



May 2022

JBCSSD

Quarterly Chronicle

State of Connecticut Judicial Branch Court Support Service Division

Dear JB-CSSD,

Today, I share with you this quarter's JB-CSSD Chronicle. This Chronicle highlights the exceptional work of our Family and Administration units in JB-CSSD. I would like to thank Joe DiTunno, Deputy Director of Family Services and Julie Revaz, Director of Administration, for working with their folks to prepare this information. As you will see, there is a tremendous amount of excellent work and services being produced from our Family and Administration colleagues.

As you will read, Family Services has implemented and operationalized a new "**Best Practices Model**" for civil dissolution cases in our Family Courts. This has been a tremendous amount of work and the Family staff, as always, rose to the occasion. There are certainly work-flow issues that we continue to address, as there are with any new initiative, but from all accounts this new process is effectively triaging divorce cases and identifying appropriate tracks for agreement and resolution. Congratulations to our Family staff for being innovators and national leaders in both Family Civil, and Criminal service delivery.

Also, as you will note, the six units within our Administration are doing extraordinary work of supporting operations and the work going on out in the field. It is clear to me, that we would not be as efficient and effective in delivering our services to, and for the Court, if not for the great work going on in Administration. I can't thank all of our Administration staff enough for their effort and productivity.

Thank you all for your attention to this information.

Please take good care.

Gary A. Roberge
Executive Director



Judicial Branch Family Services in 2022 continuing to move the court business



This was most evident in Family Court where the Judicial Branch recently implemented a Pathways approach to replace Short Calendar. This new way of handling Family Court cases needed to be launched in 2020, much earlier than anticipated and as the only way to assist the Court in running virtual dockets during the pandemic.

The Pathways approach is a model that has been identified by the National Center for State Courts (NCSC) as an emerging “best practice” in how matters are handled within Family Courts across the country. The hallmark aspects of the Pathways approach are early triage of cases; placement of cases on a specific “Track” based on required court resources; and time certain scheduling by the court.

As the Judicial Branch and Family Services transitions from the various phases of the COVID pandemic, it is prudent for us to look back and acknowledge the professionalism and significant volume of work completed by our staff during this unprecedented period. Since the beginning of COVID, Family Services was responsible for many primary court matters, including Domestic Violence Arraignments, Temporary Restraining Orders, and Ex-Parte custody cases. Despite many barriers and challenges, our staff pivoted multiple times based on the need to move the backlog of cases in both the adult criminal and Family Court. The ability of Family Services to initiate several new processes during COVID clearly demonstrated the dedication and commitment of our staff.

Family Services is committed to providing early intervention opportunities for litigants in the Family Court with the goal of encouraging agreement and reducing time spent in court. As the Pathways approach demands a front-loading of Family Services resources, the first step in the process is the Resolution Plan Date Screening (RPD). Judicial Branch-Family Services has a vital role in this new Family Court endeavor as we remain dedicated to providing innovative and cutting-edge services to the public.

This RPD Screening is the initial meeting for a family entering the system. It serves as the forum for parents to obtain information about the process and the most effective pathway to resolution. The role of the FRC is to explore the areas of a particular filing in a global fashion. The screenings are an opportunity to see where the parties stand as it relates to the resolution of the issues within a particular situation. As part of the Screening, the FRC leads a global and educational discussion with the litigants relative to the case/filing and whether the parties have communicated about the major components of the case. At the conclusion of the process, the parties have clear direction as it relates to next steps in the court process. JB-Family Services also recommends to the Judge a specific TRACK and any services necessary to resolve the parenting or financial disputes.

Resolution Plan Date outcomes are very positive. In 2021, over 8,300 RPDs were completed by Family Services with an associated agreement rate of 64%. This new process facilitates many individuals exiting the court system as soon as possible and allows our staff to use their skill and professional judgment to make necessary recommendations to the Judge regarding next steps for the litigants. Subsequent to the RPD, Family Services also assists families by way of negotiation, pre-trial settlement, and other direct services including mediation and evaluation.

Equally as significant is the work of Family Services in the adult criminal court addressing domestic violence arrests. For the past several years, Judicial Branch-Family Services has gathered a group of experienced Supervisors and Family Relations Counselors to comprehensively review all aspects of our role in domestic violence cases. One major effort was to update and revamp all existing policies with the goal of increasing the number of post-arraignment assessments completed by Family Services. Despite some operational issues during the pandemic, Family Services continues to move a high volume of cases. In 2021, Family Services completed 22,815 pre-arraignment screens, 12,928 Assessments, and 8,782 Pre-Trial Supervisions. One important recent initiative was the development of CMIS technology to streamline the flow of court information between Family Services and the Family Violence Victim Advocate. Family Services is also piloting a modified risk and lethality assessment with the goal of increased predictive validity and the elimination of any bias in the tool.

The great strength of Family Services is our ability to adapt and meet challenges placed before us. There is no greater example of this resilience than our work during the COVID pandemic. Family Service's goals of holding domestic violence offenders accountable and enhancing victim safety in criminal court, as well as assisting parents solve complex custody and financial issues in Family Court continues to be what defines a very important part of the Judicial Branch.

By: Family Administration Team



JBCSSD Administration includes many units that support JBCSSD Operations in the execution of its duties. This overview offers introductory information about Administration, with links to the JBCSSD intranet where more information can be found about each unit’s functions.

[+ http://zeus/cssd/administration/](http://zeus/cssd/administration/)

“In the 4 years that I’ve been in this role, and for many years before that, I’ve come to know, respect and rely on the professionals in Administration. These staff and consultants are sometimes the unsung heroes of our business. They work behind the scenes to make sure other JBCSSD staff have everything they need to be successful! Please reach out to me or to anyone in Administration with ideas, concerns, questions or needs, and we’ll do what we can to help,” says Julie Revaz, JBCSSD Director of Administration.



COSFAMM stands for Computer Support, Facilities and Materials Management. COSFAMM includes several Information Technology Analysts who configure laptops, install new computer equipment, and manage software issues across the state. They also perform ergonomic assessments to ensure employees are comfortable and productive at their duty stations. COSFAMM also manages Facilities issues, in close coordination with the Branch-level Facilities unit in the Administrative Services Division. When the carpet is worn down, a building needs WIFI, or a lease ends, COSFAMM serves a crucial role. They also facilitate the resolution of security and cleaning services in leased locations. During COVID, COSFAMM served a central function in distributing not only laptops and other equipment that made telework possible, but also Personal Protective Equipment (PPE) like masks and gloves. They continue to be the point of contact for inventory issues.

If you would like assistance with your computer or technology, contact:

✚ allcssdtechs@jud.ct.gov

If you are in need of assistance with office supplies, furniture, PPE, etc. contact:

✚ allcssdequipmentsupplyorders@jud.ct.gov

✚ <http://zeus/cssd/administration/csfm/>



Fiscal Administration (FA)

includes Accountants and managers who ensure the JB's appropriation of approximately \$113,000,000 for contracted services are managed prudently. They work closely with Programs and Services staff to issue annual contract "renewals," approve vendor budgets, and reconcile contractor expenditures. They also coordinate and provide payment on Memoranda of Agreement, and Sole Source contracts, and recipients named in legislation. FA approves budgets for 152 regular contracts among 38 vendors, and 66 special contracts (such as federal grants and MOAs) with multiple vendors, and oversees 181 legislatively earmarked contracts, totaling over \$9.5M. In addition, FA works closely with JB Materials Management and Financial Services on procurement issues, to respond to inquiries from OPM, distribute COLA increases to vendors, etc. FA also manages all the adult and juvenile restitution payments that clients make. There are at least 1500 new Restitution orders annually. The unit collects and disburses between \$4M-\$5M annually to victims. FA can be helpful to field staff where tuition and conference reimbursement are required.

✚ <http://zeus/cssd/administration/fiscal/>



Information Technology

Human Resources (HR)

coordinates with Human Resource Management (HRM) at the Branch level, and serves as the JBCSSD's first point of contact on most personnel matters on a variety of functions including recruitment and hiring, transfers, performance appraisals and performance management, progressive discipline, investigations, labor issues, grievances and other union related matters. Through the pandemic, they authorized use of COVID Leave (CL), and managed the Contact Tracing that kept everyone as informed and safe as possible, while also protecting the privacy of employees who contracted the virus.

✚ <http://zeus/cssd/administration/hr/>

Information Technology (IT)

is a unit made up of employees and consultants who work closely together on 3 distinct teams. The Case Management Information System (CMIS) team is further divided into two groups; one for Adult Services, and the other for Family and Juvenile Services. A Contractor Data Collection System (CDCS) team has as its primary focus the contracted service providers, and provides reports for those programs, and for managers within JBCSSD and other internal stakeholders to use to measure progress toward goals. Finally, a Business Intelligence team turns data into meaningful information that is used to manage our work, and to respond to inquiries from judges, legislators, advocates, the media and others.

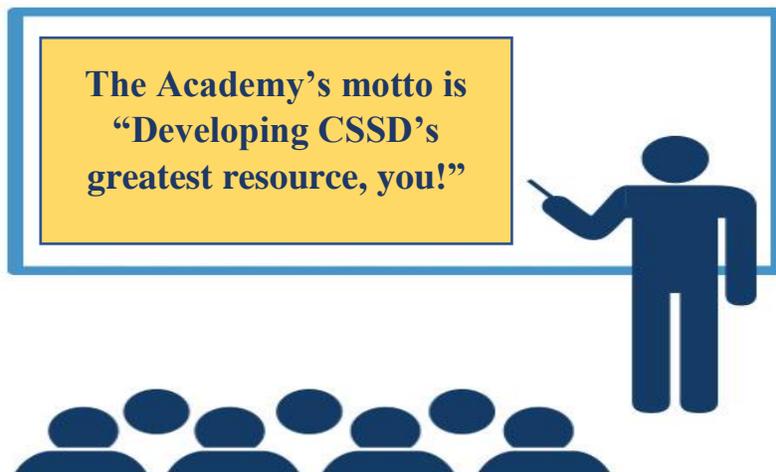
✚ <http://zeus/cssd/administration/it/>

Programs and Services (P&S) oversees most of the Division’s contracted programs, via three distinct teams. An adult community-based programs team oversees AICs, ABHS, and other programs, while the juvenile community-based team oversees LYNC, MultiSystemic Therapy, Credible Messengers and others. A family and residential programs team provides oversight and direction to Family Services’ programs, as well as 5 adult Transitional Houses and 4 juvenile residential programs. All teams write Requests for Proposals, liaison with Operations, FA and other units to ensure optimal program functioning, manage contracted programs and monitor contractual compliance, research best practices, and provide advocacy.



✦ <http://zeus/cssd/administration/programs/>

The Training Academy (TA) promotes and supports employee development and

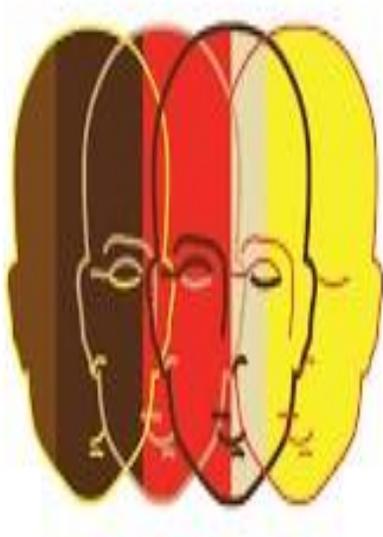


organizational effectiveness by providing educational training programs to aid staff in the achievement of JBCSSD’s Strategic goals. Training programs whether in-person, virtual or on-demand are designed to meet individual, group or departmental and institutional needs and objectives. The Training Academy strives to enhance individual

learning and development as the means for creating a better workplace environment that is most effective in addressing the needs of our population.

✦ <http://zeus/cssd/administration/training/>

Embedded within the TA, is the **MultiCultural Affairs Unit (MAU)** which is responsible for the development and support of culturally responsive practices and initiatives. The MAU provides programming and educational services (e.g., Brownbags, Trainings, RFP reviews, etc.) to increase JBCSSD staff and contracted provider's level of cultural



responsiveness. The MAU's mission is to encourage culturally competent and linguistically appropriate interactions among staff, clients, families, contracted providers and communities. These interactions should foster equitable outcomes for all and result in the identification and provision of services that are unbiased and responsive to issues of race, culture, gender, and social and economic status.

✚ <http://zeus/cssd/administration/mau/>

A background image of a colorful abstract painting with various colors like blue, red, yellow, and green, creating a vibrant and artistic atmosphere.

The JBCSSD Quarterly Chronicle is a regular publication of information and news about the Judicial Branch Court Support Services Division.

Questions or Comments on this edition, or suggestions for future articles, can be directed to
✚ [**Jinee.DeFeo@jud.ct.gov**](mailto:Jinee.DeFeo@jud.ct.gov)