates to the complaint or to the decision that forms the basis for the complaint.
4. Within ten (10) days of receiving the complaint, the Director of the Human Resource Management Unit shall select a panel of three (3) individuals to decide the complaint. The panel shall be selected from the five (5) ADA Division Coordinators from the Administrative Services, Court Support Services, External Affairs, Information Technology and Superior Court Operations divisions. None of the panel members selected shall be from the division where the accommodation request was made or who participated in the decision that is the subject of the complaint.
5. The panel members shall convene and shall consider the information and documents submitted. If they determine that the information submitted is insufficient, the panel members may request, obtain and consider additional information that they deem necessary to a full and fair determination of the complaint.

6. If, after consideration, the panel concludes that there is insufficient information to sustain the complaint, the panel shall dismiss the complaint. The panel shall advise the complainant in writing or, where appropriate, in a format accessible to the complainant, of the dismissal of the complaint and of the federal and state agencies available should the person wish to pursue the matter further. To the extent possible, the panel shall make its decision within thirty (30) calendar days from the date the complaint was filed.

7. If, after consideration, the panel concludes that there is reason to believe that a discriminatory act may have occurred, the panel shall promptly attempt to resolve the complaint with the person who filed the complaint. To the extent possible, the panel shall make its decision within thirty (30) calendar days from the date the complaint was filed. If the panel is able to resolve the complaint, the resolution shall be set forth in writing and sent to the complainant. If the panel is not able to resolve the complaint, the panel shall advise the complainant, in writing, of the offers that it has made to resolve the complaint and of the federal and state agencies available should the person wish to pursue the matter further.

8. The panel may seek advice from the Legal Services Unit in the performance of its duties.

9. All decisions shall be by majority vote of the panel.

10. The Judicial Branch is committed to preserving confidentiality. Information provided as part of a complaint filed under this process will be discussed only as necessary to conduct a complete investigation and render a decision, including discussion of possible resolutions. The complaint and any material gathered as a result of the complaint will be retained in the Human Resource Management Unit no longer than three (3) years from the date of the final resolution of the complaint unless the complainant pursues the matter further.

11. Every effort will be made to comply with the time limits contained herein. Complex investigations or the absence of witnesses may cause necessary delay. The procedures and time limitations herein are to be liberally construed to provide a full review of complaints alleging discrimination or the failure to provide a reasonable accommodation.

**GRIEVANCE/COMPLAINT FILED  
UNDER THE AMERICANS WITH  
DISABILITIES ACT**

JD-ES-263 New 2-10

**STATE OF CONNECTICUT  
SUPERIOR COURT**

[www.jud.ct.gov](http://www.jud.ct.gov)



**Instructions**

File this form with the Director, Human Resource Management Unit, 90 Washington Street, Hartford, Connecticut 06106, (860) 706-5280, no later than ten (10) days after the act or decision complained about. Attach additional documents if necessary.

Name of person filing complaint	Telephone
---------------------------------	-----------

Address (city)	(state)	(zip)	E-mail (optional)
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Description of alleged discriminatory act or decision (include dates, locations, names and contact information of witnesses - use additional page(s), if necessary.)

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Remedy or solution requested

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-----  
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Signature of complainant (person filing this complaint)	Dated
---	-------

- The complaint is dismissed.
- The following resolution is offered and the matter is concluded: \_\_\_\_\_  
\_\_\_\_\_
- The above resolution has been offered but the matter is not concluded.
- The complainant has been told about the federal and state agencies that are available if he or she wants to pursue the matter further.

Additional Comments:

-----  
-----  
-----

Panel of ADA Division Coordinators

By: \_\_\_\_\_ Dated \_\_\_\_\_

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/).



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## Civil Matters - Statewide Standing Orders

### Discovery and Deposition Dispute Order Revised April 29, 2009

When a case has been assigned for trial, any Practice Book Chapter 13 motion directed to discovery or deposition issues filed within six months of the trial date shall be heard by the presiding judge of the judicial district or a designee. The party seeking resolution of a discovery or deposition dispute shall promptly notify the caseflow coordinator so that the matter may be scheduled for a hearing forthwith; the motion shall not be placed on the short calendar.

Any such motion shall be accompanied by an affidavit of counsel certifying that bona fide attempts have been made to resolve the matter(s) at issue and counsel have been unable to reach an accord. The affidavit shall detail the communications held or attempted in an effort to resolve the issue including the date, time and participants in each such communication.

The party seeking resolution of a deposition dispute may request assistance with the resolution of the dispute via teleconference with the presiding judge of the judicial district or a designee, by contacting the caseflow coordinator for the district. If, after discussion of the matter with the presiding judge or a designee, the parties are unable to resolve the dispute, a hearing shall be held as soon as possible.

The judicial authority may make any appropriate order including the imposing of sanctions pursuant to Connecticut Practice Book Section 13-14. Failure to abide by such orders shall subject the offending party to nonsuit or default. Outstanding discovery or depositions shall not delay the commencement of trial.

Barbara M. Quinn  
Chief Court Administrator

Arthur A. Hiller  
Chief Administrative Judge, Civil Division

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**Proposed Practice Book Rule for the Appointment and Use of Special Masters**

At the request of a party or on the judicial authority's own initiative, the judicial authority may appoint a person to supervise discovery in any civil matter upon such terms as the judicial authority may direct. The person appointed shall make reports to the judicial authority with recommended rulings, if necessary, with respect to disputed discovery issues. The judicial authority may accept, reject, or modify any such recommended ruling, schedule a hearing, receive evidence, or return the matter to the person appointed to supervise discovery. The fees and expenses, if any, of the person appointed to supervise discovery, shall be set by the court and paid by the parties as the court may determine.

## FACTS ABOUT THE CONNECTICUT JUDICIAL BRANCH COMPLEX LITIGATION DOCKET

### ■ WHAT IS THE COMPLEX LITIGATION DOCKET?

The Complex Litigation Docket has been established by the Chief Court Administrator to resolve some of the most challenging civil cases facing our courts today. Cases are considered for placement on the Complex Litigation Docket on the basis of their individual merit, in the exercise of sound discretion, on a non-formulaic basis. Generally, these cases involve multiple litigants, legally intricate issues or claims for damages that could total millions of dollars.

An individual calendar method of case management will be employed; that is, an individual judge will preside over all aspects of the litigation, including trial.

Judges assigned to the Complex Litigation Docket are fully supported by staff. They employ new technology and make use of enhanced court-annexed alternative dispute resolution programs, including the use of special masters.

### ■ WHAT ARE THE GOALS OF THE COMPLEX LITIGATION DOCKET?

The goals of the Complex Litigation Docket are four-fold:

- As complex litigation cases benefit from the individual calendar method of case management, increased efficiency will be achieved by expanding this method of case management to all matters assigned to the Complex Litigation Docket.
- To permit the development and use of suitable discovery, pleading and trial procedures designed to promote efficiencies, thereby saving the parties time and expense.
- To reduce the time period between filing and disposition for both complex and non-complex cases.
- To aid in the creation of a consistent body of law in the area of commercial transactions.

### ■ WHERE ARE THE COMPLEX LITIGATION DOCKETS LOCATED?

Complex Litigation Dockets are available in three locations: Hartford, Stamford and Waterbury.

### ■ WHO ARE THE JUDGES ASSIGNED TO THE COMPLEX LITIGATION DOCKETS?

The following judges are currently assigned to the Complex Litigation Dockets and have committed to remaining in the assignment for a minimum of three years:

#### Hartford Judicial District

Hon. Marshall K. Berger, Jr.      Hon. Grant Miller

Hon. Robert B. Shapiro

#### Stamford Judicial District

Hon. John F. Blawie      Hon. Alfred J. Jennings, Jr.

#### Waterbury Judicial District

Hon. William T. Cremins      Hon. Dan Shaban

Hon. Kevin G. Dubay      Hon. Barry K. Stevens

### ■ HOW DOES A CASE GET REFERRED TO THE COMPLEX LITIGATION DOCKET?

A case will be considered for the Complex Litigation Docket if a judge, or any party, at any time in the proceedings, requests that the matter be designated as a complex litigation case. Parties requesting that a case be placed on the Complex Litigation Docket should file an *Application for Case Referral - Complex Litigation Docket (CLD)* form, JD-CV-39.

Pursuant to Connecticut General Statutes Sec. 52-259, there is a \$325.00 fee for each case requested. Forms are available in every Judicial District Clerk's Office or on the Judicial Branch website at:

<http://www.jud2.ct.gov/webforms>.

Any objection must be filed within 15 calendar days after the filing of the *Application for Case Referral - Complex Litigation Docket (CLD)* form and must be titled "Objection to Transfer to the Complex Litigation Docket". This objection is to be filed at the following address:

Clerk, Waterbury Judicial District, CLD  
Attn: Chief Administrative Judge  
300 Grand Street, Waterbury, CT 06702

The Chief Administrative Judge of the Civil Division has discretion to schedule a hearing to consider whether referral to the Complex Litigation Docket is appropriate.

■ **WHAT FACTORS WILL BE CONSIDERED IN DETERMINING ELIGIBILITY?**

The Chief Administrative Judge, Civil Division, or any other Superior Court Judge designated by the Chief Administrative Judge, Civil Division, will determine eligibility in any given case. Each case proposed for placement on the Complex Litigation Docket will be evaluated on its individual merits, taking into account the following factors:

- The number of parties
- The number of counsel
- The amount of the claim and the nature of the relief requested
- The anticipated length of trial
- The complexity of the issues presented for resolution
- The extent and complexity of pretrial proceedings, including discovery matters, motion practice, and special proceedings
- The overall need for the special oversight and management that the Complex Litigation Docket may provide
- Whether alternative case management approaches are available in the judicial district where the case has been brought

■ **WHAT TYPES OF CASES WILL BE CONSIDERED AS COMPLEX LITIGATION?**

While each case proposed for the Complex Litigation Docket will be evaluated on its individual merits, the following types of cases often have been found to be appropriate for assignment to the Complex Litigation Docket:

- Non-Commercial Class Action
- Environmental
- Mass Tort (i.e., airline, train, autobus, etc.)
- Prejudgment Remedy
- Medical Malpractice
- Product Liability
- Construction Contract
- Cases affecting the formation, governance, dissolution or transfer of control of business entities
- Uniform Commercial Code
- Securities
- Complex Contract
- Connecticut Unfair Trade Practices Act
- Intellectual Property
- Business Tort
- Commercial Class Action
- Any other case designated by the Chief Administrative Judge

■ **WHAT FACTORS WILL BE CONSIDERED WHEN ASSIGNING A CASE TO A PARTICULAR COMPLEX LITIGATION DOCKET LOCATION?**

Assignment of a case to a particular Complex Litigation Docket location will be based on the following factors, including but not limited to:

- Convenience to the litigants
- Availability of a judge or judges, and the
- Subject matter of the dispute and experience of the specific judge

■ **WHO SHOULD I DIRECT QUESTIONS TO?**

Please contact Rose Ann Rush at Court Operations at (203) 965-5288, with any questions concerning the Complex Litigation Docket.

**APPLICATION FOR CASE REFERRAL -  
COMPLEX LITIGATION DOCKET (CLD)**

JD-CV-39 Rev. 10-09 (2)  
Pr. Bk. Sec. 23-15, C.G.S. §§ 51-347b, 52-259

STATE OF CONNECTICUT  
SUPERIOR COURT - CIVIL DIVISION  
www.jud.ct.gov



**Instructions**

1. Counsel seeking to have a case referred to the Complex Litigation Docket (CLD) must supply all of the information requested below. (Failure to supply complete and accurate information may disqualify a case.)
2. This application must be accompanied by the appropriate fee (C.G.S. § 52-259).
3. Information that does not fit on this form should be attached on a separate sheet, numbered to correspond to the inquiries on the form.
4. Send the original with the appropriate fee to: **Clerk, Waterbury Judicial District, CLD, Attn: Chief Administrative Judge, 300 Grand Street, Waterbury, CT 06702.**

**Note:** Any objection to the transfer of this case to the CLD must be filed within 15 calendar days after the filing of this application and must be titled "Objection to Transfer to the Complex Litigation Docket". The original objection must be filed to the attention of the Chief Administrative Judge at the address listed in instruction 4.

**I submit this application for the Court's consideration.**

Name and address of applicant	Juris number	Telephone number
1. Case name (Plaintiff v. Defendant)	2. Docket number	
3. Judicial District in which case is pending	4. Return date of original complaint	

**5. List all plaintiffs and their counsel:**

Plaintiff's name	Counsel's name and address	Counsel's phone #

**6. List all defendants and their counsel:**

Defendant's name	Counsel's name and address	Counsel's phone #

**7. Indicate whether opposing counsel opposes:**

- |  |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|
|  | Yes                      | No                       | Not yet determined       |
| a. referral to the CLD.....                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. transfer to the CLD location requested on this application... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**8. Briefly describe the nature of the case: (products liability, anti-trust, stockholders' action, UCC, etc.)**

.....

.....

.....

**9. List any cases with which this case is or may be consolidated:**

(If you are counsel in any of these cases, complete an application and submit the appropriate fee for each case.)

Case name (Plaintiff v. Defendant)	Docket number	Judicial District

**10. Indicate the status of the litigation:**

- |   |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
|   | Yes                      | No                       | Not yet determined       |
| a. pleadings closed.....                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. discovery completed.....                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. class action status sought.....                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. scheduled for trial — if so, when _____ (Date) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. pretrial held.....                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. trial management conference held.....          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(Continued...)

- |   |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
|   | Yes                      | No                       | Not yet<br>determined    |
| g. claimed for jury trial.....          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. claimed for bench trial.....         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. ADR methods have been attempted..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. file sealed (partial/entire).....    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. Has a request (written or verbal) to refer this case to the Complex Litigation Docket previously been denied by the presiding judge in the judicial district where this case is pending?  Yes  No

12. What is the estimated length of trial (in days)? \_\_\_\_\_

13. Why should this case be referred to the CLD ?  
 -----  
 -----  
 -----  
 -----  
 -----  
 -----

14. Which CLD location is requested? (Enter order of preference.)  
 \_\_\_ Hartford \_\_\_ Stamford \_\_\_ Waterbury

**Certification**

I certify that a copy was mailed or delivered to all counsel and self-represented parties of record on:	Date	Signed (individual attorney) ▶	Juris number	Phone number
Name of each party copy was mailed or delivered to*		Address at which copy was mailed or delivered*		

\* If necessary, attach additional sheet or sheets with the name of each party and the address at which the copy was mailed or delivered to.

**Order (For court use only)**

The above application having been considered, I hereby order:

that the above case is designated as a complex litigation case and is ordered transferred to the Complex Litigation Docket in the Judicial District and court location shown below pursuant to subsection (a) of C.G.S. § 51-347b, having determined that such transfer is required for the efficient operation of the courts and to insure the prompt and proper administration of justice.

Transferred to (Name of Judicial District and address of court)

that the application is denied.

Signed (Chief Court Administrator/Chief Administrative Judge)	Date
---	------

**Objection (For court use only)**

Objection to transfer to the CLD filed \_\_\_\_\_ (Date)  Overruled  Sustained

**Case assignment (For court use only)**

Name of CLD Judge	CLD Judge prefix	Date JDNO sent
CLD location (Number street, and town)		

**CONSENT OF PARTIES TO REFERRAL TO JUDGE TRIAL REFEREE — CIVIL MATTERS — FOR TRIAL, JUDGMENT AND APPEAL**



JD-CV-111 Rev. 10-09  
C.G.S. §§ 52-434 (a)(1), 52-434 (b)  
P.B. § 19-3

**Instructions:**

1. File this form with the Clerk's Office at the Judicial District court location where the case is pending, unless this case has been referred to the Complex Litigation Docket.
2. If this case has been referred to the Complex Litigation Docket, send the form to: **Clerk, Waterbury Judicial District, CLD, Attn: Chief Administrative Judge, 300 Grand Street, Waterbury, CT 06702.**

Name of case	Docket number
--------------	---------------

Judicial District (Number, street, town and zip code)

1. The parties signing below understand that written consent is required for the Superior Court to refer any civil jury case pending before the court in which the issues have been closed to a judge trial referee who shall have and exercise the powers of the Superior Court in respect to trial, judgment and appeal. C.G.S. § 52-434 (a)(1).
2. If this case is or becomes a civil jury case in which the issues have been closed, the parties signing below consent to the Superior Court referring this case for trial, judgment and appeal to a judge trial referee appointed pursuant to C.G.S. § 52-434 (b).
3. The parties signing below acknowledge that lack of consent to referral to a judge trial referee under the circumstances outlined above does not prevent a referral of this case to a judge trial referee under circumstances for which consent to such referral is not required.

**Signature of all parties or their attorney(s) is necessary.**

Name of Plaintiff(s)*	Signature of Plaintiff(s) or Signature of Attorney(s) for Plaintiff(s)	Print name of person signing
Name of Defendant(s)*	Signature of Defendant(s) or Signature of Attorney(s) for Defendant(s)	Print name of person signing

\*If necessary, attach additional sheet for signature(s).

**For Court Use Only:**

Referred to Judge Trial Referee    Name of JTR: \_\_\_\_\_

Name of Referring Judge: \_\_\_\_\_

Date of Referral: \_\_\_\_\_

Additional Orders: \_\_\_\_\_

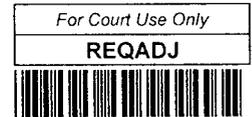
\_\_\_\_\_

**REQUEST FOR ADJUDICATION  
COMPLEX LITIGATION DOCKET (CLD)**

JD-CL-77 Rev. 12-09

**STATE OF CONNECTICUT  
JUDICIAL BRANCH**

www.jud.ct.gov



**INSTRUCTIONS**

1. Fill out a form for each motion or objection (or request) that you want decided.
2. File in the CLD location where the case is assigned.
3. In all cases that require e-filing, Requests For Adjudication shall be e-filed and the filer must select "Request for Adjudication Complex Litigation" when naming the form in e-filing.

The Court will **only** act on or schedule a motion or objection (or request) if a *Request for Adjudication* form is filed. A Request for Adjudication form should be filed **after** the time for filing a response to the motion or objection has passed (unless the matter needs immediate action or the parties agree, in which case it may be filed before the time for filing a response has passed).

Judicial District of	Name of case	Docket number
Title of motion or objection that you want decided		Date of motion or objection
		Motion or objection entry number

- |   |                          | Yes                      | No                       |
|---|--------------------------|--------------------------|--------------------------|
| 1. May the motion or objection be granted or sustained by agreement or consent? .....                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Has opposing counsel or self-represented party already filed a response to the motion or objection? .....                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, provide the date of the response: _____ and entry number: _____   |                          |                          |                          |
| If no, indicate the agreed date, if any, when the response will be filed: _____   |                          |                          |                          |
| 3. Is oral argument requested? .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is testimony required? .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, how much time will be needed: _____   |                          |                          |                          |
| 5. Does the matter need immediate action? .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, explain why it is necessary. A telephonic conference may be requested for matters that need immediate action.       |                          |                          |                          |
| 6. Are there any other motions or pleadings directly related to the Court's consideration of the motion or objection? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, give the title, date and entry number of the motion(s) or pleading(s):  |                          |                          |                          |

**Certification**

I certify that a copy was mailed or delivered to all counsel and self-represented parties of record on:	Date	Signed (individual attorney)	Juris number	Phone number
Name of each party copy was mailed or delivered to*		Address at which copy was mailed or delivered*		

\* If necessary, attach additional sheet or sheets with the name of each party and the address at which the copy was mailed or delivered to.

<b>(For Court Use Only)</b>	File date
Response filed by (date): _____ Reply briefs filed by (date): _____	
Argument to be held on (date): _____	
For Office use: Complete : _____ Withdrawn on (date): _____	

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact the court clerk of the Judicial District above. [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)

**GENERAL CASE MANAGEMENT ORDER  
COMPLEX LITIGATION DOCKET (CLD)**

JD-CL-111 Rev. 3-10  
P.B. §§ 23-13 to 23-15

STATE OF CONNECTICUT  
**SUPERIOR COURT**  
[www.jud.ct.gov](http://www.jud.ct.gov)



Docket number	Judicial District of	Date
Plaintiff	Defendant	
<b>VS.</b>		

Unless otherwise ordered by the court, the following **orders** apply in all cases assigned to the Complex Litigation Docket:

1. Under Practice Book section 23-14, the following procedures for the scheduling and deciding of motions take the place of any conflicting provision of the Connecticut Practice Book, including, but not limited to, Sections 11-13 through 11-17, 17-31 and 17-32. This case is assigned to the judge who issues this order for all purposes, including trial.
2. All motions, pleadings, and any other documents shall have the docket number that appears above on them, shall include the prefix assigned, for example "X\_\_\_\_", and shall say "Superior Court, Complex Litigation Docket at \_\_\_\_\_" at the top.
3. All communications concerning a case assigned to the Complex Litigation Docket shall be in the form of motions; they shall not be in the form of letters to the judge. Communications concerning scheduling may be made by letter to the court officer. Copies of all motions and letters shall be sent to all counsel and self-represented parties of record and the letters and motions shall certify that a copy was sent to all counsel and self-represented parties. Such communications shall not contain information concerning the merits of an issue or the substance of negotiations.
4. The opposing party shall file a response to any motion or objection requiring decision or action by the court within 15 days from the date of filing of the motion or objection, unless counsel and self-represented parties indicate in the Request For Adjudication or in a written stipulation filed with the court an agreement extending the time within which such response may be filed, or the court, upon motion, extends the time. Any motion for extension of time shall state whether or not the opposing party objects to the extension of time or that the party's position cannot be determined.
5. A Request For Adjudication should be filed **after** the time for filing a response has passed (unless the matter needs immediate action or the parties agree, in which case it may be filed before the time for filing a response has passed). A Request For Adjudication form, JD-CL-77, is available on the judicial website, [www.jud.ct.gov](http://www.jud.ct.gov) under "Forms." Except for self-represented parties and attorneys excluded from e-filing, Requests For Adjudication shall be e-filed and the filer shall select "Request for Adjudication Complex Litigation" when naming the form in e-filing. When a motion or objection needs to be reviewed quickly, any party may immediately file a Request For Adjudication and may request an immediate conference or hearing.
6. A Request for Adjudication form must be filed for any motion or objection to be decided by the court. The court will not schedule or act on any motion, objection or request unless a Request for Adjudication is filed (*except for motions filed during evidentiary proceedings*).
7. Motions and objections about discovery will not be considered by the court (*and may be summarily denied without prejudice*) unless an affidavit is filed with the Request for Adjudication that states that counsel and self-represented parties have made good faith efforts to resolve the dispute. See Practice Book Sections 13-8 (b), 13-10 (c).
8. The party filing a Request For Adjudication shall contact the court officer promptly in writing if a motion or objection is resolved or no longer requires adjudication.
9. Oral argument on motions is at the discretion of the court, except as a matter of right under Practice Book Sections 11-18 (a) (2) and (3).
10. At the first status conference, the court may decide any pending motions or objections and may issue a scheduling order and a trial date.
11. The judge who issues this order may issue additional case management orders, scheduling orders, and trial management orders.

The court officer assigned to this case is:

Court Officer	Telephone number	Fax number
Address	E-mail	

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact the court clerk of the Judicial District above. [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)



- Attorneys
- Case Look-up
- Courts
- Directories
- Educational Resources
- E-services
- Español
- Frequently Asked Questions
- Juror Information
- Online Media Resource Center
- Opinions
- Opportunities
- Self-Help

**SEARCH**

**ESPAÑOL**

**FORECLOSURE SALES**

### Latest News and Updates

**Warning:** To minimize inconvenience to users, system upgrades to the e-filing system will ... [See Further Details](#)

07/08--[Notice of New E-Services for Attorneys: Last known address](#) **NEW!**

07/02--[Judicial Branch website enhancements under way: Program to allow online payment of tickets being developed](#) PDF **NEW!**

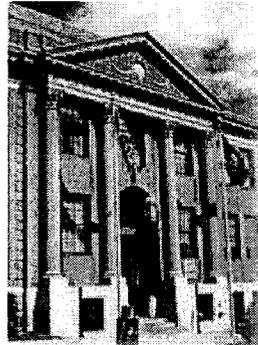
06/30--[Closure of Superior Court for Juvenile Matters at Norwalk and the Transfer of Pending Cases](#)

06/30--[How-To Video for filling out Appearance Form JD-CL-12](#)

06/28--[Law School for Journalists Seminar](#) VIDEO

06/23--[Appellate Court - Schedule of Motions Hearings for Thursday, July 15, 2010 at 10:00 A.M.](#) PDF

► [More News ...](#)



A Connecticut Courthouse

### Quick Links

- [Americans with Disabilities Act \(ADA\)](#)
- [Bidding Opportunities](#)
- [Child Support](#)
- [Committees & Commissions](#)
- [Court Rules | Statutes](#)
- [Court Service Centers | Español](#)
- [Directions & Phone Numbers](#)
- [Foreclosure Sales - NEW!](#)
- [Forms | Fees](#)
- [Job Openings | Judicial Employees](#)
- [Judicial Branch Recovery Initiative](#)
- [Judicial Branch Strategic Plan](#)
- [Law Libraries](#)
- [Mediation Programs / ADR](#)
- [Publications/Videos | Español](#)
- [Putting Children First: Minimizing Conflict in Custody Disputes - Video](#)
- [Statistics](#)
- [Victim Services | Español](#)
- [Violation of Probation - Outstanding Arrest Warrants](#)

### Attorney Quick Links



**e-filing**  
available for  
most Civil Cases

[Judicial Branch Recovery Initiative](#)



### Upcoming Meetings and Events

- July 2010 [Statewide Grievance Committee Schedule of Public Hearings](#) - PDF
- 07/14/10 [Committee on Judicial Ethics](#)
- 07/15/10 [Appellate Court - Schedule of Motions Hearings](#) - PDF
- 07/19/10 [Racial and Ethnic Disparity Commission in the Criminal Justice System](#)
- 07/21/10 [Sexual Assault Forensic Examiners Advisory Committee](#)
- 07/24/10 [Committee on Judicial Information Policy](#)

**Mission Statement - The mission of the State of Connecticut Judicial Branch is to serve the interests of justice and the public by resolving matters brought before it in a fair, timely, efficient and open manner.**

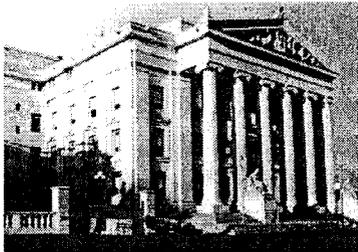
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[Common Legal Words](#) | [Contact Us](#) | [Related Links](#) | [Site Map](#) | [Topic Search](#) | [Website Awards](#) | [Website Policies](#)  
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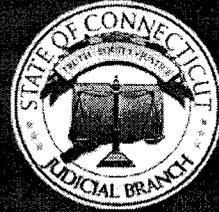
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Go To **State of Connecticut**  
**Division of Public Defender Services**

Go To **Official State of Connecticut Website**



State of Connecticut  
**Judicial Branch**



**COURT  
SERVICE  
CENTERS**



## **Court Service Centers**

***“Making a difference in  
Connecticut communities”***

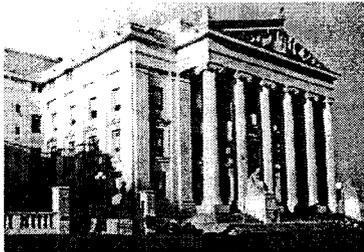
### **This is a list of some things the Court Service Center staff *can do* for you.**

- explain and answer questions about how the court works.
- give you contact information for local legal services and programs, and other services where you can get legal information.
- give you general information about court rules, procedures, and practices.
- give you court schedules and information on how to get a case heard by the court.
- give you information about your case file.
- give you work space, where available, to prepare your forms and documents.
- usually answer questions about court deadlines and how to figure them out.

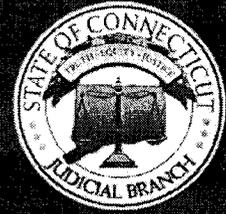
### **This is a list of some things we are *unable to do* for you.**

- tell you whether or not you should bring your case to court.
- tell you what words to use in your court papers. (However, we can check your papers for completeness. For example, we can check for signatures, notarization, correct Judicial District, correct case number, and presence of attachments.)
- tell you what to say in court.
- give you an opinion about what will happen if you bring your case to court.
- talk to the judge for you.
- let you talk to the judge outside of court.
- change an order signed by a judge.

For additional information, please visit or contact one of the Court Service Center locations  
at [www.jud.ct.gov/csc/loc.htm](http://www.jud.ct.gov/csc/loc.htm), or one of the Connecticut Judicial Branch Law Libraries  
at [www.jud.ct.gov/lawlib/staff.htm](http://www.jud.ct.gov/lawlib/staff.htm)



State of Connecticut  
**Judicial Branch**



**Public  
Information  
Desks**



**Connecticut  
Judicial Branch**

## Public Information Desks

***“Making a difference in  
Connecticut communities”***

### **This is a list of some things the Public Information Desk staff *can do* for you.**

- explain and answer questions about how the court works.
- give you contact information for local legal services and programs, and other services where you can get legal information.
- give you general information about court rules, procedures, and practices.
- give you court schedules and information on how to get a case heard by the court.
- give you information about your case file.
- give you work space, where available, to prepare your forms and documents.
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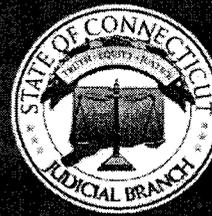
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- give you an opinion about what will happen if you bring your case to court.
- talk to the judge for you.
- let you talk to the judge outside of court.
- change an order signed by a judge.

For additional information, please visit or contact one of the Public Information Desk locations at <http://www.jud.ct.gov/pid/#desks>, or one of the Connecticut Judicial Branch Law Libraries at [www.jud.ct.gov/lawlib/staff.htm](http://www.jud.ct.gov/lawlib/staff.htm)



State of Connecticut  
**Judicial Branch**  
(Poder Judicial del Estado de Connecticut)



**COURT  
SERVICE  
CENTERS**



**Connecticut  
Judicial Branch**

## Los Centros de Servicios del Tribunal

*“Marcando una diferencia  
en las comunidades  
de Connecticut”*

**Esta es una relación de ciertas cosas que el personal de  
los Centros de Servicios del Tribunal *puede hacer* por usted.**

- explicarle cómo funciona el tribunal y contestarle preguntas acerca de esto.
- facilitarle información acerca de cómo comunicarse con programas y servicios de asesoría legal locales, así como con otros servicios donde puede obtener información legal.
- brindarle información general acerca del reglamento, los procedimientos y las normas del tribunal.
- darle el horario del tribunal e información sobre cómo lograr que se vea una causa en el tribunal.
- proporcionarle información sobre su expediente.
- de ser posible, conseguirle un lugar para que prepare los formularios y documentos.
- por lo común contestarle preguntas sobre fechas límites fijadas por el tribunal y cómo calcularlas.

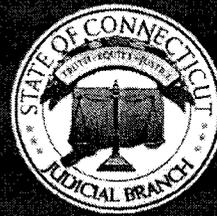
**Esta es una relación de ciertas cosas que *no podemos hacer* por usted.**

- decirle si usted debe o no debe presentar su causa ante el tribunal.
- decirle qué palabras emplear en sus documentos judiciales. (Sin embargo, podemos revisar sus documentos para comprobar que están en regla. Por ejemplo, podemos revisar las firmas, la atestación notarial, verificar que el Distrito Judicial y el número de expediente son los que corresponden y que se han incluido los documentos adjuntos).
- informarle sobre lo que debe decir en el tribunal.
- darle una opinión sobre lo que sucederá si presenta su causa ante el tribunal.
- hablar con el juez en su nombre.
- permitirle hablar con el juez fuera de la sala del tribunal.
- cambiar una orden dictada por un juez.

Para más información, sírvase visitar uno de los Centros de Servicios del Tribunal en <http://www.jud.ct.gov/pid/#desks> o una de las Bibliotecas de Derecho del Poder Judicial en [www.jud.ct.gov/lawlib/staff.htm](http://www.jud.ct.gov/lawlib/staff.htm) o comunicarse con ellos.



State of Connecticut  
**Judicial Branch**  
(Poder Judicial del Estado de Connecticut)



**Public  
Information  
Desks**



**Connecticut  
Judicial Branch**

## Las Mesas de Información al Público

***“Marcando la diferencia  
en las comunidades  
de Connecticut”***

**Esta es una relación de ciertas cosas que el personal de  
las Mesas de Atención al Público *puede hacer* por usted.**

- explicarle cómo funciona el tribunal y contestarle preguntas acerca de esto.
- facilitarle información acerca de cómo comunicarse con programas y servicios de asesoría legal locales, así como con otros servicios donde puede obtener información legal.
- brindarle información general acerca del reglamento, los procedimientos y las normas del tribunal.
- darle el horario del tribunal e información sobre cómo lograr que se vea una causa en el tribunal.
- proporcionarle información sobre su expediente.
- de ser posible, conseguirle un lugar para que prepare los formularios y documentos.
- por lo común contestarle preguntas sobre fechas límites fijadas por el tribunal y cómo calcularlas.

**Esta es una relación de ciertas cosas que *no podemos hacer* por usted.**

- decirle si usted debe o no debe presentar su causa ante el tribunal.
- decirle qué palabras emplear en sus documentos judiciales. (Sin embargo, podemos revisar sus documentos para comprobar que están en regla. Por ejemplo, podemos revisar las firmas, la atestación notarial, verificar que el Distrito Judicial y el número de expediente son los que corresponden y que se han incluido los documentos adjuntos).
- informarle sobre lo que debe decir en el tribunal.
- darle una opinión sobre lo que sucederá si presenta su causa ante el tribunal.
- hablar con el juez en su nombre.
- permitirle hablar con el juez fuera de la sala del tribunal.
- cambiar una orden dictada por un juez.

Para más información, sírvase visitar uno de los Centros de Servicios del Tribunal en <http://www.jud.ct.gov/pid/#desks> o una de las Bibliotecas de Derecho del Poder Judicial en [www.jud.ct.gov/lawlib/staff.htm](http://www.jud.ct.gov/lawlib/staff.htm) o comunicarse con ellos.

**Notice to Self-represented Parties:  
Welcome to the Bridgeport Superior Court Clerk's Office!**

**You have filed an Appearance telling the court that you are a self-represented party.** This means that you have decided to represent yourself in this case instead of having a lawyer represent you. This notice is to tell you about your rights and responsibilities as a self-represented party.

**The Superior Court Clerk's Office.** Our office processes all paperwork that comes into this courthouse about your case. Our staff is responsible for maintaining the court file and making sure that the file correctly reflects the status of your case.

**Our office also makes sure that appropriate papers that you file get to the Judge, Family Support Magistrate or other judicial official who will make the decisions in your case.** We will also try to help you understand court procedures, but it is important to remember that **the Clerk's Office staff is not permitted to give legal advice to you or anyone else.**

You should know that the court system can be very confusing and that it is a good idea to get a lawyer if you can. If you cannot afford a lawyer, you may contact the **Bridgeport office of CT Legal Services** at 203-336-3851 to see if you qualify for free legal services. If you need help in finding a paid attorney, you may contact the **Bridgeport Bar Lawyer Referral Service** at 203-335-4116. The Lawyer Referral Service can give you the names of attorneys in your area who may be willing to handle your case and sometimes talk with you for no fee or a reduced fee.

**What You Should Expect If You Represent Yourself.** While you have the right to represent yourself in court, you should not expect any special treatment, help, or attention from the court. You must still follow the rules of the court. This is a list of some things the court staff can do for you:

- **We can** explain and answer questions about how the court works.
- **We can** provide you with the number of the local lawyer referral service, legal services program, and other services where you can get legal information.
- **We can** give you general information about court rules, procedures, and practices.
- **We can** provide court schedules and information on how to get a case scheduled.
- **We can** provide you information from your case file.
- **We can** provide you with court forms and instructions that are available and give you guidance on how to fill out these forms.
- **We can** usually answer questions about court deadlines.

**We are unable to:**

- Tell you whether or not you should bring your case to court.
- Recommend a lawyer for you.
- Tell you what to say in court or tell you what words to use in your court papers.
- Tell you what will happen if you bring your case to court.
- Talk to the judge for you.
- Let you talk to the judge outside of court.
- Change an order signed by a judge.

**Other Sources of Information:** There is a **Law Library** on the 7th Floor of this Courthouse. It is open to the public from 9:00 AM to 5:00 PM every day that the courthouse is open. A Law Librarian may be able to help you to find books and other resources relevant to your case. Remember, however, that like our Clerks, the Law Librarians are not permitted to give you any legal advice; they may only help you find law books or other materials that might help you with your case.

There is also a **Court Service Center** on the 1st Floor of this Courthouse: The center is well stocked with pamphlets and other written material that may help to explain some of the common procedures in our courthouse. The Center also has a computer with Internet access and a copying machine that you may use for limited periods of time to help you with your case. The Center's staff members are also very knowledgeable about court procedures and can provide assistance and answer questions about filling out court forms. Remember, like the Clerk's Office and the Law Librarians, Court Service Center staff are not permitted to give you any legal advice about your case.

We know that representing yourself in court can be difficult. We in the Clerk's Office are committed to doing whatever we are allowed to do in order to make your experience as productive as possible.

**Superior Court Chief Clerk's Office  
Bridgeport Judicial District**



*The mission of the State of Connecticut Judicial Branch is to serve the interests of justice and the public by resolving matters brought before it in a fair, timely, efficient and open manner.*

**Notificación a las partes representadas por derecho propio:  
¡Bienvenidos a la Secretaría del Tribunal de Primera Instancia de Bridgeport!**

Usted ha presentado un formulario de Comparecencia en el que le informa al tribunal que usted es parte representada por derecho propio, lo que quiere decir que usted ha decidido representarse por sí mismo en esta causa en vez de tener un abogado que lo represente. El objetivo de esta notificación es que usted conozca sus derechos y responsabilidades como parte representada por derecho propio.

**Secretaría del Tribunal de Primera Instancia.** Nuestra oficina procesa todos los documentos que llegan al tribunal en relación con su causa. Nuestro personal se responsabiliza por llevar el expediente de la causa y asegurarse de que dicho expediente refleje correctamente la situación de la causa.

**Nuestra oficina también** se asegura de que los documentos pertinentes que usted presente se entreguen al Juez, al Juez de Manutención y Familia o a otro funcionario judicial que tome una decisión en su causa. También trataremos de que usted entienda los procedimientos judiciales, pero es importante recordar que **al personal de la Secretaría no se le permite darle asesoría legal a usted o a otras personas.**

Debe tener en cuenta que el sistema judicial puede resultar muy confuso y es buena idea contratar un abogado si puede hacerlo. Si no está en condiciones de pagar un abogado, puede comunicarse con la **Oficina de Bridgeport de Servicios Legales de CT** llamando al 203-336-3851 para ver si llena los requisitos para recibir servicios legales gratis. Si necesita ayuda para conseguir un abogado privado, puede comunicarse con el **Servicio de Recomendación de Abogados del Colegio de Abogados de Bridgeport** llamando al 203-335-4116. El Servicio de Recomendación de Abogados le puede facilitar los nombres de los abogados de la zona que estarían dispuestos a encargarse de su caso y que en algunos casos podrían hablar con usted sin cobrarle honorarios o por un costo reducido.

**Lo que debe esperar si se representa por derecho propio.** Aunque tenga derecho de representarse por derecho propio ante el tribunal, **no deberá esperar ningún tipo de tratamiento, ayuda o atención especial de parte del juez.** Usted sigue teniendo la obligación de cumplir con las normas del tribunal. A continuación presentamos una relación de algunas cosas que el personal del tribunal puede hacer por usted:

- **Podemos** explicarle cómo funciona el tribunal y contestarle preguntas acerca de esto.
- **Podemos** facilitarle el número del servicio de recomendación de abogados de la zona, el programa de servicios legales, así como de otros servicios donde puede obtener información legal.
- **Podemos** brindarle información general acerca del reglamento, los procedimientos y las normas del tribunal.
- **Podemos** darle el horario del tribunal e información sobre cómo asignar la vista de una causa.
- **Podemos** proporcionarle información sobre su expediente.
- **Podemos** darle los formularios judiciales e instrucciones que estén disponibles y orientarlo sobre cómo llenar estos formularios.
- **Podemos** normalmente contestarle preguntas sobre fechas límites fijadas por el tribunal.

**No podemos:**

- Decirle si usted debe o no debe presentar su causa ante el tribunal.

- Recomendarle un abogado para usted.
- Informarle sobre lo que debe decir en el tribunal o decirle qué palabras emplear en sus documentos judiciales.
- Decirle lo que va a pasar si presenta su causa ante el tribunal.
- Hablar con el juez en su nombre.
- Permitirle hablar con el juez fuera de la sala del tribunal.
- Cambiar una orden dictada por el juez.

**Otros recursos de información:** Hay una **biblioteca de derecho** en el séptimo piso del tribunal que está abierta al público de 9:00 AM a 5:00 PM todos los días que esté abierto este tribunal. Los bibliotecarios(as) pueden ayudarlo a encontrar libros y otros recursos que resulten pertinentes a su causa. Sin embargo, recuerde que al igual que nuestros(as) secretarios(as), a los bibliotecarios(as) no se les permite dar asesoría legal, ellos solamente pueden ayudarlo a encontrar libros de derecho u otros materiales que puedan resultarle de ayuda con su caso.

También hay un **Centro de Servicios del Tribunal** en el primer piso del tribunal: El centro está bien provisto de folletos y otros materiales escritos que pueden ayudar a explicar algunos de los procesos comunes de nuestro tribunal. El Centro también tiene una computadora con acceso a la Internet y una fotocopidora que puede usar por un tiempo limitado para ayudarlo con su causa. El personal del Centro también tiene muchos conocimientos acerca de los procedimientos judiciales y le pueden ayudar a responder preguntas sobre cómo llenar los formularios judiciales. Recuerde, que al igual que la Secretaría y los bibliotecarios(as), al personal del Centro de Servicios del Tribunal tampoco se le permite darle asesoría legal acerca de su causa.

Sabemos que representarse por derecho propio en el tribunal puede resultar difícil. Nosotros en la Secretaría nos comprometemos a hacer todo lo que se nos permita para que su experiencia resulte lo más provechosa posible.

**Secretaría del Tribunal de Primera Instancia  
Distrito Judicial de Bridgeport**



*El objetivo del Poder Judicial del Estado de Connecticut es servir los intereses de la justicia y al público al resolver los asuntos vistos de una manera justa, oportuna, eficaz y abierta.*

### What is a short calendar?

The short calendar is a list of cases or matters with motions or pleadings that require action by a judge or family support magistrate. The motions or pleadings are generally filed by you or by the other side. PLEASE NOTE: This brochure does not apply to family support magistrate calendars or the short calendars in juvenile matters. It only applies to the short calendars that a judge handles in civil and family court.

### How do I know my case is on the short calendar?

To get short calendars, and papers filed by the other side in your case, you should file an Appearance form. An Appearance is an official court form (JD-CL-12) that you file with the court clerk. It tells the court that you are representing yourself in a lawsuit or that an attorney is representing you. You can get the form at any Superior Court Clerk's office, Court Service Center, or on the Judicial Branch website.

After you file an appearance, you will get a short calendar in the mail if your case is scheduled on the short calendar. Calendars are sent out about a week before the calendar date.

On the front of the envelope, you will also see a number in parentheses (000) in the first line of the address. That number is the Position number and it tells you where to find your case on the calendar.

### Can I see a copy of the short calendar online?

Short calendars are displayed on the Judicial Branch website. To see a calendar, go to the following link: <http://civilinquiry.jud.ct.gov/ShortCalMenu.aspx>

### How do I know when and where the short calendar takes place?

In the first column on the first page, the calendar that you receive in the mail shows the time and place of the short calendar above the Notice and Table of Contents and shows the date as part of the Table of Contents. For example, the calendar below was scheduled for 9:30 A.M. at the Superior Court located at 1061 Main Street, Bridgeport, CT on December 21, 2009.

Judicial District of Fairfield at Bridgeport SUPERIOR COURT Civil Short Calendar	
1061 Main Street, Bridgeport, CT	9:30 A.M.

**CIVIL ARGUABLE MATTERS**  
**MARKING PROCEDURES**  
Matters printed on the short calendar must be marked "READY" or "TAKE PAPERS" to be considered by the Court except that the following items do not have to be marked: Motions for summary judgment, motions for modification of executions and examination of judgment debtors, and all motions for judgment, objections about the matter, or factfinder, and any other matters.  
Short calendar markings may be made from 9:00 a.m. Tuesday to 4:00 p.m. Thursday of the week before the short calendar. If a case holiday falls on the Friday before Tuesday to 11:00 a.m. Thursday.  
If a calendar is canceled due to unexpected events, parties may receive their motions to the next available calendar. Please see the matter in the immediate action (Notice, Calendar, or Case) column.

SHORT CAL. NO. 1	HOW FAMILY COURT MATTERS ARE SCHEDULED ON LAW ARG.
12/21/2009	09:30
12/21/2009	09:30

### What do "ARG" (arguable) and "NA" (non-arguable) mean?

If a matter is on the calendar as arguable and the matter is marked "Ready," the parties can come to court to speak to the judge about the matter on the day of the calendar. If a matter is non-arguable, the matter will be decided by the judge after a review of the papers filed with the court without the parties coming to the court. (See additional information in this brochure about marking matters and what those markings mean.)

### When I mark an arguable matter ready, do I have to bring anything to court with me to show that I marked the matter?

If you mark an arguable matter ready, you must bring confirmation of the marking to the short calendar hearing. The confirmation of marking can be a detailed signed statement from the person who telephoned the marking to the court.

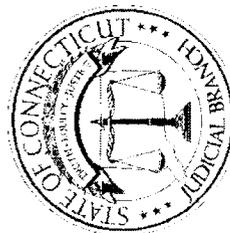
### If I find out after I marked my arguable matter ready that I cannot come to court on the date of the calendar, can I change the marking?

After you mark your matter ready, you may change the marking on your matter as long as the deadline for marking matters has not ended. Call the telephone number for the marking line listed on the calendar, and give the information on your matter, including the new marking. Be sure to tell all other self-represented parties and attorneys about the changed marking.

## Information About Short Calendars and the Marking Process



Only applies to the short calendars that a judge handles in civil and family court.



State of Connecticut  
Judicial Branch  
[www.jud.ct.gov](http://www.jud.ct.gov)

JDP-CL-112, New 2/10

### If a motion or pleading is listed on the short calendar, do I have to come to Court?

- You, or your attorney if you have one, and the other side must come to court for matters listed on the calendar as Arguable (ARG) and if you (or your attorney) or the other side marked the matter "Ready." (See additional information in this brochure about marking matters and what those markings mean.)
- In some cases, you, or your attorney if you have one, and the other side have to come to court even if you or your attorney or the other side have not marked the matter "Ready." Those matters will be heard on the date that is on the short calendar.
- Read the instructions on the short calendar to determine whether you have to come to Court on the day of the short calendar or call the court if you are not sure.

### How do I tell the court that I want action to be taken on my motion or pleading?

If your case is listed on the calendar, you must mark the motion or pleading to let the Court know that some action is necessary. Marking the motion means that you call the court to say what you want to happen to your motion or pleading.

### What are the marking options for civil (CV) short calendar motions or pleadings?

- Ready,
- Take Papers and
- Off

### What are the marking options for family (FA) short calendar motions or pleadings?

- Ready
- Off

### What does a "Ready" marking mean?

You, or your attorney if you have one, and the other side must use the "Ready" marking to have a Civil or Family matter that is listed on the calendar as arguable heard by the Court on the scheduled date. You, or your attorney if you have one, and the other side may also ask for a hearing on a civil matter listed on the calendar as non-arguable. If you (or your attorney) or the other side mark a non-arguable matter "Ready," the Court may decide to review the papers or may schedule a hearing on a future date.

### What does a "Take Papers" marking mean?

You, or your attorney if you have one, and the other side must use the "Take Papers" marking for civil arguable matters to ask the Court to decide the matter by reviewing the papers that have been filed about that matter. Civil arguable matters marked "Take Papers" may be handled in one of two ways: 1) the court may decide the matter by reviewing the papers or 2) the court may have a hearing. You, or your attorney if you have one, and the other side must also use this marking for civil matters listed on the calendar as non-arguable to ask the Court to review the matter by looking at the papers that were filed with the Court.

### What does an "Off" marking mean?

When you, or your attorney if you have one, or the other side use the "Off" marking in any kind of matter the matter will not be heard or reviewed by the court. An "Off" marking is used to change a "Ready" or "Take Papers" marking that has already been made.

### How do I mark my motion or pleading?

To mark your motion or pleading, you must call the court. The telephone number for the marking line is printed on the calendar. You cannot fix your marking to the court.

### What information must I give when I mark a short calendar matter?

You, or the person calling the court for you, must give the court following information.

- The Position of the case on the calendar
- The Name and docket number of the case
- The Entry number and title of motion
- The marking for your motion
- Your name, if you are making the marking
- Confirmation that counsel and self-represented parties of record have been notified of the marking

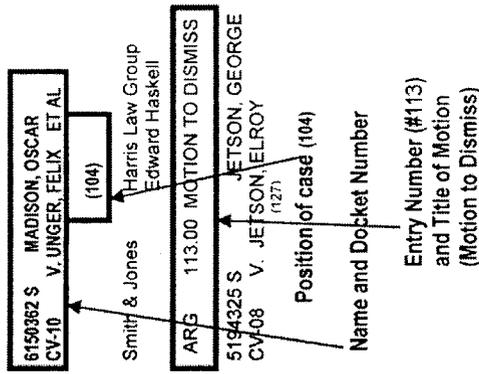
### What are the deadlines for making markings?

Markings must be made in accordance with the Notice section of the short calendar that you get and the Civil and Family Short Calendar Standing Orders, posted on the Judicial Branch website at: <http://www.jud.ct.gov/external/super/StandOrders/>

Note: State holidays can change the marking periods. The standing orders have information about the marking periods for weeks when there are state holidays.

### Where can I find the information that I have to give to the court when I mark a short calendar matter?

The information that you need for the court is shown on the calendar. The following shows you where to find the name, docket number, position number, entry number and title of the motion.



### When I mark a matter, do I have to tell the other parties in my case?

Yes. When you mark a matter, you must tell all other self-represented parties and attorneys that you did. If you don't let the other parties know that you marked a matter "Ready," the Court may not hear your case on the day it is on the calendar.

See more information on the back panel.

## Information About Short Calendars And The Markings Process

### What are these papers?

These papers are known as the short calendar. The short calendar is a list of cases or matters with motions or pleadings that require action by a judge. The motions or pleadings are usually filed by you or by the other side. PLEASE NOTE: The information in this flyer does not apply to family support magistrate calendars or the short calendars in juvenile matters. It only applies to the short calendars that a judge handles in civil and family court.

### How can I find my case on the short calendar?

On the front of the envelope this calendar came in, you will see a number in parentheses (000) in the first line of the address. That number is the Position number and it tells you where to find your case on the calendar.

### How do I know when and where the short calendar takes place?

In the 1st column of the 1st page, the calendar shows the time and place of the short calendar above the Notice and Table of Contents and shows the date as part of the Table of Contents.

### If a motion or pleading is listed on the short calendar, do I have to come to Court?

- You, or your attorney if you have one, and the other side must come to court for matters listed on the calendar as **Arguable (ARG)** and if you (or your attorney) or the other side marked the matter "Ready."
- In some cases, you, or your attorney if you have one, and the other side have to come to court even if you or your attorney or the other side have not marked the matter "Ready." Those matters will be heard on the date that is on the short calendar.
- Read the instructions on the short calendar to figure out if you have to come to Court on the day of the short calendar or call the court if you are not sure.

### How do I tell the court that I want action to be taken on my motion or pleading?

If your case is listed on the calendar, you must mark the motion or pleading to let the Court know that some action is necessary. Marking the motion means that you call the court to say what you want to happen to your motion or pleading.

### What are the marking options for short calendar motions or pleadings?

Short calendar markings for **civil matters** are:

- Ready,
- Take Papers and
- Off

Short calendar markings for **family matters** are:

- Ready, and
- Off

### How do I mark my motion or pleading?

To mark your motion or pleading, you must call the court. The telephone number for the marking line is printed on the calendar. You cannot fax your marking to the court.

### When do I have to mark my motion or pleading?

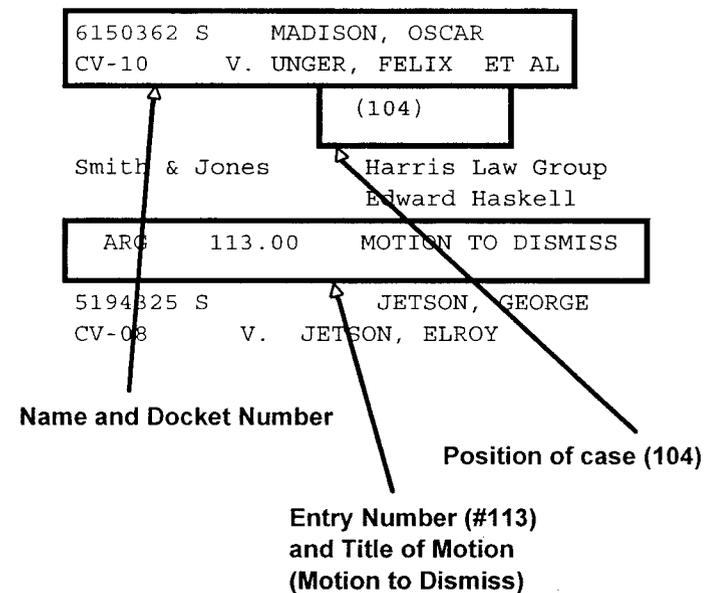
Markings must be made during the times written in the **Notice** section of the short calendar that you received and the **Civil and Family Short Calendar Standing Orders**, posted on the Judicial Branch website at: <http://www.jud.ct.gov/external/super/StandOrders/>

### What information must I give when I mark a short calendar matter?

You, or the person calling the court for you, must give the court the following information.

- The Position of the case on the calendar
- The Name and docket number of the case
- The Entry number and title of motion
- The Marking for your motion
- Your Name, if you are making the marking
- Confirmation that counsel and self-represented parties of record have been notified of the marking

### Where can I find the information that I have to give to the court when I mark a short calendar matter?



### When I mark a matter, do I have to tell the other parties in my case?

Yes. When you mark a matter, you must tell all other self-represented parties and attorneys that you did. If you don't let the other parties know that you marked a matter "Ready," the Court may not hear your case on the day it is on the calendar.



## Notice Regarding Hearing

A hearing has been scheduled for this case on the date and time shown on the attached order, which has been signed by the judge or a clerk of the court. You must come to court, or your attorney must come to court, on the date and time shown in the order if you want to be heard in this matter.

On the first hearing date, the Court will conduct a status/settlement conference. **The Court will not take evidence at this first hearing date.** If the case is not resolved at the status/settlement conference, the Court will schedule the case for a hearing where it will take evidence, usually within two weeks of the status/settlement conference.

If you do not come to court, or your attorney does not come to court, on the date and time shown on the attached order, the Judge will make a decision based on the papers submitted by the applicant.

**NOTICE REGARDING  
EVIDENTIARY HEARING**

JD-CL-110 New 11/09

STATE OF CONNECTICUT  
OFFICE OF THE CLERK  
SUPERIOR COURT

[www.jud.ct.gov](http://www.jud.ct.gov)



## **Notice Regarding Evidentiary Hearing**

A hearing has been scheduled for this case on the date and time shown on the attached order, which has been signed by the judge or a clerk of the court. You must come to court, or your attorney must come to court, on the date and time shown in the order if you want to be heard in this matter.

On the first hearing date, the court will take evidence in this matter. ("Take evidence" means that the court will listen to information or look at what you bring to court about the case or both. This helps the court decide the case.)

If you do not come to court, or your attorney does not come to court, on the date and time shown on the attached order, the Judge will make a decision based on the papers and/or evidence submitted by the applicant .

**CIVIL COURT TRIAL  
MANAGEMENT ORDER**

JD-CL-106 Rev. 12-09

STATE OF CONNECTICUT  
**SUPERIOR COURT**  
*www.jud.ct.gov*



Docket number	Judicial District of	Date
Plaintiff	Defendant	

VS.

**Counsel and self-represented parties in this case are ordered to attend a Trial Management Conference with the judge who signed this order.** The conference will be in the \_\_\_\_\_ Judicial District Courthouse, \_\_\_\_\_, at \_\_\_\_\_. Counsel and self-represented parties must come ready to discuss a settlement. Counsel must have their clients and/or decision makers available by phone. Plaintiff's counsel must bring an updated pretrial memorandum to the trial management conference.

**At or before the beginning of the Trial Management Conference,** counsel and self-represented parties must file with the court a trial management report that includes:

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. A list of the legal and factual issues in dispute.</li> <li>2. A list of witnesses with an identifier for each one (<i>party, expert, witness</i>). Witnesses not listed will not be permitted to testify at trial, except for good cause shown.</li> <li>3. A list of pending and anticipated motions that need to be heard before evidence starts, including motions <i>in</i></li> </ol> | <ol style="list-style-type: none"> <li>4. A statement of any scheduling problems that are expected.</li> <li>5. An estimate of the amount of time necessary to try the case.</li> </ol> |
|---|---|

**On or before the first day of trial or at a different time if ordered by the Judge** at the Trial Management Conference, counsel and self-represented parties must file with the court:

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. A brief legal memorandum containing statements of law and legal theories in the case.</li> <li>2. A list of exhibits each party reasonably expects to introduce, indexed by "P" plus number for plaintiffs and "D" plus letter for defendants, with a brief description of each exhibit, indicating if any party objects to the admission of the exhibit. Counsel and self-represented parties must mark all exhibits ahead of</li> </ol> | <ol style="list-style-type: none"> <li>time (<i>pre-mark</i>) as full or for identification only, before the start of evidence. Exhibits that are not listed will not be allowed at trial, except for good cause shown.</li> <li>3. Any facts that both sides agree to (<i>joint stipulation</i>), in writing.</li> <li>4. A list of the operative pleadings (<i>complaint, answers, special defenses, counterclaims</i>) identified by the number of the pleading.</li> </ol> |
|---|--|

**A party who does not follow this order** may be sanctioned by having to pay a fine; having proposed evidence excluded at trial; having the case dismissed; being defaulted or non-suited; or other sanctions.

\_\_\_\_\_, Judge

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact the court clerk of the Judicial District above. [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)



Docket number	Judicial District of	Date
Plaintiff		Defendant
VS.		

**Counsel and self-represented parties in this case are ordered to attend a Trial Management Conference with the judge who signed this order. The conference will be in the \_\_\_\_\_ Judicial District Courthouse, \_\_\_\_\_, at \_\_\_\_\_.** Counsel and self-represented parties must come ready to discuss a settlement. Counsel must have their clients and/or decision makers available by phone. Plaintiff's counsel must bring an updated pretrial memorandum to the trial management conference.

**At or before the beginning of the Trial Management Conference, counsel and self-represented parties must file with the court a trial management report that includes:**

1. A brief, non-argumentative description of the case.
2. A list of witnesses with an identifier for each one (*party, expert, witness*). Witnesses not listed will not be permitted to testify at trial, except for good cause shown.
3. A list of pending and anticipated motions that need to be heard before evidence starts, including motions *in limine* (*motions to keep out evidence before it is heard by a jury*).
4. A list of the legal and factual issues in dispute.
5. An estimate of the amount of time required for jury selection.
6. An estimate of the amount of time necessary to try the case.
7. A statement of any scheduling problems that are expected.

**On or before the first day of trial or at a different time if ordered by the Judge at the Trial Management Conference, counsel and self-represented parties must file with the court:**

1. A list of exhibits each party reasonably expects to introduce, indexed by "P" plus number for plaintiffs and "D" plus letter for defendants, with a brief description of each exhibit, indicating if any party objects to the admission of the exhibit. Counsel and self-represented parties must mark all exhibits ahead of time (*pre-mark*) as full or for identification only, before the start of evidence. Exhibits that are not listed will not be allowed at trial, except for good cause shown.
2. A list of the operative pleadings (complaint, answers, special defenses, counterclaims) identified by the number of the pleading.
3. Proposed verdict forms and jury interrogatories.
4. Proposed preliminary requests to charge.

**A party who does not follow this order** may be sanctioned by having to pay a fine; having proposed evidence excluded at trial; having the case dismissed; being defaulted or non-suited; or other sanctions.

\_\_\_\_\_, Judge

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact the court clerk of the Judicial District above. [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)

## Policy and Procedures on Land Use Appeals

Each judicial district shall have a separate calendar for land use appeals.

A judge will be appointed to hear each appeal at least a month before the trial date and the file will be available for the appointed judge at that time for review before trial.

### Standing Order on Land Use Appeals

1. Subject Matter – This order applies to all land use appeals, including appeals from historic district commissions, about zoning, about local land use ordinances, about planning, and from regional planning agencies under Chapters 97a, 124, 125a, 126, 127, and 440 of the Connecticut General Statutes, or from aquifer protection agencies or water pollution control agencies under Sections 22a-354q and 7-246a of the Connecticut General Statutes. This order does not apply to administrative appeals taken under Connecticut General Statutes Chapter 126a (affordable housing) or Connecticut General Statutes Section 4-183.
2. Land Use Appeals Calendar – Between 30 (thirty) and 60 (sixty) days after the return date, the land use appeal will be put on the land use appeals calendar for the first time.
3. Appearance at the Monthly Calendar Call - The first time that a land use appeal is on the calendar, all counsel and self-represented parties must come to court. After coming to court for the first monthly calendar call, counsel and self-represented parties do not have to come to court for the call unless they receive a notice from the casflow office telling them to come to court.
4. Setting up a Scheduling Order – At the first calendar call, a scheduling order will be set up, which will include a pretrial within 30 (thirty) days of the order, the filing of the return of record, the filing of briefs, and the hearing on the land use appeal.
5. Monthly Calendar Call - All motions or pleadings, including motions to supplement the record, motions for an extension of the briefing schedule, motions to dismiss, motions to amend pleadings and motions to settle cases will be scheduled by the casflow office for the land use appeals calendar. All counsel and self-represented parties will receive from the casflow office a notice to come to the monthly calendar call to argue their motions or objections. If a motion or objection in a land use appeal, other than a motion for settlement or withdrawal, is put on the regular short calendar, counsel and self-represented parties shall ignore the regular short calendar and shall not mark the motion or objection ready because it will not be heard on the short calendar.
6. Settlements/Withdrawals – Counsel and self-represented parties may request that motions for settlement or withdrawals be placed on the next available regular short calendar. Procedures for settling planning, zoning, and wetlands cases shall follow the notice and hearing requirements of Sections 8-8 and 22a-43 of the Connecticut General Statutes and Section 14-7A of the Connecticut Practice Book.

## Superior Court for Family Matters Standing Orders

### Case Management Orders - Effective December 1, 2009

All cases, except cases for support, paternity or annulment, will be assigned a case management conference date approximately 90 (ninety) days from the return date. To determine the proper case management date, please review form JD-FM-165A, JD-FM-165B or JD-FM-165C.

#### Appearance of counsel and parties

- In an uncontested case, if the case management agreement (JD-FM-163) has been filed and the agreement has been approved by the Court, parties and counsel do not have to come to court on the case management conference date unless the date of the case management conference date has been selected as the date for the uncontested dissolution of marriage.
- In a limited contested case (that is, a case that involves financial and/or property disputes only), if the case management agreement and required documents have been filed and the agreement has been approved by the Court, parties and counsel do not have to come to court on the case management conference date.
- If the case is fully contested (that is, it involves issues about custody of and/or access with the minor child), all parties and counsel **must come** to Court for the conference. The filing of a case management agreement **does not do away with** this requirement to come to court.

**Note:** Even if the case is not fully contested, if the case management agreement is not signed by counsel and/or **all** parties and counsel have not included all the required documents, or if the parties have not agreed on discovery deadlines, the parties and counsel **must come** to Court on the case management date. All discovery deadlines on Section III of the case management agreement must include specific dates. If a specific pretrial date is not included or is not available, the Court may assign a **different** date.

#### Uncontested Cases - documents required for case management

- In uncontested cases, the case management agreement must be signed by counsel and if a party is not represented by counsel, then it must be signed by the party, and filed on or before the case management conference date.

#### Limited Contested Cases - documents required for case management

- In limited contested cases (that is, cases that involve financial and/or property disputes only), the case management agreements must be signed by counsel

and if a party is not represented by counsel, then it must be signed by the party, and filed on or before the case management conference date. The presiding judge may require the signature of the clients on the case management agreement in a limited contested case. Notice of this requirement in the local judicial district will be posted online.

- If the case is limited contested, both parties must file sworn financial affidavits along with the case management agreement.
- If the case is limited contested and there are minor children, a parenting responsibility plan, signed by the parties, must be filed with the case management agreement.

### **Fully Contested Cases - documents required for case management**

- In fully contested cases, the case management agreements must be signed by parties and counsel and must be filed on or before the case management conference date.
- If the case is fully contested (that is, the case involves issues about custody of and/or access with the minor child), both parties must file sworn financial affidavits along with the case management agreement.

On the case management conference date, in addition to the completion of the case management agreement and sworn financial affidavits, while the parties are in court for the case management conference on the case management date, cases may be referred to the Family Relations Office for screening for services which may include mediation, conflict resolution, evaluation and/or settlement conference. In fully contested custody cases, guardians ad litem for the minor child(ren) (GAL) or attorneys for the minor child(ren) (AMC), or both, may be appointed with an order for payment of fees. In some cases, parties may be ordered to submit to a private forensic custody and/or mental health evaluation. In fully contested custody cases, a party may be ordered to submit to substance abuse evaluation screening.

### **Scheduling of Limited Contested and Fully Contested Cases**

Parties and counsel may review the scheduled court dates on the case detail page on the Judicial Branch website to see if pretrial and/or trial dates have been assigned in their case.

### **Regional Family Trial Docket**

Fully contested custody cases may be referred to the Regional Family Trial Docket. The Regional Family Trial Docket is a statewide contested custody court in Middletown, CT. High conflict custody cases from all state judicial districts are referred to the court. The court is presided over by two experienced family court judges. Cases, when referred, must be ready for trial with completed discovery, a completed custody evaluation, and either an attorney or guardian ad litem for the child(ren). When they are referred, the

cases are quickly scheduled for a full-day, special masters' pretrial with a mediation team made up of a mental health professional and a family law attorney. If the case does not settle at the pretrial, it is immediately scheduled for a trial in Middletown.

**If the case management agreement and financial affidavits are not in the Court's file by 9:30 a.m. on the case management date, or counsel and self-represented parties do not come to Court on the case management date, the case may be dismissed or other sanctions may be imposed.**

The Honorable Lynda B. Munro  
Chief Administrative Judge  
Family Division

## Superior Court for Family Matters Standing Orders

### Pretrial Standing Order – Effective December 1, 2009

All counsel and parties assigned a judicial, family relations or special master pretrial are ordered to come to court and arrive on time. Counsel and self-represented parties are to exchange with each other, and submit to the pre-trying authority (the person(s) presiding over the pretrial) the documents that comply with these Standing Orders.

Counsel and self-represented parties shall exchange the following documents at least seven (7) calendar days prior to the scheduled pretrial. **These documents shall be submitted to the pre-trying authority at the time of the pretrial:**

1. A non-argumentative memorandum, including jurisdictional facts, statutory authority, marital history, the ages of the parties, any information about the health, education and employment history of the parties, and a statement as to whether or not fault is at issue in the case;
2. Written proposed orders in accordance with Practice Book Sec. 25-30(c) and (d), which shall be comprehensive and state the parties' requested relief;
3. The Proposed Parental Responsibility Plan (Form JD-FM-199), if agreed upon, or a Proposed Parental Responsibility Plan indicating the areas of dispute;
4. A list of all pending motions, including motions to be decided before the start of trial (in limine) and motions for protective order;
5. Current sworn financial affidavits (Form JD-FM-6), including a detailed income statement, a list of assets and liabilities, the sworn-to value of all assets, current value of all retirement and employment benefits and any proposed distribution;
6. A statement detailing stipulations and remaining disputes as to the value of assets, benefits or liabilities;
7. Appraisals and valuations of real or personal property, or business interests (as may be applicable) for which values are in dispute;
8. Pension valuations, if any, and the last year-end or quarterly pension statements, as may be applicable;
9. Copies of individual federal and state tax returns, W-2 statements and 1099 forms for the past three years;
10. If either party has any ownership interest in a business, copies of business tax returns and K-1 statements for the past three years;
11. If there are minor children, the parties shall prepare a fully completed child support guidelines worksheet that they agree to. If the parties do not agree, each party shall provide his or her own fully completed child support guidelines worksheet;
12. A fully executed affidavit concerning the children (JD-FM-164) to be brought to court on the day of the pretrial.

**If a party does not fully comply with this order, that party may have sanctions imposed on him or her by the presiding judge.**

These orders do not include and are not intended to be addressed to guardians ad litem for minor children.

The Honorable Lynda B. Munro  
Chief Administrative Judge  
Family Division

## Superior Court for Family Matters Standing Orders

### Trial Management Order – Effective December 1, 2009

Counsel and self-represented parties are ordered to give to the family caseflow office and to exchange with each other documents that comply with the Trial Management Order so that they are received by the caseflow office and each other **not less than 10 (ten) calendar days** before the assigned trial date. These documents include:

1. Current sworn financial affidavits, including a detailed income statement, a list of assets and liabilities, the sworn-to value of all assets, current value of all retirement and employment benefits and any proposed distribution;
2. A list of all pending motions, including motions to be decided before the start of trial (in limine) and motions for protective order;
3. Fully completed child support guidelines worksheet;
4. Written proposed orders in accordance with Practice Book Sec. 25-30(c) and (d), which shall be comprehensive and set forth the parties' requested relief;
5. If the parties agree to a Proposed Parental Responsibility Plan, a written stipulation detailing the agreement should be included in the proposed orders;
6. A list of the names of all witnesses each party reasonably expects to call as part of their case in chief, as well as any reasonably anticipated rebuttal witnesses, including an identifier (that is, party, eyewitness, or expert). Include any expected scheduling problems. **Note:** This order does not replace or change the requirements of Practice Book Sec. 13-4 about the manner and time for expert witness disclosure;
7. A list of exhibits each party reasonably expects to introduce in evidence, indexed by P plus a number for the plaintiff, and D plus a letter for the defendant, with a brief description of each exhibit, indicating whether any party objects to the admission of the exhibit and if so, including a statement of the grounds for the objection. The actual exhibits are not to be sent to the Caseflow Office but are to be exchanged by the parties as part of the compliance with this order. Counsel and self-represented parties are to report to the courtroom clerk at 9:15 AM in order to complete the marking of exhibits for the trial;
8. If counsel or parties, as part of their argument at trial intend to submit a computer generated alimony and child support cash analysis, it shall: (1) utilize current tax information; (2) reflect assumptions inputted for the generation of the report; and (3) be exchanged with all counsel and self-represented parties.

**If a party does not follow this order, the party may have sanctions imposed on them by the court, which may include a monetary sanction, exclusion of evidence, or the entry of a nonsuit, default or dismissal.**

Counsel and self-represented parties shall provide at the time of trial:

1. An executed Affidavit Concerning Children (JD-FM-164);
2. A Dissolution Report (JD-FM-181 or JD-FM-181A), provided by the plaintiff, where applicable pursuant to the Practice Book.

**If counsel or self-represented parties do not come to court for trial on the trial date, either the case will be dismissed with prejudice or the case will be decided by the court as an unopposed matter.**

The Honorable Lynda B. Munro  
Chief Administrative Judge  
Family Division

**TRANSCRIPT ORDER — NON-APPEAL**

JD-ES-262 Rev. 3-10  
C.G.S. § 51-63

SUPERIOR COURT  
STATE OF CONNECTICUT  
COURT REPORTER'S OFFICE

**Instructions to person ordering a transcript**

1. Fill out this entire form except for the "For Office Use Only" section. If the form is not filled out completely it will be returned to you.

2. Mail, fax or hand-deliver it to the Court Reporter's Office in the Judicial District where the hearing was held.

**Note:** If you need a transcript for an appeal, you must use form JD-ES-38, which you can get from the Clerk's Office or Court Service Center.

Today's date	Name of case	Docket number (if known)
--------------	--------------	--------------------------

Name of Judge/Magistrate/Arbitrator	Name of court reporter/monitor (if known)
-------------------------------------	---

Specific date(s) matter was heard in court (Month/day/year)

Specific portion(s) of proceedings requested (for example, a witness, the entire day, orders only, etc.)

Name of ordering party	Telephone number
------------------------	------------------

Address of ordering party

Please indicate your preference below: Please note that these rates are set under General Statutes § 51-63(c). The Rate for State and Municipal Officials applies to any official of the state, or any of its agencies, boards or commissions or of any municipality of the state, acting in his or her official capacity.

**Rate for Private Parties**

- Expedited\* - available by 5 p.m. on the 5th business day at \$4.75 per page (except for transcript pages already produced, in which case the rate is \$3.50 per page)
- Overnight\*\* - available by 5 p.m. on the next business day at \$6.35 per page (except for transcript pages already produced, in which case the rate is \$4.60 per page)
- Regular or standard - processed in order of receipt at \$3 per page (except for transcript pages already produced at the \$3 per page rate, in which case the rate is \$1.75 per page)

**Rate for State and Municipal Officials**

- Expedited\* - available by 5 p.m. on the 5th business day at \$3.50 per page (except for transcript pages already produced, in which case the rate is \$1.25 per page)
  - Overnight\*\* - available by 5 p.m. on the next business day at \$4.45 per page (except for transcript pages already produced, in which case the rate is \$1.55 per page)
  - Regular or standard - processed in order of receipt at \$2 per page (except for transcript pages already produced at the \$2 per page rate, in which case the rate is \$0.75 per page)
- If you would like us to contact you with an estimate of the cost or an estimated delivery date, or both, please check here.

**By signing this form, I accept financial responsibility for the transcript I am ordering.**

Signature of ordering party: \_\_\_\_\_

\*An expedited transcript is a transcript that the ordering party has specified must be delivered after the close of the 1st business day after the business day it was ordered, but not later than the close of the 5th business day.

\*\*An overnight transcript is a transcript that the ordering party has specified must be delivered by the close of the next business day after the business day it was ordered.

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)

<b>For Office Use Only</b>	
To: _____	
Initials: _____	Date: _____

**NOTICE OF APPEAL  
TRANSCRIPT ORDER**

JD-ES-38 Rev. 3/10 Pr. Bk. §§ 63-4, 63-8, 63-8A

**CONNECTICUT JUDICIAL BRANCH**

www.jud.ct.gov

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at www.jud.ct.gov/ADA/

**INSTRUCTIONS TO PERSON ORDERING A TRANSCRIPT FOR AN APPEAL.**

1. Fill out section 1 only and give this form to the Official Court Reporter.
2. Give the Official Court Reporter the name and address of all counsel and self-represented parties of record.
3. After the Official Court Reporter fills out section 3 and returns the form to you, fill out section 4.

Number

**Section 1.**

Name of case		Trial court docket number	
Hearing dates of transcript being ordered			
Trial court location		Judicial district of	
Name(s) of Judge(s)	Case type ("X" one) <input type="checkbox"/> Criminal <input type="checkbox"/> Family <input type="checkbox"/> Juvenile <input type="checkbox"/> Civil	Case tried to ("X" one) <input type="checkbox"/> Jury <input type="checkbox"/> Court	Appeal to ("X" one) <input type="checkbox"/> Supreme Court <input type="checkbox"/> Appellate Court
<b>Appeal</b> ( <i>"X" one</i> )	<input type="checkbox"/> 1. From judgment in juvenile matters: <input type="checkbox"/> (a) concerning Termination of Parental Rights <input type="checkbox"/> (b) other than Termination of Parental Rights		<input type="checkbox"/> 3. From court closure order <input type="checkbox"/> 4. Involving the public interest <input type="checkbox"/> 5. From judgment involving custody of minor children <input type="checkbox"/> 6. From all other judgments
	<input type="checkbox"/> 2. From a criminal judgment where defendant is: <input type="checkbox"/> (a) incarcerated <input type="checkbox"/> (b) not incarcerated		

An electronic version of a previously delivered transcript is being ordered:  Yes       No

Describe in detail including specific dates, the parts of the proceedings for which a transcript is being ordered. If you are ordering an electronic version of a previously delivered transcript, indicate that the paper transcript already was delivered. Attach a sheet of plain paper if needed.

<b>From</b>	Name and mailing address of person ordering transcript		Telephone number
	Relationship ( <i>Attorney for Plaintiff, Defense, etc.</i> )	Signature of person ordering transcript	Date signed

**Do not write below this line when ordering the transcript.**

**Section 2. Official Court Reporter's Appeal Transcript Order Acknowledgment** (Completed by Official Court Reporter after satisfactory financial arrangements have been made Section 63-8 of the Connecticut Practice Book.)

Name(s) of reporter(s)/monitor(s)	Estimated number of pages	Only electronic version of previously delivered transcript?		Number of pages previously delivered	Estimated delivery date
		Yes	No		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
Total estimated pages →	Total estimated pages	Total delivered pages →		Total delivered pages	Final Estimated delivery date
Name of Official Court Reporter	Signature of Official Court Reporter			Date signed	

**Order Acknowledgment**

**Section 3. Official Court Reporter's Certificate Of Completion** (Completed by Official Court Reporter upon delivery of the entire transcript ordered above.)

Actual number of pages in entire Appeal Transcript: _____	Date of final delivery (Practice Book Section 63-8(c)) _____
This certificate is filed as required by Practice book Section 63-8	Signature of Official Court Reporter
	Date signed

**Section 4. Certification Of Service By Ordering Party** (Ordering party to send completed certificate to Chief Clerk, 231 Capitol Avenue, Hartford, CT 06106.)

I certify that a copy of the above Certificate of Completion was served on all counsel and self-represented parties of record.

Signature of ordering party	Date signed
-----------------------------	-------------

**PROCEDURES FOR  
ORDERING  
A COURT TRANSCRIPT**

## INTRODUCTION

The reporter's/monitor's transcript is an important document before, during and after a trial. The paper transcript is used for trial preparation, briefs, and, of course, for appellate review. Property, freedom, and life all can depend on the record.

The purpose of this booklet is to provide the people of Connecticut with a quick reference of current laws, rules, regulations, policies, and procedures for ordering a transcript. This booklet will be reviewed and revised periodically.

We hope this booklet will be useful to you when ordering a transcript.

If you have any questions, please contact the official court reporter or you can write to:

Program Manager  
Transcript Services  
Superior Court Operations Division  
90 Washington Street  
Hartford, CT 06106

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## **IMPORTANT INFORMATION BEFORE REQUESTING A TRANSCRIPT**

**Under no circumstances without a written court order can a transcript be provided in the following situations:**

- ◆ **Juvenile court proceedings.** All juvenile matters are closed to the public. Strict confidentiality is maintained. As set forth in Connecticut General Statute 46b-124, records of cases of juvenile matters are confidential and shall not be disclosed to the public. Certain exceptions regarding disclosure apply, including, but not limited to, disclosure to the attorney representing the child, the child's parents or guardian until such time as the child or youth reaches the age of majority or becomes emancipated, employees and authorized agents of state agencies involved in the proceedings, and their counsel.
- ◆ **Transcripts of any matter involving a youth adjudged a youthful offender.** Proceedings in such matters are closed to the public and require a court order for transcript release. Any person making such a request must have a legitimate interest in the information and be identified in the court order.
- ◆ **Closed hearing in family relation's matters.** Pursuant to Practice Book Section 25-59, subject to the provision of Section 11-20, any family matter may be heard in chambers or in a courtroom from which the public and press have been excluded, and the records and other papers in any family matter may be ordered by the court to be kept confidential and not to be open to inspection except under order of the court or a judge thereof.
- ◆ **Records sealed by court order.** At times during any court proceeding, the court may order the records sealed. This means that no transcript can be provided without a proper court order.

## ERASURE OF RECORDS

Effective October 1, 1996, C.G.S. 54-142a(h), which does not apply retroactively, excludes transcripts from the definition of court record for the purposes of the erasure statute. A criminal defendant who has been acquitted or whose charges have been dismissed does not have a right to have the transcripts of the criminal proceedings erased. Consequently, a transcript can be made available to any party upon request. However, if a criminal defendant has satisfied all the conditions for erasure prior to October 1, 1996, a transcript shall not be provided.

By statute, clerks of court are prohibited from disclosing the existence of certain cases and may not provide any information pertaining to these cases. These records are considered "erased" or are referred to in the statutes as being "erased." Erasure does not necessarily mean that the file is destroyed, but rather that court staff must treat the matter as if it never occurred.

### **Generally, police, court and prosecutorial records must be erased when:**

1. More than 20 days have elapsed after a defendant is acquitted or the dismissal of a criminal case, unless an appeal is taken, or 13 months have elapsed after a nolle is entered;
2. A defendant is granted an absolute pardon;
3. The offense for which the defendant was convicted is later decriminalized; or
4. The matter pertains to a person who has been adjudicated a youthful offender and has been discharged from the supervision of the court.

Pursuant to §54-76o and §54-142a, a youthful offender whose record has been erased, or the subject of an erased record may obtain information about their record, including a transcript, if it has not been destroyed, upon submission to the Clerk of the Court of one of the following:

- ◆ the subject's current Connecticut driver's license;
- ◆ the subject's current driver's license from another state (if the license contains a photograph of the subject);
- ◆ any official, current valid photo I.D. issued by a municipality, employer, college or university;
- ◆ the subject's current passport;
- ◆ the subject's current identity card issued by the Department of Motor Vehicles (C.G.S. §1-1h)
- ◆ the subject's submission of a request, in writing, which contains an acknowledgement authorized by CGS §1-34.

The Clerk of the Court, in turn, will notify the Official Court Reporter that "erased" information, if available, may be released to the individual.

### **SEALED RECORDS:**

Only those portions of the file that the judge has ordered sealed are unavailable to the public. In the event of a partial sealing, certain information in the court file will continue to be available for transcript requests.

Materials ordered sealed by the court are disclosable once the sealing order expires. News professionals or members of the public should make a note of the date when the sealing order will expire. Please be aware that in many cases the information may not be disclosable at any point in the future.

Generally, communications and records of a party to the action between the following individuals are sealed automatically by statute:

- ◆ psychologist and patient;
- ◆ psychiatrist and patient;
- ◆ battered women's or sexual assault counselor and victim;
- ◆ judicial branch employee and employee assistance program counselor;
- ◆ physician, surgeon or health care provider and patient;
- ◆ marital and family therapist and person consulting such therapist;
- ◆ social worker and person consulting such social worker.

Anyone impacted by court orders to seal or limit disclosure of materials on file in connection with a court proceeding may petition the Appellate Court for review of that order within 72 hours of its issuance, **except** that the following types of matters will not be reviewed:

- ◆ orders under the family matters or search warrant statutes;
- ◆ any statutory provision authorizing the court to seal or limit disclosure of materials at a pretrial or trial stage; or
- ◆ a court rule that seals or limits disclosure of affidavits in support of arrest warrants.

### **REQUEST FOR TRANSCRIPT IN YOUTHFUL OFFENDER MATTER:**

Pursuant to Connecticut General Statute sec. 54-761, the records of any youth adjudged a youthful offender shall be confidential and shall not be open to public inspection or disclosure. Certain exceptions allowing disclosure apply to persons adjudged a youthful offender on or after October 1, 1995, including, but not limited to, disclosure to employees of state agencies providing services directly to the youth including law enforcement officials, the attorney representing the youth, in any proceedings in which such records are relevant, to the youth's parent or guardian, until such time as the youth reaches the age of majority or is emancipated, and to the youth upon the youth's attainment of the age of majority.

## **ORDERING AND FILING APPEAL TRANSCRIPTS**

On or before the date of filing the appeal, the appellant shall, subject to Section 63-6 or 63-7 of the Connecticut Practice Book if applicable, order from the official reporter, using Form JD-ES-38 obtained from the clerks' office, a transcript of the parts of the proceedings not already on file which the appellant deems necessary for the proper presentation of the appeal.

As the ordering party, please complete section one of the Notice of Appeal Transcript Order form, and forward the entire form, intact, to the official court reporter. A copy will be returned to you upon further processing.

Such order shall specify the case name, docket number, judge's name(s), and hearing date(s), and include a detailed statement describing the parts of the proceedings of which a transcript has been ordered. For example, "the voir dire on Monday, May 25, 1995," or "the entire sentencing proceeding before Smith, J., on June 4, 1997." If any other party deems other parts of the transcript necessary, that party shall, within twenty days from the filing of the appeal, similarly order those parts in writing from the official reporter.

Practice Book Section 63-8(b) provides, in part, that a party must make satisfactory arrangements for payment of the costs of the transcript, pursuant to guidelines established by the chief court administrator. After those arrangements have been made, the official reporter shall send the party who ordered the transcript a written acknowledgement of the order, including an estimate of the date of delivery of, and the number of pages in, the transcript.

The appellant is required, either before or simultaneously with the filing of the appellants' brief, to file with the appellate clerk one unmarked non-returnable copy of the transcript, including a copy of the court reporter's/monitor's certification page.

All other parties are likewise required, either before or simultaneously with the filing of their briefs, to file those additional portions ordered but shall not include the portions already filed by the appellant.

### **SUPREME COURT TRANSCRIPTS:**

Transcripts of Supreme Court proceedings are available by contacting the Official Reporter at 101 Lafayette Street, Hartford, CT.

## PROCEDURES FOR REQUESTING A TRANSCRIPT

The term, *court proceedings*, refers to any action, hearing, investigation, inquest, or inquiry in which testimony or other evidence may be presented. Transcripts of these proceedings are generally available to the public upon request and payment.

Pursuant to Connecticut General Statutes, however, the court will exclude members of the public from obtaining transcripts from various matters, including juvenile matters and youthful offender issues. The court may exclude members of the public from obtaining transcripts from family relations matters.

Requests must be put in writing and submitted to the Official Court Reporter's office at the judicial district where the case was heard. Be sure to include the following in the letter of request:

- ◆ case caption
- ◆ the judge's name(s)
- ◆ where the case was heard
- ◆ the date(s) the case was heard
- ◆ docket number
- ◆ your name, address, and phone number
- ◆ a brief description of the proceedings you are ordering (e.g. the testimony of a particular witness, the entire hearing, the Court's order, etc.)

Following are the addresses for each judicial district in the State of Connecticut. Be sure to send your request to the attention of the Official Court Reporter:

**Ansonia-Milford JD**  
14 W. River Street  
Milford, CT 06460  
Phone: 203 874-8523

**Danbury JD**  
146 White Street  
Danbury, CT 05810  
Phone: 203 207-8729

**Fairfield JD**  
1061 Main Street  
Bridgeport, CT 06604  
Phone: 203 579-7232

**Hartford JD**  
101 Lafayette Street  
Hartford, CT 06106  
Phone: 860 566-3400

**Litchfield JD**  
15 West Street  
Litchfield, CT 06759  
Phone: 860 567-4263

**Middlesex JD**  
One Court Street  
Middletown, CT 06457  
Phone: 860 343-6515

**New Britain JD**  
20 Franklin Square  
New Britain, CT 06051  
Phone: 860 515-5380

**New Haven JD**  
235 Church Street  
New Haven, CT 06510  
Phone: 203 503-6825

**New London JD**  
70 Huntington St.  
New London, CT 06320  
Phone: 860 444-8173

**Stamford JD**  
123 Hoyt Street  
Stamford, CT 06095  
Phone: 203 965-5278

**Tolland JD**  
20 Park Street  
Rockville, CT 06066  
Phone: 860 870-3216

**Waterbury JD**  
300 Grand Street  
Waterbury, CT 06702  
Phone: 203 591-3337

**Windham JD**  
120 School Street  
Danielson, CT 06226 phone: 860 779-8508

If you would like an estimate of the cost and/or the delivery date before your transcript request is processed, please so state in your letter and you will be contacted.

In order to be granted a waiver of fees due to indigency, a motion must be filed with the court. If granted, the Court signs an order stating the transcripts will be provided. A party deemed by the court to be indigent and granted a waiver of transcript fees is not responsible for said fees. Please attach a copy of the granted fee waiver to your written request, and your order will be processed as soon as possible.

Please note:

Court reporters/monitors are responsible for recording legal proceedings and for completing requested transcripts in a timely fashion. To facilitate this process, it is recommended that those requesting transcripts make every effort to give the reporter/monitor sufficient time to respond to requests. Connecticut General Statute § 51-61© provides that when requested, a transcript will be furnished to an ordering party within a reasonable time.

Only those transcripts required by law or ordered by the court, litigants, or other individuals are prepared by the reporter/monitor, and are done so in order by date requested.

## TRANSCRIPT FEES

The Connecticut General Assembly determines, by statute, the fee court reporters/monitors can charge for transcripts. Currently, reporters/monitors may charge **\$3.00** per page for preparation of the original court transcript. The fee for state officials and other entities listed in C.G.S. 51-63(c) is **\$2.00** per page.

By statute, The Chief Court Administrator determines the fees court reporters/monitors can charge for transcripts requested to be delivered overnight or expedited (within five business days). If requested overnight, the page rate is **\$6.35**. If requested expedited, the page rate is **\$4.75**. Further, if a transcript is requested overnight by a state official or other entity listed in C.G.S. 51-63(c), the maximum page rate is **\$4.45**, and for expedited delivery the maximum page rate is **\$3.50**.

The court reporter/monitor will determine the method of payment for a transcript which may be by personal check, certified check, or money order made payable to the reporter/monitor. Cash payments are not recommended, and payment in advance may also be required.

A sales tax of 6% of the total cost of the transcript will be collected by the reporter/monitor on all transcripts. State agencies and municipalities are exempt from this sales tax.

## GENERAL INFORMATION

The following is a pertinent quote from C.G.S. § 51-63(c) as it relates to transcript format:

“...for purposes of this subsection, ‘transcript page’ means a page consisting of twenty-seven double spaced lines on paper eight and one half by eleven inches in size, with sixty spaces available per line...”

Transcripts placed in a court file are the work product of the reporter/monitor who prepared them. Unless the Court has ordered that a transcript be placed in the court file, the clerk of the Court will direct you to the appropriate reporter/monitor to purchase a transcript.

Generally, court reporters' notes, and monitors' tapes are destroyed subsequent to the issuance of a destruction order by the court seven years after they are recorded.

Although reporters/monitors have the responsibility to produce a transcript of a proceeding upon request, they are precluded from interpreting those materials.

**TRANSCRIPT ORDER — NON-APPEAL**

JD-ES-262 Rev. 3-10  
C.G.S. § 51-63

**SUPERIOR COURT  
STATE OF CONNECTICUT  
COURT REPORTER'S OFFICE**

**Instructions to person ordering a transcript**

1. Fill out this entire form except for the "For Office Use Only" section. If the form is not filled out completely it will be returned to you.

2. Mail, fax or hand-deliver it to the Court Reporter's Office in the Judicial District where the hearing was held.

**Note:** If you need a transcript for an appeal, you must use form JD-ES-38, which you can get from the Clerk's Office or Court Service Center.

Today's date	Name of case	Docket number (if known)
--------------	--------------	--------------------------

Name of Judge/Magistrate/Arbitrator	Name of court reporter/monitor (if known)
-------------------------------------	---

Specific date(s) matter was heard in court (Month/day/year)

Specific portion(s) of proceedings requested (for example, a witness, the entire day, orders only, etc.)

Name of ordering party	Telephone number
------------------------	------------------

Address of ordering party

Please indicate your preference below: Please note that these rates are set under General Statutes § 51-63(c). The Rate for State and Municipal Officials applies to any official of the state, or any of its agencies, boards or commissions or of any municipality of the state, acting in his or her official capacity.

**Rate for Private Parties**

- Expedited\* - available by 5 p.m. on the 5th business day at \$4.75 per page (except for transcript pages already produced, in which case the rate is \$3.50 per page)
- Overnight\*\* - available by 5 p.m. on the next business day at \$6.35 per page (except for transcript pages already produced, in which case the rate is \$4.60 per page)
- Regular or standard - processed in order of receipt at \$3 per page (except for transcript pages already produced at the \$3 per page rate, in which case the rate is \$1.75 per page)

**Rate for State and Municipal Officials**

- Expedited\* - available by 5 p.m. on the 5th business day at \$3.50 per page (except for transcript pages already produced, in which case the rate is \$1.25 per page)
- Overnight\*\* - available by 5 p.m. on the next business day at \$4.45 per page (except for transcript pages already produced, in which case the rate is \$1.55 per page)
- Regular or standard - processed in order of receipt at \$2 per page (except for transcript pages already produced at the \$2 per page rate, in which case the rate is \$0.75 per page)
- If you would like us to contact you with an estimate of the cost or an estimated delivery date, or both, please check here.

**By signing this form, I accept financial responsibility for the transcript I am ordering.**

Signature of ordering party: \_\_\_\_\_

\*An expedited transcript is a transcript that the ordering party has specified must be delivered after the close of the 1st business day after the business day it was ordered, but not later than the close of the 5th business day.

\*\*An overnight transcript is a transcript that the ordering party has specified must be delivered by the close of the next business day after the business day it was ordered.

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)

<b>For Office Use Only</b>
To: _____
Initials: _____ Date: _____

## Appendix A

### Priority List for Translation of sections of the Judicial Branch website into Spanish

Rev. 04/06/10

Priority	English Page	Spanish Page	Completed
1	<u>Jury Duty</u>	<a href="http://www.jud.ct.gov/jury/faq_sp.htm">http://www.jud.ct.gov/jury/faq_sp.htm</a>	X
2	<u>Traffic Violations</u>	<a href="http://www.jud.ct.gov/faq/sp/traffic.html">http://www.jud.ct.gov/faq/sp/traffic.html</a>	X
3	<u>Landlord/Tenant/Housing</u>	<a href="http://www.jud.ct.gov/faq/sp/landlord.html">http://www.jud.ct.gov/faq/sp/landlord.html</a>	X
4	<u>Child Support Enforcement</u>	<a href="http://www.jud.ct.gov/childsupport/faq_sp.htm">http://www.jud.ct.gov/childsupport/faq_sp.htm</a>	X
5	<u>Foreclosure Mediation Program</u>	<a href="http://www.jud.ct.gov/faq/sp/foreclosure_br.htm">http://www.jud.ct.gov/faq/sp/foreclosure_br.htm</a>	X
6	<u>Court Service Centers and Public Information Desks</u>	<a href="http://www.jud.ct.gov/csc/default_sp.htm">http://www.jud.ct.gov/csc/default_sp.htm</a> <a href="http://www.jud.ct.gov/pid/default_sp.htm">http://www.jud.ct.gov/pid/default_sp.htm</a>	X X
7	<u>Victim Services</u>	<a href="http://www.jud.ct.gov/crimevictim/index_sp.html">http://www.jud.ct.gov/crimevictim/index_sp.html</a>	X
8	<u>Small Claims</u>	<a href="http://www.jud.ct.gov/faq/sp/smallclaims.html">http://www.jud.ct.gov/faq/sp/smallclaims.html</a>	X
9	<u>Adult Probation</u>		
10	<u>Court Records</u>		
11	<u>Representing Yourself</u>		
12	<u>Common Legal Words</u>		
13	<u>Directions to Courts &amp; Facilities</u>		
14	<u>About Attorneys</u>		
15	<u>How can I complain about a judge</u>		

## What are the basic rules of courtroom conduct?

Before you enter the courtroom, please:

- Turn off any cell phone, beeper, and pager you may have
- Throw away all food, drinks and chewing gum
- Take off any hat that you are wearing unless you wear it for religious reasons

When you are in the courtroom, please:

- Sit quietly until it is your turn to speak.
- Stand when the magistrate enters or leaves the courtroom and when you are speaking with the magistrate.
- Refer to the Family Support Magistrate as "Magistrate" or "your honor."
- Be sure to answer all questions out loud. If you nod your head, the person making the record of the proceedings will have to ask you to speak so that your answer will be recorded.
- Do not interrupt other people when they are speaking.

## What if I don't speak English well?

You may be able to get help. As soon as you know that you will need help for a hearing, please contact the clerk. Phone numbers for the clerks may be found online at:

[http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm)

You may also think about asking someone who speaks English to come to court with you.

## If I have a disability and need assistance or special equipment to take part in the court hearing, what should I do?

If you have a disability and need assistance or special equipment to take part in the court hearing, please contact the Americans with Disabilities Act contact person for the courthouse where your

## If I have a disability and need assistance or special equipment to take part in the court hearing, what should I do?

(continued)

hearing will be. Contact information may be found online at:

<http://www.jud.ct.gov/ADA/contact.htm>

## Do I need to bring any paperwork with me to court for my court hearing?

Yes, you should bring the following paperwork with you:

- Any document that refers to why you are in court that day.
- A completed financial affidavit (ID-FM-6). You may get this form from the Clerk's Office, a Court Service Center or a Support Enforcement Office. You may also get it from the Judicial Branch website at: <http://www.jud.ct.gov/webforms/forms/fm006.pdf>
- Copies of your last 13 pay stubs;
- A copy of your latest tax return;
- If you are collecting Social Security Disability or Retirement, Supplemental Social Security Income or Veteran's Benefits, information on the amount of your benefit and any amount your children are receiving;
- Information on how long the benefit has been paid and the amount of any lump sum payments;
- If you are receiving unemployment compensation benefits or worker's compensation benefits, proof of the amount of your benefit and any lump sum payments;
- If you are not able to work because of a disability, bring current doctor's reports.
- If you are unemployed, but looking for work, proof of the job applications you have filed.

## Do I need to bring money with me when I come to court?

If you are coming to court because you have not made your child support payments, you can bring money to court to catch up on your missed payments and show the court that you are trying to follow the court order and support your child. If you were ordered to make payments for child support or expenses related to child support, and you have not made those payments, the magistrate can find you in contempt and you may be jailed.

**IMPORTANT:** If you were given papers telling you to be at court or if you were ordered by the court to be here today, you must stay in court until your case is heard or until the magistrate or the clerk tells you that you can leave. If you leave early, the court may order that you be arrested, set a bond amount for you to be held, enter orders on your case without you being in court or deny or refuse to act on the motion that you filed.

## What if I cannot come to court on the date of my hearing?

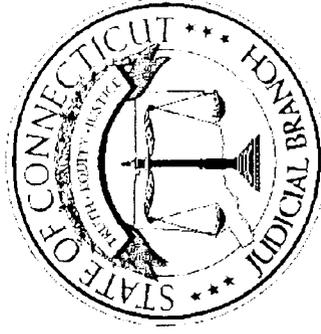
If you cannot come to court on the date of your hearing, call the Clerk's Office to ask how to request another hearing date (continuance) and let your child support worker know that you cannot be at your hearing.

## For more information, you may go to the Judicial Branch website at:

[www.jud.ct.gov/childsupport](http://www.jud.ct.gov/childsupport)

or contact a Court Service Center or Clerk's Office. You may also call the Support Enforcement Services Call Center at 1-800-228-5437.

JDP-FM-209, New 9/09



You have been given papers that tell you that you must come to the Family Support Magistrate Court because of a child support matter. Some of the reasons why you may have to come to the Family Support Magistrate Court are:

- You have been given papers by a marshal or a child support investigator because the child's other parent is asking for a legal finding that you are the father or is asking for court-ordered child support (Paternity Petition or Support Petition); or
- You or the person that you pay support to may want to change the support orders (Motion for Modification); or
- You have not made the child support payments that the court ordered you to pay or that you agreed to make, so you must come to court to explain why you have stopped paying (Application for Contempt).

No matter why you are coming to the Family Support Magistrate Court, you probably have questions about what to expect when you get here. This brochure will answer some of those questions. You can get more information from Court Service Centers, Clerk's Offices, and Support Enforcement Services. You may also go to the website at:

[www.jud.ct.gov/childsupport](http://www.jud.ct.gov/childsupport)

The information in this brochure does not take the place of legal advice.

### What should I wear to Court?

The Court is a formal setting so you should dress appropriately. Please do not wear torn t-shirts, jeans with holes in them, halter-tops, shorts, or revealing clothing.

### Can I bring my children to Court?

Please do not bring your children to court unless you have been told to. The day can be long for young children and if they become noisy, they may distract people in the courtroom, interrupt the proceedings, and make it hard to hear the recording that is made of all court hearings.

### What time should I come to the courthouse?

The notice or papers will tell you the date and time that you must come to court. You should be at the court at least 15 minutes before that time. For example, if the notice or papers say to appear at court at 9:30 AM, you should plan to be at the courthouse no later than 9:15 AM. When you enter the courthouse, you must walk through a metal detector, so it may take extra time to enter the building.

### Where can I park?

Some courthouses have parking available, but many do not. You may need to park in a nearby lot or garage or find on-street parking. For information, call the Clerk's Office or check on the Judicial Branch website at:

[http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm)

### When I get to the courthouse, what should I do?

The courthouse doors open at 8:30 AM. Be ready to wait in a line at the entrance. When you enter the courthouse, you must walk through a metal detector that is operated by the Judicial Marshals who provide security for the courthouse.

### What happens at the metal detector?

Any metal items can set off the metal detector. You will have to empty your pockets of all metal objects before walking through the metal detector, and anything you bring with you will be scanned. If your belt has a large metal buckle or your jacket has large metal buttons or zippers, for example, you may be asked to take them off. Things that could be used as a weapon (for example, a pocket knife) will be taken from you so please do not bring them with you.

### How do I find the Courtroom?

Once you are in the courthouse, look for the lists of cases (dockets) to be heard that day. Dockets are usually posted in a public place or hall. If you don't see your name on a list or if there are no lists posted in the hallway or lobby, please go to the Clerk's Office, the Court Service Center or the Public Information Desk and ask for help.

### What if I get to Court late?

If you get to court late, please check in with a Support Enforcement Officer, an Assistant Attorney General, a clerk, or a Child Support Investigator outside the assigned courtroom to be certain that the court knows you are there. Do not interrupt the Clerk or Family Support Magistrate while court is in session.

### How long will I be at the Court?

It is difficult to answer this question because it depends on the number of people in the court when your case is called (cases are not always called in order) and how long the hearings before yours take. You should plan on being at the court for the whole day.

### Do I have to have a lawyer?

You do not have to have a lawyer, but you may decide that you want one. In some situations, the court may appoint a lawyer for you if you cannot afford to pay for one yourself. The court may appoint a lawyer for you if you are a defendant in a paternity action (an action to determine if you are the father of a child) or in a contempt hearing (if you have not obeyed a court order and face the possibility of time in jail). The Clerk's Office or Court Service Center can give you phone numbers for statewide legal services if you need them. You may also check the statewide legal services website at: [www.ctnla.org](http://www.ctnla.org).

### What other people are at the Family Support Magistrate Court?

The following people may be at the Court:

- Family Support Magistrates, who are not judges, but do some things that judges can do. They can set, modify and enforce child and spousal support orders and hear paternity cases.
- Support Enforcement Officers, who supervise child support payments and bring parents to court to enforce child support orders. They may also file legal papers to change child support orders. They do not represent either parent.
- Assistant Attorneys General, who represent the state's interest in making sure that children are supported by their parents. They do not represent either parent.
- Child Support Investigators, who give information and support to the Assistant Attorney General and the Family Support Magistrate in paternity and support order establishment cases.

## ¿Cuáles son las reglas básicas de conducta del tribunal?

Por favor, antes de entrar en la sala:

- Apague el teléfono celular, biper o buscapersona
  - Tire toda comida, bebida o chicle a la basura
  - Quite cualquier gorra o sombrero a menos que lo lleve puesto por motivos religiosos
- Mientras esté en la sala, por favor:
- Siéntese en silencio hasta que le toque hablar
  - Póngase de pie cuando el juez entre o salga de la sala y cuando hable con él
  - Diríjase al juez de familia y manutención como "Señor Juez" o "Su Señoría"
  - Asegúrese de contestar en voz alta. Si usted asiente con la cabeza, la persona a cargo de grabar el procedimiento le pedirá que hable para que todo quede grabado
  - No interrumpa a otras personas cuando estén hablando

## ¿Y si no hablo bien inglés?

Es posible que se le pueda conseguir ayuda. Tan pronto sepa que va a necesitar ayuda durante una vista, tenga la bondad de comunicarse con la Secretaria. Los números de las secretarías se pueden encontrar en Internet en:

[http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm)

También puede pensar en pedirle a alguien que hable inglés que venga al tribunal con usted

## ¿Debo llevar algún documento al tribunal el día de la audiencia?

Si. Debe traer los siguientes documentos:

- Todo documento relacionado con el motivo de su comparecencia en el tribunal ese día
- Una declaración jurada escrita sobre su situación económica (JD-FM-6) debidamente cumplimentada. Puede obtener este

formulario en la Secretaría del Tribunal, en el Centro de Servicios del Tribunal o en alguna Oficina de Manutención de Menores. También puede obtenerlo en la web en la siguiente dirección:

<http://www.jud.ct.gov/webforms/forms/frn006.pdf>

- Copias de los últimos 13 ralesos de pago
- Copias de su última declaración de impuestos
- Si recibe prestaciones de seguro social (ya sean por incapacidad o jubilación), de seguro social suplementario o de excombatientes, documentos que informen sobre el monto de las mismas y sobre el monto que perciban sus hijos
- Información acerca de cuánto tiempo lleva cobrando estas prestaciones y si recibió alguna suma global como pago
- Si usted recibe prestaciones por desempleo o por accidentes de trabajo, pruebas del monto de las mismas y de alguna suma global, si la hubiera.
- Si no está en condiciones de trabajar por alguna discapacidad, los últimos informes de su médico que la comprueben
- De estar sin empleo, pero buscando trabajo, una constancia de las solicitudes de trabajo que haya presentado

## ¿Necesito traer dinero cuando venga al tribunal?

Si viene al tribunal porque no ha pagado la manutención de sus hijos, puede traer dinero para ponerse al día en sus pagos y mostrarle al juez que usted está tratando de cumplir con sus órdenes y mantener a sus hijos. Si se le ordenó hacer pagos de manutención a sus hijos u otros gastos relacionados con el cuidado de los niños y usted no lo hizo, el juez delegado puede determinar que usted cometeó desacato y lo puede enviar a prisión.

**IMPORTANTE:** Si le entregaron documentos que le decían que tiene que venir al tribunal o el juez le ordenó venir aquí hoy, deberá permanecer en la sala hasta que llamen su caso o hasta que el juez delegado o el secretario del tribunal le diga que se puede ir. Si se va antes de tiempo, el juez puede ordenar su arresto, fijar una fianza, dictar órdenes en su causa sin que usted esté presente, denegar la petición que usted haya presentado o rehusar pronunciarse sobre ella.

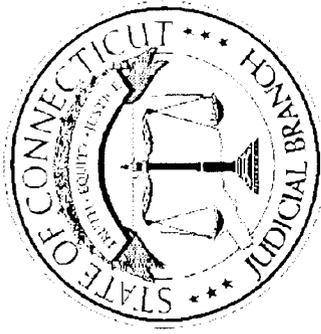
## ¿Qué pasa si no puedo venir al tribunal el día de mi audiencia?

Si no puede venir al tribunal el día de su audiencia, llame a Secretaría para preguntar cómo se solicita otra fecha de audiencia (aplazamiento) e informe al empleado de manutención a cargo de su caso que no podrá asistir a la audiencia.

TRIBUNAL DEL JUEZ  
DELEGADO DE FAMILIA Y  
MANUTENCIÓN

(FAMILY SUPPORT  
MAGISTRATE COURT)

# LO QUE SUCEDE CUANDO VA AL TRIBUNAL DEL JUEZ DELEGADO DE FAMILIA Y MANUTENCIÓN



Para más información, visite el sitio web del Poder Judicial en:

[www.jud.ct.gov/childsupport](http://www.jud.ct.gov/childsupport)

o comuníquese con un Centro de Servicios del Tribunal o Secretaría. También puede llamar al Centro de Llamadas de Servicios de Cumplimiento de la Manutención al

**1-800-228-5437**

State of Connecticut  
Judicial Branch  
[www.jud.ct.gov](http://www.jud.ct.gov)

JDP-FM-2095 , New 9/09

A usted le han entregado documentos que le informan que tiene que presentarse ante el Juez Delegado del Tribunal de Familia y Manutención por cuestiones de manutención de menores. Su cita ante dicho tribunal podría obedecer a cualquiera de los siguientes motivos:

- Un alguacil o investigador en asuntos de manutención de menores le ha entregado documentos porque el otro progenitor pide que se dicte un fallo judicial para probar que usted es el padre o para obligarlo(a) a usted a pagar, por orden judicial, la manutención de su(s) hijo(s) menor(es) (Petición de comprobación de paternidad o Petición de manutención de menores).
- Usted o la persona a la que usted paga la manutención quiere modificar alguna orden judicial de manutención ya vigente (Petición de modificación) o
- Usted ha dejado de realizar sus pagos de manutención, sean éstos por orden judicial o por consentimiento de usted, y por tanto debe comparecer ante el tribunal para explicar los motivos por los que suspendió los pagos (Petición de fallo en rebeldía).

Sea cual fuere el motivo por el que comparece ante el Juez Delegado del Tribunal de Manutención, debe de tener preguntas sobre lo que cabe esperar cuando llegue allí. Este folleto constatará algunas de esas preguntas. Para más información, acuda al Centro de Servicios del Tribunal, a la secretaría del Tribunal de Primera Instancia o a la Oficina de Manutención de Menores más cercanos. También puede informarse en la siguiente dirección de la web: [www.jud.ct.gov/childsupport](http://www.jud.ct.gov/childsupport)

La información en este folleto no sustituye la asesoría legal.

### ¿Cómo debo vestirme para ir al tribunal?

El tribunal es un ambiente solemne por lo cual debe vestirse como corresponde. Se le ruega no ponerse camisetas rotas, vaqueros con rotos, blusas sin espaldas, pantalones muy cortos o ropas provocativas.

### ¿Puedo traer a mis hijos al tribunal?

Por favor no traiga a sus hijos al tribunal, a menos que se le haya pedido. El día puede resultar largo para los niños pequeños y si llegan a ser ruidosos, pueden distraer al público en la sala, interrumpir los procedimientos y hacer difícil oír la grabación de todas las actuaciones ante el tribunal.

### ¿A qué hora debo llegar al edificio del tribunal?

La notificación o los documentos le dirán el día y la hora en que usted debe estar en el tribunal. Usted deberá estar en el tribunal por lo menos 15 minutos antes del tiempo fijado. Por ejemplo, si la notificación o los documentos dicen que debe comparecer en el tribunal a las 9:30 AM, usted deberá estar en el edificio a más tardar a las 9:15 AM. Cuando entre en el tribunal, tiene que pasar por un detector de metales, de manera que podrá necesitar tiempo extra para entrar en el edificio.

### ¿Dónde puedo estacionar?

Algunos tribunales tienen estacionamiento disponible, pero muchos no lo tienen. Usted tendrá que estacionar en una plaza de estacionamiento o garaje cercano o encontrar un lugar para estacionar en la calle. Para más información, llame a la Secretaría o explore el sitio web del Poder Judicial en: [http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm)

### ¿Qué debo hacer cuando llegue al edificio del tribunal?

Las puertas del tribunal abren a las 8:30 AM. Está preparado para esperar en una fila a la entrada. Cuando entre en el edificio del tribunal, debe pasar por un detector de metales que atienden los alguaciles judiciales encargados de la seguridad del edificio del tribunal.

### ¿Qué sucede en el detector de metales?

Cualquier artículo de metal puede activar el detector de metales. Antes de pasar por el detector de metales usted tendrá que sacarse de los bolsillos cualquier

objeto de metal. Todo artículo que usted lleve encima será examinado. Por ejemplo, si su correa tiene una hebilla grande de metal o su chaqueta tiene cremalleras o botones de metal, le pueden pedir que se los quite. Aquellos objetos que pudieran ser utilizados como armas (por ejemplo, una navaja de bolsillo) serán decomisados, así que por favor no los traiga al tribunal.

### ¿Cómo encuentro la sala?

Una vez que esté en el tribunal, busque las listas de las causas que se van a ver ese día. Las listas de causas por lo común se ponen en un lugar público o un pasillo. Si usted no ve su nombre en la lista o si no hay listas en el pasillo o el vestíbulo, por favor pase por Secretaría, el Centro de Servicios del Tribunal o la Mesa de Información al Público y pídale ayuda.

### ¿Qué sucede si llego tarde al tribunal?

Si usted llega tarde al tribunal, preséntese ante uno de los agentes de manutención, un asistente del Fiscal General, un secretario o un investigador de manutención fuera de la sala asignada para asegurarse de que el tribunal sepa que usted se encuentra allí. No interrumpa al secretario o al juez delegado de manutención mientras la sala esté en sesión.

### ¿Cuánto tiempo estaré en el tribunal?

Es difícil responder a esta pregunta porque depende de la cantidad de personas presentes en el tribunal cuando se llame su causa (los casos no siempre se llaman en orden) y de cuánto tiempo tomen las audiencias anteriores a la suya. Usted deberá estar preparado para pasar todo el día en el tribunal.

### ¿Tengo que contratar a un abogado?

Usted no está obligado a tener un abogado pero puede que usted decida obtener representación legal. En algunas situaciones, el juez podría asignarle un abogado si usted no puede pagar por su propio abogado. El juez podría asignarle un abogado si usted es el demandado en una causa de paternidad (una demanda para determinar si usted es el padre de un menor de edad) o en una vista por desacato

(si usted no obedeció una orden del tribunal y se enfrenta a la posibilidad de ser encarcelado). La Secretaría o el Centro de Servicios del Tribunal pueden darle los números de teléfono para obtener asesoría legal en Connecticut. Usted también puede visitar la página de Internet para obtener esta asesoría legal en [www.cfmra.org](http://www.cfmra.org).

### ¿Quién más estará en el Tribunal de Familia y Manutención?

Las siguientes personas pueden estar presentes en el tribunal:

- Los jueces de legados del tribunal de familia y manutención, que no son jueces plenos, pero realizan algunas tareas propias de los jueces, como establecer, modificar y hacer cumplir órdenes de manutención conyugal y de los hijos así como presidir en causas de paternidad.
- Los agentes de manutención, que supervisan los pagos de manutención para menores de edad y citan a los padres al tribunal para hacer cumplir las órdenes de manutención. También pueden presentar documentos legales para cambiar las órdenes de manutención. Ellos no representan a ninguno de los padres.
- Los asistentes del Fiscal General, que representan los intereses del estado para asegurarse de que los menores de edad reciban la manutención de sus padres. Ellos no representan a ninguno de los padres.

• Los investigadores de manutención, que brindan información y apoyo al asistente del Fiscal General y al juez delegado de familia y manutención en las causas de establecimiento de órdenes de manutención y de la paternidad.

- Stand when the Judge enters or leaves the courtroom and when you are speaking with the Judge
- Refer to the Judge as "Judge" or "Your Honor"
- Be sure to answer all questions out loud. If you nod your head, the person making the record of the proceedings will have to ask you to speak so that your answer will be recorded
- Do not interrupt other people when they are speaking.

### What is a Housing Mediator?

A Housing Mediator is a trained mediator who works for the court. The mediator will meet with you and the other people in your case to try to work out an agreement (also called a settlement) so you do not need to have a trial. After your case is called in court, you will be asked to wait in the lobby until a mediator calls you for mediation (a discussion with you and the other parties in the case).

### Do I have to make an agreement?

No, you don't have to make an agreement, and no one will ever force you to make an agreement to settle a case. But many cases do settle after people have the chance to talk with the mediator.

### What if the attorney for the other side wants to talk to me?

Attorneys often talk with the other parties in a case to try to settle it without waiting to see a housing mediator. You can make a private agreement with the attorney and bring it to the Judge for approval. If you have an attorney, you should tell the attorney to talk to your attorney. If you do not have an attorney, and at any time you feel pressured or intimidated, you can stop talking to the attorney and wait to be called by the housing mediator.

### What happens if I make an agreement?

If you and the other people in your case can agree, with the help of the housing mediator or by talking to each other, you will be asked if you understand the terms of the agreement and if you are willing to agree to the terms of the agreement. This is called a "canvass" and the questions are asked by the Judge, the housing mediator or the clerk. The Judge will then make a decision in your case, which is called a stipulated judgment. Once the Judge makes a decision, everyone has to follow the terms of your agreement just like a judgment after a trial.

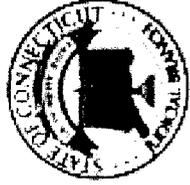
### What happens if I do not make an agreement?

If you do not make an agreement, your case will be decided by the Judge. Both you and the other party may present your witnesses and tell the court your story.

Be ready to give a short summary of your side of the case to the Judge. Bring with you to court any papers or pictures that support your case. Also, if you have witnesses, bring them with you in case you have a trial. You should have specific questions for your witnesses.

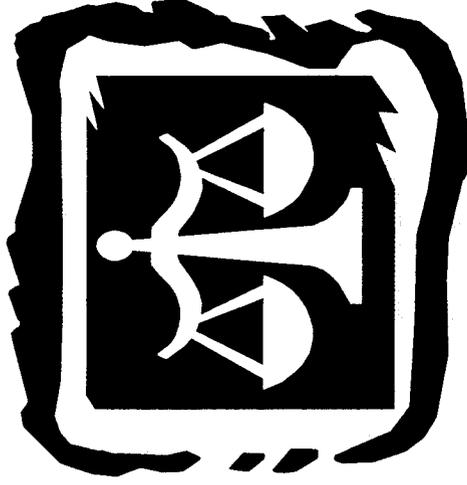
For more information, you may go to the Judicial Branch website at:

[www.jud.ct.gov](http://www.jud.ct.gov)



JDP-HM-036

# What Happens



# When You Go To Housing Court?

Going to Court for any reason can be an unsettling experience. This pamphlet will give you answers to questions that you might have about what you can expect when you go to the Housing Court.

### **What should I wear to Court?**

The Court is a formal setting so you should dress appropriately. Please do not wear torn t-shirts, jeans with holes in them, halter tops, shorts or revealing clothing.

### **Can I bring my children to Court?**

Please do not bring your children to court. The day can be long for young children, and if they become noisy, they may distract people in the courtroom, interrupt the proceedings, and make it hard to hear the recording that is made of all court hearings.

### **What time should I come to the courthouse?**

The notice that you will receive telling you the day that you should come to court will also tell you the time that you should be in Court. You should be at the court at least 15 minutes before the time written in your notice. For example, if the court papers say to appear at court at 9:30 AM, you should plan to be at the courthouse no later than 9:15 AM. When you enter the courthouse you must go through a metal detector, so it may take extra time to enter the building.

### **Where can I park?**

Some courthouses have parking, but many do not. You may need to park in a nearby lot or garage or find on-street parking. For information, please call the Clerks' Office or check the website: [http://www.jud.ct.gov/directory/court\\_directions.htm](http://www.jud.ct.gov/directory/court_directions.htm).

### **What will happen when I get to the courthouse?**

The courthouse doors open at 8:30 AM. Be ready to wait in a line at the entrance. When you enter the courthouse, you will have to go through a metal detector, which is operated by the Judicial Marshals, who provide security for the courthouse.

Any metal items can set off the metal detector. You will have to empty your pockets of all metal objects before going through the metal detector, and anything you bring with you will be scanned. If your belt has a large metal buckle or your jacket has large metal buttons or zippers, for example, you may be asked to take it off. Things that could be used as a weapon (for example, a pocket knife) will be taken from you so please do not bring them with you.

### **How long will I be at the Court?**

It is hard to answer this question because it depends on the number of cases in the court that day, how long the other hearings take, or if you make an agreement. Most cases are finished by lunch time, but you should plan on being at the court for the whole day. The court staff will try to get you out as quickly as possible.

### **Do I have to have a lawyer?**

No, you do not have to have a lawyer. You will have to decide if you want to have a lawyer but if you decide you want one, you may hire one on your own. Since this is a civil case, the court will not appoint one for you. That only happens in criminal cases and some other cases where you could be put in jail. The Clerks' Office, the Court Service Center or the Public Information Desk can give you phone numbers for statewide legal services, which will decide if they will take your case. You may also check the statewide legal services website at: [www.ctmla.org](http://www.ctmla.org).

### **Where do I go once I get into the courthouse?**

You should go into the courtroom and sit down. The clerk will read off a list of case names (docket call). When you hear your name, please speak out loud to tell the clerk that you are in the courtroom. The clerk will then mark your case "Ready." The clerk will then tell you to see the Housing Mediator. You may be asked to take a seat outside of the courtroom to wait, or you may be sent immediately to see the Housing Mediator.

### **What if I get to Court late and I don't hear the list of cases?**

If you get to the court late, you may miss the list of cases (docket call) and you may lose your case for not coming to the trial. If you are late, please wait until the Judge takes a break (recess) and talk to the Clerk.

### **What if I don't hear my name when the Clerk reads the list of cases?**

If you do not hear your name, wait until the Judge takes a break. Then you can go up to the clerk and ask for help. You may be told to go to the Clerk's Office to check your file.

### **What are the basic rules of courtroom conduct?**

Before you enter the courtroom, please:

- Turn off any cell phone, beeper, and pager you may have
- Throw away all food, drinks and chewing gum
- Take off any hat you are wearing unless you wear it for religious reasons

When you are in the courtroom, please:

- Sit in the courtroom quietly until it is your turn to speak

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**If I lose my trial before the Magistrate, is there anything I can do?**

You may apply for a trial by a Superior Court Judge up to five days after the decision is made by the Magistrate. The clerk's office can give you an application to ask for a new trial (trial de novo). The trial will be scheduled at a future date with a Superior Court Judge. It will not be a jury trial. Once you have the trial in front of the Judge, you will not be able to take the decision of the Magistrate or to any offer from the prosecutor.

**If I have to pay a fine, what methods of payment does the Court accept?**

- Cash
- Personal check: You must have a valid photo ID and the preprinted name and address on the check must match your ID.
- Credit Card: You may pay with your Master Card or Visa.
- Money order or Certified Bank Check: You must have the money order or check made out in the exact amount of the fine.

**Where do I pay my fine?**

All fines must be paid at the Clerk's office. You will get a receipt when you pay your fine.

**What happens if I do not pay my fine or I don't come to court at all?**

If you do not pay your fine or if you do not come to court, your driver's license may be suspended and you may have to pay additional costs. Courts do not suspend your license or reinstate your license. If your license is suspended, you should contact the Department of Motor Vehicles (DMV) at (888) 263-6720 for information.

**How will this ticket (infraction) affect my license?**

After a hearing (before a Magistrate or a Judge), if there is a conviction (a finding of guilty) or a bond forfeiture, points will be assessed against your license by the Department of Motor Vehicles (DMV). You may get more information on the assessment of points on the DMV website at <http://www.ct.gov/dmv/lib/dmv/resolutions/137a.pdf>

**How long will I be at Court?**

How long you will be at court depends on the number of cases at the court that day. You should plan on being at the court for the whole day, but court staff will try to get you out as quickly as possible. Most cases will be finished before lunch.

**What are the basic rules of courtroom conduct?**

Before you enter the courtroom, please:

- Turn off any cell phone, beeper, and pager you may have
- Throw away all food, drinks and chewing gum
- Take off any hat you are wearing unless you wear it for religious reasons

When you are in the courtroom, please:

- Sit quietly until it is your turn to speak
- Stand when the Magistrate enters or leaves the courtroom and when you are speaking with the Magistrate
- Refer to the Magistrate as "Magistrate" or "your honor."
- Be sure to answer all questions out loud
- Do not interrupt other people when they are speaking.

## What Happens



## When You Go To Traffic Court

You received a Complaint Ticket, which you may hear referred to as an infraction or a violation. When you decided to plead "Not Guilty," you signed the back of the ticket and sent it to the Centralized Infractions Bureau (CIB) or you called CIB at (860) 263-2750.

Your case has been transferred to a Superior Court location for the area where your ticket was issued. You probably have questions about what will happen when you come to court. This brochure will answer some of your questions. For more information go to the Branch website at <http://www.jud.ct.gov/infraction.htm>, the clerk's office, or court service centers and public information desks.

The information in this brochure is not a substitute for legal advice.

#### **Do I have to have a Lawyer?**

You do not have to have a lawyer come with you to court, and the court does not appoint a lawyer for you in infraction cases. You may bring a lawyer to court if you want.

#### **Is there a dress code or any requirements about what I can wear to Court?**

The Court is a formal setting so you should dress appropriately. For example, you should probably not wear t-shirts or jeans with holes in them, tank tops, halter tops, or revealing clothing.

#### **Where can I park?**

Some courthouses have parking, but many do not. You may need to park in nearby lots or garages or find on-street metered parking. For information, please check the website [http://www.jud.ct.gov/director/court\\_directions.htm](http://www.jud.ct.gov/director/court_directions.htm) or call the clerk's office.

#### **What time should I come to the courthouse?**

You will want to be at the courthouse at least 15 minutes before the time that is in the Notice you received. Courts have metal detectors at their entrances, so it may take extra time to enter the building.

#### **What will happen when I get to the courthouse?**

The courthouse doors open at 8:30 AM. Please be prepared to wait briefly in a line at the entrance. When you enter the courthouse, you will have to walk through a metal detector. The metal detector is operated by the Judicial Marshals, who provide security for the courthouse.

Any metal items can set off the metal detector. You will have to empty your pockets of all metal objects before walking through the metal detector, and anything you bring with you will be scanned. If your belt has a large metal buckle or your jacket has large metal buttons or zippers, for example, you may be asked to take it off. Things that could be used as a weapon (for example, a pocket knife) will be taken from you so please do not bring them with you.

#### **Where do I go once I get into the courthouse?**

Once you have gone through the metal detectors, you should find the courtroom for your case. In some courthouses, lists of the cases scheduled for the day (dockets) are posted on the wall in the lobby or hallway. You may see several lists of cases. Cases are listed alphabetically by the person's last name. If you don't see your name on a list or if there are no lists posted in the hallway or lobby, please go to the Clerk's Office or the Public Information Desk and ask for help.

#### **What do I do next?**

You must meet with the State's Attorney (also called a prosecutor), who represents the state. Where you go to meet with the state's attorney is different from courthouse to courthouse. If you are not sure where the state's attorney is, please go to the clerk's office, the public information desk or the court service center for help.

#### **What happens after I meet with the State's Attorney?**

After meeting with you, the State's Attorney may:

- Tell you that no further action will be taken on your case. This is called a Nolle.
- Offer to let you pay a smaller fine to end your case, or
- Tell you that the original fine will not be reduced and must be paid in full.

#### **What if I do not want to pay any fine at all?**

If you do not want to pay the reduced fine or the full fine, you may ask for a court trial with a Magistrate. You can't have a jury trial in an infraction case.

#### **Will my court trial take place right away?**

Your trial in front of the Magistrate will not take place on the first day you come to court. It will be scheduled for a future date. The court will send you a notice of the date and time for your trial. At that hearing, the Magistrate will listen to you and to the person who gave you the ticket. You may also bring witnesses and evidence to the court. If you decide to ask for a trial, you cannot take any of the offers made to you by the prosecutor and the Magistrate may add court costs and fees to any fine that is ordered.

**What do I need to do after I tell the clerk I am in the courtroom?**

When Court begins, the Magistrate will sit behind the bench and will read the list of cases to be heard that day. When you hear the name of your case, stand up and let the Magistrate know that you are there. If you do not hear the name of your case, tell the Magistrate when he or she is finished reading the list.

**What are the basic rules of courtroom conduct?**

Before you enter the courtroom, please:

- Turn off any cell phone, beeper, and pager you may have.
- Throw away all food, drinks and gum.
- Take off any hat you are wearing unless you wear it for religious reasons.

When you are in the courtroom, please:

- Stay in the courtroom quietly until it is your turn to speak.
- Stand when the magistrate enters or leaves the courtroom and when you are speaking with the magistrate.
- Refer to the Magistrate as "Magistrate" or "your honor."
- Be sure to answer out loud when you are asked any questions.
- Do not interrupt other people when they are speaking.

**What should I bring with me to court on the day of my hearing?**

On the day of your hearing, unless you and the other party make an agreement, you will have a trial on that date. Before you come to court, you may want to write some notes about what you want to tell the court about your case. You will also want to have:

- Your notice of hearing.
- Any papers that support your claim, such as pictures, canceled checks, letters, paid bills, receipts, damage estimates, or agreements. Bring copies for the other party and the Magistrate.

Also, if other people saw what happened or have information that will support your claim (witnesses), bring them with you on the date of your hearing. You may want to have specific questions for those people (your witnesses). The Magistrate or hearing officer will swear in all the witnesses before anyone asks questions.

**When do I find out the Magistrate's decision?**

The Magistrate might give the decision from the bench. If not, the court will send you a notice telling you the decision.

**What if I don't agree with the Magistrate's decision?**

The Magistrate's decision is final and you cannot appeal a Small Claims Court decision.

**Does the Court collect my money?**

No, but you may talk to the clerk's office or the Court Service Center for help with forms and ways to collect your money.

## What Happens



## When You Go To Small Claims Court

You have been given papers that tell you that you must go to the Family Support Magistrate Court because of a child support matter. Some of the reasons why you may have to come to the Family Support Magistrate Court are:

- You may have been given papers by a marshal or a child support investigator because your child's other parent is asking for a legal finding that you are the father or is asking for court-ordered child support (Paternity Petition or Support Petition).
- You or the person that you pay support to may want to change the support orders (Motion for Modification), or
- You have not made the child support payments that the court ordered you to pay or that you agreed to make, so you must come to court to explain why you have stopped paying (Application for Contempt).

No matter why you are coming to the Family Support Magistrate Court, you probably have questions about what to expect when you get here. This brochure will answer some of those questions. You can get more information from Court Service Centers, Clerk's Offices, and Support Enforcement Services. You may also go to the website: [www.fscourt.stateil.us/support](http://www.fscourt.stateil.us/support)

The information in this brochure does not take the place of legal advice.

#### What should I wear to Court?

The Court is a formal setting so you should dress appropriately. Please do not wear torn t-shirts, jeans with holes in them, hoodies, shorts, or revealing clothing.

#### Can I bring my children to Court?

Please do not bring your children to court unless you have been told to. The day can be long for young children and if they become noisy, they may distract people in the courtroom, interrupt the proceedings, and make it hard to hear the tape recording that is made of all court hearings.

#### What time should I come to the courthouse?

The notice or papers will tell you the date and time that you must come to court. You should be at the court at least 15 minutes before that time. For example, if the notice or papers say to appear at court at 9:30 AM, you should plan to be at the courthouse no later than 9:15 AM. When you enter the courthouse, you must walk through a metal detector, so it may take extra time to enter the building.

#### Where can I park?

Some courthouses have parking available, but many do not. You may need to park in nearby lots or garages or find on-street parking. For information, call the Clerk's Office or check on the website: [http://www.fscourt.stateil.us/court\\_addresses.htm](http://www.fscourt.stateil.us/court_addresses.htm)

#### When I get to the courthouse, what should I do?

The courthouse doors open at 8:30 AM. Be ready to wait in a line at the entrance. When you enter the courthouse, you must walk through a metal detector that is operated by the Judicial Marshals who provide security for the courthouse.

#### What happens at the metal detector?

Any metal items can set off the metal detector. You will have to empty your pockets of all metal objects before walking through the metal detector, and anything you bring with you will be scanned. If your belt has a large metal buckle or your jacket has large metal buttons or zippers, for example, you may be asked to take them off. Things that could be used as a weapon (for example, a pocket knife) will be taken from you so please do not bring them with you.

Once you are in the courthouse, look for the lists of cases (tickets) to be heard that day. Tickets are usually posted in a public place or hall. If you don't see your name on a list or if there are no lists posted in the hallway or lobby, please go to the Clerk's Office, the Court Service Center or the Public Information Desk and ask for help.

#### What if I get to Court late?

If you get to court late, please check in with a Support Enforcement Officer, an Assistant Attorney General, a clerk, or a Child Support Investigator outside the assigned courtroom to be certain that the court knows you are there. Do not interrupt the Clerk or Family Support Magistrate while court is in session.

#### How long will I be at the Court?

It is difficult to answer this question because it depends on the number of people in the court when your case is called (cases are not always called in order) and how long the hearings before yours take. You should plan on being at the court for the whole day.

#### Do I have to have a lawyer?

You do not have to have a lawyer. In fact, most (95%) parents in Family Support Magistrate Court do not have a lawyer. But you may decide that you want one. In some situations, the court may appoint a lawyer for you if you cannot afford to pay for one yourself. The court may appoint a lawyer for you if you are a defendant in a contempt action (an action to determine whether you are the father of a child) or in a contempt hearing (if you have failed to obey a court order and face the possibility of time in jail). The Clerk's Office or Court Service Center can give you phone numbers for statewide legal services if you need them.

#### What other people are at the Family Support Magistrate Court?

The following people may be at the Court:

- Family Support Magistrates, who are not judges, but do some things that judges can do. They can set, modify and enforce child and spousal support orders and hear paternity cases.
- Support Enforcement Officers, who supervise child support payments and bring parents to court to enforce child support orders. They may also file legal papers to change child support orders. They do not represent either parent.
- Assistant Attorney Generals, who represent the State's interest in making sure that children are supported by their parents. They do not represent either parent.
- Child Support Investigators, who give information and support to the Assistant Attorney General and the Family Support Magistrate in paternity and support order establishment cases.

### Advisement/Greeting

Good morning. Please listen to the following information.

When your case is called, you may be told to meet for mediation of your case with a housing specialist, a trained mediator who works for the court. "Mediation" means that the housing specialist will meet with you and the other parties in your case to help you work out an agreement, if possible, so that you will not need to have a trial. The housing specialists do not take sides in the case

If you are told to meet with the housing specialist (referred for mediation), please leave the courtroom and wait in the hallway to speak to a housing specialist.

While you are waiting to see the housing specialist, you can also talk to the other party and work out an agreement, if you wish. This agreement is called a private party stipulation.

An agreement will include all of the terms and conditions that you and the other party have agreed to in order to end your case. For example, an agreement may say that the tenant will be allowed to stay if certain payments are made or that the tenant will agree to move out after a certain period of time and during that time, pay a certain amount of money by a specific date. The written agreement is called a stipulated agreement.

If you reach an agreement, with the help of the housing specialist or by talking to each other, you will be asked if you understand the terms of the agreement and if you are willing to follow them. This is called a "canvass" and the questions are asked by the judge, the housing specialist or the clerk. The judge will then enter a judgment according to the terms you have agreed upon.

If you cannot reach an agreement, your case will be decided by the judge at a trial either later today or on a future court date. Do not leave the courthouse until your case is ended by way of an agreement and canvassed, decided by the judge, or scheduled for a

future court date. If you leave the courthouse before then, a judgment may be entered against you and you may lose the chance to tell your side of the case.

The clerk's office is available to answer any questions you may have.

Language to be added to the Notice of Hearing

If you are the defendant and you do not come to court on your hearing date, the Judge may enter a judgment against you, which means that you may be evicted without any hearing. If you are the plaintiff and you do not come to court on your hearing date, the Judge may enter a judgment of nonsuit against you, which means that nothing more will be done with your case.

## What to Expect on the Day of Your Small Claims Hearing

1. You will want to be at the courthouse at least 15 minutes before the time of your hearing, which is in the Notice of Hearing. For example, if the time in the notice is 9:30 AM, you should arrive at the courthouse no later than 9:15 AM.
2. As you enter the courthouse, you must go through a metal detector, which is operated by the Judicial Marshals, who provide security for the courthouse. Any metal items can set off the metal detector. You will have to empty your pockets of all metal objects before walking through the metal detector, and anything you bring with you will be scanned. Things that could be used as a weapon (for example, a pocket knife) will be taken from you so please do not bring them with you.
3. Once you have gone through the metal detector, look for signs saying where the Small Claims Court hearings will be. If you don't see a sign, ask one of the Marshals or someone in the Clerk's Office where the Small Claims Court is.
4. If court has not started when you enter the courtroom, talk to the clerk and show the clerk the notice you received or tell the clerk your name or the name of your case. If you come into Court late, let the Magistrate or the Clerk know you are there when there is a break between cases.
5. The person who will decide your case is called the Magistrate. When Court begins, the Magistrate will sit behind the bench and will read the list of cases to be heard that day. When you hear the name of your case, stand up and let the Magistrate know that you are there. If you do not hear the name of your case, tell the Magistrate when he or she is finished reading the list.
6. When you come to court on the day of your hearing, you should be ready to present your case to the Magistrate because unless you and the other party make some kind of agreement, you will have a trial on that date. You will want to have:
  - Your notice of hearing;
  - Any documents that support your claim, such as pictures, receipts, letters, paid bills, or agreements. Bring copies for the other party and for the Magistrate.

Also, if other people saw what happened or have information that will support your claim (witnesses), you should bring them with you on the date of your hearing. It will help you present your side of the case if you have specific questions for those people (your witnesses).

7. The Court is a formal setting so you should dress appropriately. For example, you would probably not wear t-shirts or jeans with holes in them, tank tops, halter tops, or revealing clothing. Also, you should not wear a hat when court is in session, unless you wear it for religious reasons.

**State of Connecticut – Superior Court  
Centralized Small Claims**

Toll Free in Connecticut: (866) 383-5927/Local Hartford Area: (860) 756-7800  
Fax No.: (860) 756-7805 [www.jud.ct.gov](http://www.jud.ct.gov)

**Notice of Hearing**

February 25, 2009

Howard Lee Schiff PC Law Offices  
510 Tolland Street  
P.O. Box 280245  
East Hartford, CT 06108

Case Name: Midland Funding LLC vs. Leonard

Case (Docket) Number: SCC-144165

**Your case has been scheduled for a hearing.**

Hearing Date and Time:	Monday, March 9, 2009 at 10:00 AM
Place:	Superior Court 123 Hoyt Street Stamford, CT 06905
Report To:	Courtroom 7d
Reason for Hearing:	Hearing in Damages

If you do not come to the court for this hearing, the Court can order a nonsuit or judgment against you, which means you will lose your case. If you are coming to the Court for a hearing on a Motion to Open Judgment, please be ready to go to trial on the day you come if the motion is granted. This means you must bring all of your evidence and have your witnesses at the Court at the time of the hearing.

If you cannot come to court on the date in this notice, you must ask for a different date (continuance). If you are asking for a different date, you must try to notify the other parties of your request for a different date. Your request for a different date must be put in writing and mailed or hand-delivered to the Clerk. An oral request for a different date is allowed only in extraordinary circumstances. In your request, you must include:

- the reason you are asking for a different date;
- when you tried to notify other parties; and
- whether they agreed to your request.

The clerk will let you know if your request for a different date is granted.

If you have any questions or need any help, please contact the Centralized Small Claims Office. The telephone numbers are listed at the top of this notice.

Directions:

If an answer is enclosed and it admits the claims and proposes a schedule of payments that is acceptable to you, please check the box below, sign and return this notice to the court and send a copy to the defendant. A stipulated judgment (judgment by agreement) will enter and neither party will have to appear on the date of the hearing.

I accept the defendant's proposed schedule of payments (installment payment schedule) and agree with the amount the defendant says is due. Please enter a stipulated judgment (judgment that is a result of an agreement between the parties) in accordance with the defendant's answer.

**If a judgment has been entered against you, this information may be helpful.**

A judgment has been entered against you (the defendant/judgment debtor) for the plaintiff (the judgment creditor) shown on the front of this notice. You will see the following information on this Notice of Judgment or Disposition:

- The amount of damages (money) you owe the plaintiff
- The amount of costs (includes the entry fee the plaintiff paid to the court and any money the plaintiff paid to a marshal to serve papers on you) you owe; and
- The total amount that the you owe the plaintiff

The Court may have ordered you to pay the plaintiff the full amount of the judgment, including the costs and fees:

- in one payment; or
- in smaller payments on a weekly basis (weekly installment payments) starting on a specific date.

**What if I do not pay the money?**

The plaintiff may send you, your employer, your bank or any other person the plaintiff thinks may have your assets (money, wages, or property) a series of questions, which are known as Interrogatories. You must answer these questions and send them back to the plaintiff.

The plaintiff may also ask the Court for orders to help him or her collect the money that you owe.

The orders usually asked for are:

**1. A wage execution (Wage Execution Proceedings Application):**

- If you have been ordered to make weekly payments, and you do not make those payments, the plaintiff (judgment creditor) can ask the Court to order your employer to take money out of your wages to pay the money you owe.
- You will get a copy of the order from your employer, in person or by mail. You will also get a form that you can fill out to explain why the order should not be allowed or why the order should be less.
- You must return the form to the court after you fill it out.
- The Court will then decide what money, if any, will be taken from your wages.

**2. A bank execution (Financial Institution Execution Proceedings Application):**

- If you (judgment debtor) are a person (and not a corporation) and have money in a bank, the plaintiff (judgment creditor) can ask the Court to order your bank or other financial institution (credit union, for example) to take money out of your account to pay the money you owe.
- Your bank will send you a form that you can fill out to tell the court why the money should not be taken from your account.

- If you fill out the form, you must return it to your bank, and your bank will return the form to the Court.
- The Court will then decide what money, if any, will be taken from your account.

For help in filling out these forms or for more information, please contact:

- a court clerk at <http://www.jud.ct.gov/directory/JudDir.pdf#page=138>, or
- a Court Service Center at <http://www.jud.ct.gov/csc/loc.htm>.

The Centralized Infractions Bureau  
P.O. Box 1140  
Hartford, CT 06143-1140  
(860) 263-2750  
Toll Free 1-866-542-0010

Ticket Number

Defendant

Transfer location:

The Centralized Infractions Bureau has received your plea of "not guilty." A prosecutor (state's attorney) at the Centralized Infractions Bureau (CIB) will look at your case and may decide that no further action will be taken on your case and the file will be closed. (This is called a **nolle**.) If the prosecutor (state's attorney) nolle your case, the Centralized Infractions Bureau will send you a notice telling you that your case has been nolle.

If you have any other information or documentation (papers) about your case that you would like the prosecutor (state's attorney) to know about, please send it to the Centralized Infractions Bureau no later than \_\_\_\_\_. When you send anything to the Centralized Infractions Bureau, please include a copy of this notice and be sure to write your ticket number on all letters or papers that you send.

If your case is not nolle, it will be transferred to a Superior Court location where your ticket was issued. You will get a notice telling you the date and time when you must come to court.

On the day that you come to court, you will meet with the prosecutor (state's attorney), who can nolle your case, offer to let you pay a reduced, or smaller, fine to end your case, or tell you that you must pay the original fine in full.

- If you agree to pay a reduced fine or the original fine, you will be expected to pay the fine on that day. You may pay a fine with cash, a credit card (MasterCard or Visa), a money order or certified bank check made out in the exact amount of the fine, or a personal check, as long as you have a valid photo ID and the preprinted name and address on the check matches your ID.
- If your case is not nolle and you decide that you do not want to pay the reduced fine or the full fine, you may ask for a court trial with a Magistrate. Your trial will be scheduled for another day.

For more information, visit the Judicial Branch website:  
<http://www.jud.ct.gov/faq/traffic.html>



STATE OF CONNECTICUT  
JUDICIAL BRANCH

CHAMBERS OF  
BARBARA M. QUINN, JUDGE  
CHIEF COURT ADMINISTRATOR

231 CAPITOL AVENUE  
HARTFORD, CT 06106

MEMO TO: Members of the Human Services Committee  
Members of the Select Committee on Children

FROM: Judge Barbara M. Quinn, Chief Court Administrator

RE: Report of the Problem Solving in Family Matters Committee

DATE: June 30, 2010

Pursuant to Public Act 09-175, *An Act Concerning Responsible Fatherhood and Strong Families*, please find attached the report of the Problem Solving in Family Matters Committee of the Judicial Branch. As you will read, this report provides details of the Judicial Branch's problem solving initiative currently underway in the New Haven Judicial District.

I should emphasize that the pilot program has been in existence for less than six months, and that the Judicial Branch will continue to evaluate the results of the pilot. In fact, the Judicial Branch will provide the Legislature, pursuant to this act, with another report in June of 2011. It should be noted, however, that the Judicial Branch has undertaken this pilot without additional resources being provided. If it proves to be successful, additional funding would be required for it to be replicated in other Judicial Districts.

Attachment

cc: Thomas P. Sheridan, Clerk of the Senate  
Garey E. Coleman, Clerk of the House  
Sandra Norman-Eady, Director, Office of Legislative Research  
Kendall F. Wiggin, State Librarian, Connecticut State Library

Judicial Branch  
Family Support Magistrate  
Division

Problem Solving Initiative  
Report

June 30, 2010

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## Introduction

~A Parent's Story~

*The obligated noncustodial parent entered the court system because of her failure to make child support payments. She is a 34-year-old Caucasian with a 13-year-old child. From birth to three years old, she was living with her child and the child's father as an intact family. She gave up custody of her child when the child was three years old and has not had a relationship with the child for the past ten years. She reports a history of unstable housing and stays mainly with her mother. She has not earned her high school diploma or completed her GED. Her longest period of employment was a four-month part-time job. She has never had a driver's license because she does not trust herself driving, thus she relies primarily on public transportation. She reports being diagnosed with both bipolar and mood disorders and has received treatment at an inpatient treatment facility. Presently, she is not complying with her mental health treatment plan. During her initial contempt hearing she reported being a "raging" alcoholic.*

Since the passage of AAC *Responsible Fatherhood and Strong Families*<sup>1</sup>, the Judicial Branch, with the assistance and support of community partners, has been actively working to design and implement a viable problem solving court model for Title IV-D child support matters heard in the Family Support Magistrate Division of Superior Court. The Family Support Magistrate Division (FSMD) is the statutory court that hears child support cases for the Title IV-D Child Support Program.

The Judicial Branch Problem Solving Initiative (Initiative) collaborated with community service providers and state agency partners, to develop and design a judicial process using multidisciplinary, court-based problem solving techniques to address the underlying issues of the parents appearing in family support court. The goals of the Initiative include, but are not limited to: 1) increasing a parent's employment skills; 2) increasing a parent's ability to pay child support; 3) determining appropriate child support orders; 4) assisting parents in accessing the services that will help better their lives; and 5) assisting parents in strengthening their relationship with their children.

Presently, the Initiative has resulted in the creation of a Problem Solving Pilot Program (Pilot) in the Judicial District of New Haven, at New Haven. The Pilot began on January 27, 2010. Cases are heard on Wednesday of each week. As of May 5, 2010, there have been fourteen (14) court dates and sixty-one (61) cases have been referred to the Pilot for problem solving activities and monitoring.

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<sup>1</sup> Public Act 09-175, codified at CGS Sec. 46b-232a

## **Judicial Branch Implementation Activities**

During 2009, the Judicial Branch and a number of State and community partners met to explore the feasibility and to ultimately design a pilot problem solving court model in the Family Support Magistrate Division. The two key groups working on this issue were the *Problem Solving in Family Matters Committee* and the *Problem Solving in Family Support Magistrate Court New Haven Pilot Implementation Team*.

### ***Problem Solving in Family Matters Committee***

In January 2009, the Judicial Branch convened the *Problem Solving in Family Matters Committee*<sup>2</sup>. Chaired by Judge Lynda Munro, Chief Administrative Judge, Family Division, the committee was charged with exploring the feasibility of creating a problem solving justice model to assist parents with cases in the FSMD by linking them to community services that would help them achieve the personal and economic stability needed to meet their support obligations. In June 2009, the committee produced a report that contained a variety of recommendations, including implementation of a pilot problem solving court session in either the Judicial District of New Haven or Waterbury. The report also recommended that the pilot program partner with community agencies to provide key services in areas such as, housing, employment, education, fathering/parenting, and mental health and addiction services.

### ***New Haven Pilot Implementation Team***

In November 2009, the Branch convened the *Problem Solving in Family Support Magistrate Court New Haven Pilot Implementation Team*<sup>3</sup> to design and establish the recommended Problem Solving Pilot Program in New Haven. The implementation team was chaired by Chief Family Support Magistrate Sandra Sosnoff Baird. The team had Branch membership from the Family Support Magistrate Division, Support Enforcement Services (Child Support), Superior Court Operations (Court Clerk's Office), Court Support Services Division (Adult Probation and Family Services) and New Haven Family Alliance, Male Involvement Network (community input). The Team also consulted with a number of other organizations such as the Institute for Municipal & Regional Policy (Central Connecticut State University) and the City of New Haven Mayor's Office. Through these collaborative efforts within the Branch and with the greater New Haven community, the inaugural problem solving court session launched on January 27, 2010.

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<sup>2</sup> See <http://www.jud.ct.gov/Committees/pst/problemsolving/default.htm> for the record of committee activities.

<sup>3</sup> See [http://www.jud.ct.gov/Committees/pst/problemsolving/NH\\_pilot/default.htm](http://www.jud.ct.gov/Committees/pst/problemsolving/NH_pilot/default.htm) for the record of team activities.

## **Pilot Design**

The Pilot heavily relies on a "collaborative justice" design using a team model. This design focuses on a non-adversarial team approach between the judicial authority, through the Family Support Magistrates; Support Enforcement Services, through a case manager; community resources and treatment providers; and the parties or litigants and their attorneys. A key element is a strong judicial role. This is accomplished through frequent status hearings before a dedicated Magistrate having direct interaction with the litigants. Sanctions and rewards, which replace the traditional coercive order of incarceration, are clearly defined and implemented. Active involvement by a Support Enforcement case manager provides additional follow through and links the participants to appropriate community-based programs and resources to address the parent's identified barriers. The Pilot is designed to provide parents with increased resources and intensive monitoring in a supportive environment that provides sufficient time to address the personal challenges interfering with their ability to provide regular and reliable financial support for their children.

The Pilot activities fall into four phases: eligibility, assessment, problem solving hearing and non-hearing case management activities.

### ***Eligibility Phase***

In situations where an obligated noncustodial parent has failed to make child support payments, an obligated parent may be summoned to court to show cause as to why he or she should not be found in contempt. During a pre-hearing discussion with the obligated noncustodial parent, the Support Enforcement Officer asks a series of questions to determine if any of the following criteria are present:

- The parent reports having a criminal record.
- The parent reports an inconsistent record of employment or earnings.
- The parent reports a lack of secondary school education and/or skills necessary to meet basic employer requirements.
- The parent reports the existence of one or more personal factors (e.g. limited English proficiency, lack of housing, mental health needs, drug and/or alcohol abuse) that may be impeding his/her ability to fulfill the duty to support.

The existence of two or more of the above factors, plus the parent's willingness to participate, makes a case potentially eligible for referral to the Pilot. The existence of the criteria is reported to the Family Support Magistrate presiding over the contempt docket. The Family Support Magistrate canvasses the obligated noncustodial parent and reviews the reported criteria. In addition, the Magistrate will determine if the custodial parent objects to transferring the case to the Pilot. If the Magistrate is satisfied that there is a substantial likelihood that the claimed barriers exist, the case is referred to the Pilot and an order is entered for the parent to meet with the SES problem solving case manager for a full assessment.

## ***Assessment Phase***

The SES case manager uses a formal, but streamlined intake procedure that moves potential participants rapidly through screening and assessment to formalized participant status. During this phase, the case manager meets with the obligated noncustodial parent and conducts a detailed assessment, using a variety of formal tools<sup>4</sup>. The assessment offers the Family Support Magistrate presiding in the problem solving court a detailed portrait of the obligated noncustodial parent's personal history and current needs. The assessment covers items such as educational and employment background, criminal history, housing and transportation needs, receipt of government benefits (e.g. SAGA, SNAP, SSI, SSDI), and whether the parent has government-issued identification documents such as a social security card or driver's license. The case manager also uses two screening tools to help determine whether the obligated noncustodial parent needs either substance abuse or mental health counseling or care. The Judicial Branch Protective Order Registry is also reviewed to determine if there are any active protective or restraining orders between the parents. Finally, if the custodial parent chooses to be an active participant in the process, the case manager will interview him/her to ensure that his/her concerns, opinions and needs are adequately addressed in the process.

## ***Problem Solving Hearing Phase***

Problem solving hearings are regularly held by a Family Support Magistrate who is dedicated to the Pilot. The court engages in direct conversation with the participants about progressive conduct and setbacks. The Family Support Magistrate, case manager, and community-based service providers, work collaboratively with the parents (and at times, their attorneys) to promote activities that are designed to provide personal and financial stability for the parents. Issues addressed by problem solving may include sobriety, lack of housing, the need for vocational and rehabilitation services or lack of education.

Rewards and sanctions are core elements of the hearing process. Frequent court monitoring provides judicial oversight that is intended to increase incentives for participant success. This includes positive feedback from the Magistrate, which focuses the parent's successes as barriers are addressed. This approach is designed to foster a relationship between the parents and the Magistrate which focuses on the common goal of successful completion of court ordered community-based programming.

Common behavioral modification techniques are used in the hearing phase. For example, general supportive comments from the Magistrate and other team members are designed to motivate and demonstrate support for the changed behavior. In addition, tangible rewards, or "tokens," such as journals and writing implements are used to assist participant performance.

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<sup>4</sup> The screening and assessment tools were collaboratively developed by the New Haven Pilot Implementation Team.

Failure to comply with the court orders will result in the imposition of sanctions. Ultimately, noncompliance with problem solving orders will result in the obligated noncustodial parent being removed from the Pilot and being referred for an immediate contempt hearing before a second Magistrate. At the contempt hearing, the obligated noncustodial parent faces potential incarceration until a purge, or a set monetary amount, is paid. The sanction for noncompliance is clearly and frequently articulated to the obligated noncustodial parent to increase the parent's understanding of the process and serve as an incentive for successful participation and compliance with the orders.

The Magistrate may impose graduated sanctions prior to removing a parent from the Pilot. These sanctions include, but are not limited to, more frequent court monitoring, increased participation in programming or more strenuous documentation of participation in court ordered programming.

In addition to the increased frequency of hearings, the Pilot hearing itself is unique in that each hearing is individually scheduled for a specific time and is allotted a half hour. This element of the Pilot uses scheduling as an additional reward or sanction for the participant's compliance with the court's orders. Because of the nature of some of the barriers presented, the Magistrate ensures that the participants are provided a meaningful opportunity to complete the programs and make measurable progress towards personal goals. The frequency of hearings or the period of time over which they are conducted is measured by behavior and progress towards the participant's goals. This type of judicial monitoring will continue until the obligated noncustodial parent is in a position to manage the personal challenges that have historically interfered with their ability to provide regular and reliable financial support for their children.

~A Parent's Story Continued~

*She was ordered by the court to immediately arrange for mental health and alcohol treatment and her case was continued one week to check on her progress. Knowing she needed to be in treatment to avoid a contempt hearing for non-payment of child support, she applied pursuant to the problem solving court order for SAGA medical insurance and contacted a dual diagnosis treatment program.*

*At her continuance date, she reported back to court with SAGA medical insurance and an intake appointment scheduled for a dual diagnosis program. Ultimately she was admitted into an inpatient program for the time period of four to six months based on the findings from the intake. Arrangements were made for the court to monitor her progress throughout treatment.*

## ***Non-Hearing Case Management Activities***

During the time between the hearing dates, the case manager will follow up with the obligated noncustodial parent to offer support and additional assistance if necessary. When appropriate, the case manager will contact community service providers to verify compliance.

The case manager is also available to speak with the custodial parent to ensure that the goals of the process meet the needs of the entire family. Finally, both parties will be reminded by telephone of the upcoming hearing. This extensive case management provides the obligated noncustodial parent with encouragement and support as he or she attempts to comply with the court orders. Activities, such as a telephone call to remind a parent of an upcoming court date, produces greater court attendance rates and better overall outcomes.

Information gathered during this phase of the process may be conveyed to the Magistrate at future problem solving hearings as it is directly related to the court's prior orders.

## ***Personnel Requirements***

The list below represents the Judicial Branch personnel assigned to the Pilot:

- One Family Support Magistrate
- One Support Enforcement Officer/case manager
- One Court Monitor
- One Temporary Assistant Clerk
- Access to Judicial Marshal as needed
- Access to a Family Services Officer as needed

The list below represents other Judicial Branch personnel associated with the management of the Pilot:

- Chief Family Support Magistrate
- Support Enforcement Services management staff
- Clerk's Office management staff

In addition to the Judicial Branch personnel, the following partners make staff available for the problem solving docket:

- Institute for Municipal & Regional Policy at Central Connecticut State University
- New Haven Family Alliance, Male Involvement Network

It is important to note that neither the Judicial Branch nor the partners received state funding for this Pilot. In order for it to be successful and possibly replicated in other locations, it is absolutely critical to have the necessary programs in place to assist the parents with their barriers. Without these programs, the problem solving pilot will not succeed. In addition to the programs, the Judicial Branch would require additional resources to replicate this labor intensive Pilot.

## Outcome Measures

To ensure that the Pilot is fully evaluated for overall effectiveness, a number of outcome measures have been developed to correspond with specific pilot goals. These measures will assist the Pilot management team and the Judicial Branch to objectively assess the program's success.

Measurement categories (with goal) include:

- Current support collection rate
  - Goal: increase the number of cases with improved collection rate
- Total dollars collected
  - Goal: increase the number of cases with improved total dollars collected
- Frequency of child support payments
  - Goal: increase the number of cases with more frequent child support payments
- Court attendance rate
  - Goal: improve court attendance for problem solving participants
- Program participation (participation in appropriate community-based social service oriented programming)
  - Goal: increase program application rate
  - Goal: increase program eligibility rate
  - Goal: increase program attendance rate
  - Goal: increase program completion rate
- Order appropriateness
  - Goal: increase the percentage of cases with an order based upon actual earnings as determined by the Connecticut Child Support and Arrearage Guidelines
- Employment rate
  - Goal: increase the percentage of obligated noncustodial parents who obtain full-time employment (non-temporary)
- Access and visitation
  - Goal: increase the parent's ability to resolve access and visitation issues
- Overall Program Success
  - Goal: 50% of parents have underlying contempt action concluded (no finding of contempt) within 6 months from entry into pilot
  - Goal: 85% of parents have underlying contempt action concluded (no finding of contempt) within 12 months from entry into pilot

## **Data**

Support Enforcement Services, in cooperation with the Family Support Magistrate Division, developed a comprehensive data collection tool to record demographic information as well as process and outcomes needed for assessing the success of the problem solving pilot. In addition, a data collection tool has been developed to assist the entire Family Support Magistrate Division in capturing the statewide referrals to community resources that provide job training, skill-building, work programs, educational services, and rehabilitation services.

### **~A Parent's Story Continued~**

*In the time that she has been in treatment for her mental health and substance abuse issues, she has become more verbal and is able to express herself in a manner that she could not at the beginning. According to her treatment providers, she has been making steady progress and is learning how to make and sustain healthy relationships with her peers. She is alcohol-free and is participating in intensive individual and group therapy. She has been prescribed medications needed for her mental health issues and has made steady progress.*

*Her presentation in court has changed dramatically since her first appearance in the problem solving pilot. She is now better able to communicate and make eye contact with the Family Support Magistrate. She is smiling and speaking on her own behalf about the progress she has made. She has thanked the custodial parent for his patience throughout the process. The custodial parent in the case is also impressed by the progress made. An exchange of phone numbers occurred so that she and the father could make arrangements for her to contact her child by phone if the child was willing to talk. Both parents left the courtroom with a sense of accomplishment and a willingness to try to repair years of hurt.*

### **Volume of cases at the New Haven Pilot Program**

As of May 5, 2010, there have been fourteen (14) problem solving court dates. Sixty-one (61) cases have been referred from the regular contempt docket for problem solving review and forty-seven (47) cases remain active. Fourteen (14) cases have been concluded for reasons such as: obligor's unwillingness to participate; securing full-time employment; or the Magistrate found the need for a full contempt hearing due to a failure to cooperate/comply with the problem solving consent order. It is important to note that the data that follows represents approximately only three months of Pilot activities, thus it is too early to draw any definitive conclusions from such data.

## ***Demographics***

As of May 5, 2010, forty-five (45) obligated non-custodial parents comprising sixty-one (61) cases have been referred to the Pilot.

*The basic demographic information of the Pilot population is as follows:*

### Gender

- 86% are male
- 14% are female

### Race

- 55% identify as Black
- 25% identify as White
- 20% identify as Hispanic

### Age

- The average age of the parents is 36 years old

### Education

- 41% of the parents have not graduated high school or received a GED

### Past Due Support

- The average amount of past due support owed: \$16,600

The list below is a summary of issues facing the 45 obligated non-custodial parents (note that each parent has multiple issues):

- 77% are currently receiving some form of government assistance (e.g. medical, food stamps, SAGA, etc.)
- 73% have a criminal history (convictions)
- 60% do not have a valid driver's license
- 52% have substance abuse issues
- 48% do not have a reliable form of transportation
- 45% have mental health issues

The following is a summary of orders made by the Family Support Magistrate based on the preceding issues:

- 47% of obligors were referred to New Haven Family Alliance, Male Involvement Network for services such as: job readiness, parenting skills, personal finance skills
- 29% of obligors were ordered to apply for substance abuse treatment services
- 24% of obligors were ordered to apply for mental health services
- 16% of obligors were ordered to apply for social security benefits
- 9% of obligors were ordered to reentry services
- 9% of obligors were ordered to apply for SAGA benefits

### ***Performance***

Although the Pilot has only been in operation for a quarter of the year, some of the early payment related data is encouraging. The data below reflects the average payment pattern of the obligated noncustodial parents involved in the problem solving pilot.

<i>6 months preceding entering the Pilot</i>	<i>3 months after entering the Pilot<sup>5</sup></i>
Average # of payments/month: 1.5	Average # of payments/month: 3
Average payment amount: \$50.58	Average payment amount: \$66.37
Average monthly payments: \$75.87	Average monthly payments: \$199.11

The early data indicates that, on average, parents in the Pilot have increased both the frequency and the amount of their support payments.

*These increases have resulted in a 162 percent increase in child support payments.* In addition, 42% of the parents have filed motions to have their support orders modified to an amount that more accurately reflects their current income.

### ***Parent Satisfaction***

As part of the overall assessment of the effectiveness of the problem solving model, the Judicial Branch partnered with the Institute for Municipal & Regional Policy at Central Connecticut State University. The Institute offered to conduct a survey to explore whether the parties were satisfied with their problem solving justice experience. The preliminary results are encouraging.

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<sup>5</sup> Note that the "after" data is based upon 15 weeks of information, and that no single case has exceeded 15 weeks in the Pilot.

"All respondents believed that they were treated fairly by both the Magistrate and Child Support Officer (100%). In addition, the majority of respondents reported their case was handled fairly by the court (96%) and the overall outcome and referrals matched their needs and current circumstances (93%).

Overall, both the obligated and custodial respondents (*18 in total*) appeared satisfied with the problem solving court model. Across all eighteen (18) satisfaction questions, the majority of survey respondents indicated a positive satisfaction rating; not one respondent strongly disagreed with any question.

The Child Support Officer seemed to establish a positive rapport with all respondents as 93% reported the Child Support Officer seemed interested in helping them, 96% felt the Child Support Officer treated them with respect and 96% reported they were provided with clear answers throughout the process.

Respondents also felt they were listened to by the court, as both the Magistrate and Child Support Officer took the time to understand the respondent's individual case. According to 93% of respondents, the hearing afforded time to adequately explain and discuss their circumstances with the court. To that end, 96% felt the court understood their particular needs. When it came time for the court to make a decision, the majority of respondents (93%) felt the court carefully considered what the respondent said.

Prior to the initial hearing, the majority of respondents (86%) felt the court was provided with all necessary information regarding their case. Once the hearing was over, 89% of respondents left feeling they had a good understanding as to what was happening with their case. Overall, instructions given by the court (Magistrate and Child Support Officer) were understandable according to 93% of respondents."<sup>6</sup>

### ***Problem Solving Oriented Activities Not Associated with the Pilot***

In addition to the comprehensive problem solving pilot in New Haven, Family Support Magistrates have been applying problem solving techniques and practices throughout the state, outside of the specialized court setting, pursuant to Public Act 09-175 to assist parents throughout the State. Since October 1, 2009, Family Support Magistrates have made over 925 referrals to community resources and state agencies. Parents have been referred to programs which provide job training, skill-building, work programs, educational services, and rehabilitation. The purpose of these referrals is to significantly increase the obligated noncustodial parent's ability to fulfill his or her duty of support within a reasonable period of time.

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<sup>6</sup> Ruffolo, L. and Payne, L., CCSU Preliminary Survey Results - Family Support Magistrate Court (Problem Solving Session) January 2010 to April 2010, Institute for Municipal and Regional Policy (CCSU)

## Conclusion

At this time, early indicators support the preliminary conclusions that there is strong community support for the Pilot, that the participating litigants are satisfied with the Pilot, and that the Pilot is producing positive financial results for children. The Judicial Branch will continue to closely monitor and record all aspects of the performance outcomes previously outlined to provide a full, objective evaluation of the Pilot in July 2011. If the Pilot program proves to be successful, strong consideration must be given to the additional resources that would be required for the Judicial Branch to replicate this Pilot in other Judicial Districts.