

PROGRAM ABSTRACT – ATTACHMENT #1

Applicant's Name: State of Connecticut, Judicial Branch, Court Support Services Division (CSSD)

Title of Project: Automated Victim Restitution Services System

Dollar Amount Requested: \$1,604,144 (24 months)

Category: VI: Improving Resources and Services for Victims of Crime

Goals:

- Technology improvement
- Increased restitution services to victims of crime
- Increased collection and distribution of restitution funds

Strategies:

- Enhance existing resources through modernization
- Interface with Case Management Information System re-write
- Expand contact information to include victims/offenders/case supervision staff

Deliverables:

1. July 2009 Upon notification of grant award, the following positions will be advertised and hired by 7-31-09: six outside consultants (3 Systems Developer III, 1 Senior Architect/ Developer, 1 Accountant and 1 Investigative Specialist).
2. July 2009-August 2009 Review/create restitution policies/procedures
3. July 2009-March 2010 Document specifications of restitution system transactions
4. August 2009-April 2010 Development of code from business and functional specifications
5. April 2010-May 2010 User acceptance testing and conversion
6. June 2010 Pilot
7. July 2010 Training
8. August 2010 System goes into production

Coordination Plans:

Currently the Judicial Branch is re-writing the Court Support Services Division's (CSSD) case management information system. It is expected to have a juvenile probation component in production by fall of 2009 and an adult probation component by spring 2010. The timing in integrating this new victim restitution system into the new case management information system is key to a seamless system.

The coordination of required tasks will be managed by the Judicial Branch Information Technology Division, the Fiscal Administration Unit (FAU) and the Information Technology Unit within CSSD. The Fiscal Program Manager will be the overall project manager.

PROGRAM NARRATIVE – ATTACHMENT #2

Category: VI: Improving Resources and Services for Victims of Crime

(1) Statement of Problem

Victims of crime often suffer financial losses which are reimbursed through court ordered restitution levied against offenders. The current automated restitution management legacy system is over 17 years old, is costly to maintain and provides limited services to the courts and victims of crime. The current system provides no mechanism to communicate the status of the collection/disbursement of restitution to victims who find themselves involved in the criminal justice process. Victims oftentimes feel “victimized” again by the inadequate sharing of information regarding victims’ rights, court case dispositions and offenders’ compliance with court ordered conditions, including the payment of restitution. The current system provides no valuable exchange of information between the victim and CSSD pertaining to a victim’s location which is a significant factor contributing to the more than \$1 million in undistributed restitution monies now held by the State. Additionally, the current system provides minimal automated restitution account information to the offender, thereby contributing to decreased restitution collection.

Improvements to services can be achieved through a newly designed Automated Victim Restitution Services System. The business and functional specifications for this system have been completed. The coding and testing phases are the next steps in the process. In order to begin the coding phase, the creation of jobs is required. Four independent consultants will be needed to create and integrate the new Automated Victim Restitution Services System into CSSD’s Case Management Information System (CMIS). Three IT consultants will be at the Systems Developer III level and one consultant will be at a Senior Architect/Developer level.

These positions can be filled on July 31, 2009, with an anticipated system production date of August 2010.

The dissemination of restitution and case management account information to offenders and victims will be completed through the issuance of monthly restitution statements containing pertinent information including, but not limited to, payments, balances, past due amounts, probation end date and the legal status of the offender (e.g. currently active, violation status, incarcerated, etc.). This proposal also seeks the funding of two independent consultants to be hired in the capacity of an Accountant and an Investigative Specialist. The Accountant will oversee the functionality of the accounting system component, data conversion, prototype testing and training. The Investigative Specialist would be dedicated to locating restitution victims of crime.

(2) Program Design and Implementation

The Automated Victim Restitution Services System will rely on the already completed business and functional project specifications. The hiring of the 6 individuals previously mentioned will take place immediately. The significant IT phases are coding, testing, user acceptance, project pilot and production. Following the August 2010 system production, three IT consultants (Systems Developer III) will not be needed as the Senior Architect/Developer will handle all maintenance and future design issues. The Accountant and Investigative Specialist will initially be trained on the existing legacy restitution system in order to provide developmental support to the IT staff.

The Recovery Act provides funding to improve the criminal justice system by providing assistance to victims of crime. The proposed restitution system will maximize monetary outcomes to victims of crime by maintaining more frequent address verification and a full time

Investigative Specialist dedicated to locating restitution victims who cannot be found through traditional probation casework. These outcomes will be measured by the decrease in the volume of dollars “held” pending location of victims and a subsequent decrease in funds escheated to the State’s General Fund and/or Criminal Injuries Compensation Fund. If victims are receiving more funds due to an increase in restitution collection, the likelihood exists that these funds will be funneled back into the economy. The goal of providing assistance to crime victims through the services of the Investigative Specialist will require job creation and, by virtue of the continual existence of criminal activity, should result in job sustainability.

If funded, this project will improve the public perception of the criminal justice system in that victims who feel that they do not have a “voice” in the process, and/or feel that supervisors of offenders are unresponsive or insensitive to the monetary loss they have experienced, will now have case and contact information available to them on a regular basis. Victims of crime are an underserved population that stands to greatly benefit from improved communication from CSSD and a more efficient collection of restitution due to them. Supervision officers often have no alternatives to enforce restitution payment orders other than violation proceedings at the end of a probation period. The proposed system would produce monthly notification to supervision officers about offenders who have a restitution balance due and are within 90 days of the probation end date. Emphasis can be placed on collection of all restitution due prior to the end of the probation period, resulting in higher restitution collections and fewer violations of probation.

The investment in technological advances will greatly improve communication on many different levels. The implementation of the proposed restitution system will provide “real-time” data to supervision officers regarding restitution account status. Supervision officers will be better equipped to make decisions about offender violations and will inherently provide more

accountability to victims of crime. The proposed Automated Victim Restitution Services System will offer consistent “dialogue “(via monthly statements) to victims which is important to victims in determining their monetary recovery timeline. The monthly statements will contain a text message area that will serve to keep victims informed about any changes in the legal status of the probationer’s case.

Monthly offender statements, automatically generated through the new victim restitution system, will offer accurate and timely information regarding the restitution account. This improved system functionality will be a reinforcement of the conditions of probation and will result in a higher level of restitution collections. The monthly statements will also assist in tracking offender whereabouts, depending on whether the statements are received at the last known address, or returned undeliverable.

A comprehensive timeline including milestones, numerically listed deliverables and the responsible party for each activity is contained in Attachment #4.

(3) Capabilities/Competencies

This is a proposed effort to include: the Judicial Branch’s Information Technology Division (ITD), CSSD IT Unit, CSSD Fiscal Administration Unit, Judicial’s Internal Audit, and, in a limited context, the Executive Branch Comptroller Office.

The Judicial Branch Information Technology Division consists of over 90 staff. It is responsible for all technical issues for the Judicial Branch. This includes, but is not limited to, network security, server systems, standards maintained of all current systems and development of new systems. CSSD IT business unit has 6 business experts whose expertise in design, defining functionality of systems, testing systems and training from a business user perspective. Through the collaborative efforts of these two units, automated projects started to date have

made it to production including automations of violation of probation warrants to police departments throughout Connecticut, a complete case management system for juvenile detention, juvenile probation, juvenile court, adult probation, bail and family criminal staff for the State. Currently work is in progress on a redesign of CMIS to improve its functionality.

ITD will have a Project Manager assigned to coordinate this project with CSSD. The Senior Architect/ Developer hired for this project will oversee the three Systems Developer IIIs and report to the Project Manager. The project will also have a project lead for a business perspective from CSSD IT, and the lead will work with a team of CSSD users to coordinate discussions with ITD during development and to follow the project through to production.

CSSD has a Fiscal Administrative Services Unit which manages restitution collection and accounting and is comprised of a Manager, Fiscal Program Manager, Accountant and two Administrative Assistants. The Fiscal Program Manager will be the overall coordinator for this project. She has qualifications that include over 20 years experience in a variety of financial/management positions with emphasis on planning, designing and implementing automated accounting processes.

The Judicial Branch maintains a process of centralized review, approval, and financial management with respect to grant programs, and a decentralized process with respect to actual grant-funded project operations. The Judge Support Services Grants Management Unit will provide a central coordinating function for Branch-wide grant activity and provide oversight of program and fiscal activities including the transfer of funds and the timely recording of revenue. The draw downs of awarded funds are processed electronically into a separate account established in the state accounting system. Appropriate expenditures are posted against this

segregated account. The Judicial Branch has had years of experience in receiving and managing Edward Byrne Memorial Grant funds.

(5) Impact/Outcomes, Evaluation, Sustainment, and Description of the Applicant's Plan for the Collection of Data Required for Performance Measures

The Connecticut Judicial Branch certifies its capacity and willingness to participate in an evaluation managed by the National Institute of Justice for its proposed project (Automated Victim Restitution Services System) under the Edward Byrne Memorial Competitive Grant Funding process. Capacity can be demonstrated by the existence of restitution data from our current system for the past several fiscal years. Historical data currently exists for:

- Restitution collected in a fiscal year (7/1/07 – 6/30/08) from probationers (approximately \$6,500,000 / 20,000 payments)
- Restitution collected from probationers that has not yet been disbursed to victims of crime (approximately \$1,000,000 / 2,200 cases pending on 3/31/09)
- Restitution escheated annually to the General Fund (approximately \$95,000)
- Restitution escheated in an average fiscal year (7/1 – 6/30) to the Connecticut Criminal Injuries Compensation Fund (approximately \$100,000 / 260 cases)

Objective: Preserving jobs

No impact.

Objective: Creating jobs

There are a total of 6 jobs that will be created with Recovery Act Funding.

Collection method: Count and report the number of jobs created during the applicable reporting period.

Objective: Promoting economic recovery (essential services)

The mission of improving services to victims of crime encompasses improved technology development and increased restitution collection/disbursement. This mission relies on maintaining the essential services already existing in the legacy system while creating the greater efficiencies of the Automated Victim Restitution Services System. This essential service would be enhanced with Recovery Act funding.

Collection method: Reports on progress of system development, testing and implementation phases during the applicable reporting period. The essential service of restitution collection and disbursement would continue without disruption but the increase in restitution collection and disbursement due to Recovery Act funding will be reported.

Collection method: Comparison of collection and disbursement activity before, during and after project implementation.

Objective: Promoting economic recovery (collaborative partnerships)

Collaborative partnerships would be created by partnering with all Branch Divisions responsible for services to victims of crime.

Collection method: Report on units and agencies contacted, number of meetings and identification of parties on sub-committees (to be developed) during the applicable reporting period.

Objective: Enhance or implement initiatives to reduce the incidence of violent crime or improve services to victims.

This proposal seeks funding to maximize the monetary outcomes to victims of crimes and its effectiveness will be demonstrated through an increase in restitution dollars collected, a decrease of “held” restitution monies and a decrease in funds escheated annually.

Collection method: The data collected will include number of cases for which restitution was collected and the amount of restitution collected, amount of “held” monies and number of associated restitution cases, amount of monies escheated and number of corresponding cases. This data is currently captured through the restitution legacy system and the new Automated Victim Restitution Services System will be designed to collect these statistics, but in an improved fashion. The determination of escheatable funds is currently a manual system and this function will be automated in the proposed system. Data will be compiled by fiscal quarter and compared to historical data collected. The CSSD will submit quarterly reports analyzing trends and applicable percentage increases/decreases for the activity measured.

The project will continue after the expiration of the federal grant award. The Automated Victim Restitution Services System will be integrated into CMIS and maintenance and design changes will be handled internally. The performance data (e.g., higher restitution collection levels, lower levels of fund escheated, release of funds held to victims) will be utilized in the State of Connecticut’s budgetary process in that a legislative budget option for consideration of a August 2011 pick up of grant funded positions (3) will be introduced by the Judicial Branch. Additionally, the increased performance provided by this project will be used to propose a legislative change to add a surcharge to orders of restitution. The surcharge may be used to compensate those victims who are not fully compensated for financial losses (e.g. offender sent to jail, case disposed of with a balance of restitution due, offender dies prior to completing the condition of payment of restitution) as well as to support the administration costs of maintaining the Automated Victim Restitution Services System.

Budget Detail Worksheet

Purpose: The Budget Detail Worksheet may be used as a guide to assist you in the preparation of the budget and budget narrative. You may submit the budget and budget narrative using this form or in the format of your choice (plain sheets, your own form, or a variation of this form). However, all required information (including the budget narrative) must be provided. Any category of expense not applicable to your budget may be deleted.

A. Personnel - List each position by title and name of employee, if available. Show the annual salary rate and the percentage of time to be devoted to the project. Compensation paid for employees engaged in grant activities must be consistent with that paid for similar work within the applicant organization.

Name/Position	Computation	Cost
Position 1		
Position 2		
Position 3		
Position 4		
Position 5		
Position 6		
SUB-TOTAL		\$0.00

B. Fringe Benefits - Fringe benefits should be based on actual known costs or an established formula. Fringe benefits are for the personnel listed in budget category (A) and only for the percentage of time devoted to the project. Fringe benefits on overtime hours are limited to FICA, Workman's Compensation, and Unemployment Compensation.

Name/Position	Computation	Cost
Fringe benefit 2		
Fringe benefit 3		
Fringe benefit 4		
Fringe benefit 5		
SUB-TOTAL		\$0.00
Total Personnel & Fringe Benefits		\$0.00

C. Travel - Itemize travel expenses of project personnel by purpose (e.g., staff to training, field interviews, advisory group meeting, etc.). Show the basis of computation (e.g., six people to 3-day training at \$X airfare, \$X lodging, \$X subsistence). In training projects, travel and meals for trainees should be listed separately. Show the number of trainees and the unit costs involved. Identify the location of travel, if known. Indicate source of Travel Policies applied, Applicant or Federal Travel Regulations.

Purpose of Travel	Location	Item	Computation	Cost
Travel entry 1 mandatory conferences per Byrne Grant	Washington DC & Regional	Flight, Food and Lodging	4 x 450 flight + 960 lodging +	\$3,844.00
Travel entry 2				
Travel entry 3				
Travel entry 4				
Travel entry 5				
Travel entry 6				
Travel entry 7				
TOTAL				<u>\$3,844.00</u>

D. Equipment - List non-expendable items that are to be purchased. Non-expendable equipment is tangible property having a useful life of more than two years and an acquisition cost of \$5,000 or more per unit. (Note: Organization's own capitalization policy may be used for items costing less than \$5,000). Expendable items should be included either in the "supplies" category or in the "Other" category. Applicants should analyze the cost benefits of purchasing versus leasing equipment, especially high cost items and those subject to rapid technical advances. Rented or leased equipment costs should be listed in the "Contractual" category. Explain how the equipment is necessary for the success of the project. Attach a narrative describing the procurement method to be used.

Item	Computation	Cost
Equipment entry 1 No Expenses		\$0.00
equipment entry 2		
equipment entry 3		
equipment entry 4		
equipment entry 5		
TOTAL		<u>\$0.00</u>

E. Supplies - List items by type (office supplies, postage, training materials, copying paper, and expendable equipment items costing less than \$5,000, such as books, hand held tape recorders) and show the basis for computation. (Note: Organization's own capitalization policy may be used for items costing less than \$5,000). Generally, supplies include any materials that are expendable or consumed during the course of the project.

Supply Items	Computation	Cost
Supply item 1 Laptop Computers	6 computers & monitors (6 x 1500)	\$9,000.00
supply item 2 Office Furnishings	\$600 per consultant (6x600)	\$3,600.00
supply item 3 Office supplies	\$50 per month per consultant (50 x 6 x 23)	\$6,900.00
supply item 4		
supply item 5		
supply item 6		
supply item 7		
supply item 8		
supply item 9		
		TOTAL \$19,500.00

F. Construction - As a rule, construction costs are not allowable. In some cases, minor repairs or renovations may be allowable. Check with the program office before budgeting funds in this category.

Purpose	Description of Work	Cost
No Expenses		
		TOTAL \$0.00

G. Consultants/Contracts - Indicate whether applicant's formal, written Procurement Policy or the Federal Acquisition Regulations are followed.

Consultant Fees: For each consultant enter the name, if known, service to be provided, hourly or daily fee (8-hour day), and estimated time on the project. Consultant fees in excess of \$450 per day require additional justification and prior approval from OJP.

Name of Consultant	Service Provided	Computation	Cost
System Developers III (3 @ \$75 per hour)	Develop Code, Convert Data and Design interface.	3 x \$75 x 40 hrs x 56 w	\$504,000.00
Senior Architect/Developer (1 @ \$90/hour)	Oversee system developers and supervision design, code and date interface	x \$90 x 40 hrs x 104 w	\$374,400.00
Accountant (1 @ \$90/hour)	Oversight of financial aspects of restitution project	x \$90 x 40 hrs x 104 w	\$374,400.00
Investigative Specialist (1 @ \$75/hour)	Locate victims of crime, not found through traditional casework	1 x \$75 x 40hr x 104 w	\$306,000.00
Subtotal			\$1,558,800.0

Consultant Expenses: List all expenses to be paid from the grant to the individual consultants in addition to their fees (i.e., travel, meals, lodging, etc.)

Item	Location	Computation	Cost
Consultant expense entry 1, one line per	maximum of three lines		
	maximum of three lines		
Consultant expense entry 1, one line per	maximum of three lines		
Subtotal			\$0.00

Contracts: Provide a description of the product or service to be procured by contract and an estimate of the cost. Applicants are encouraged to promote free and open competition in awarding contracts. A separate justification must be provided for sole source contracts in excess of \$100,000.

Item	Cost
maximum of four lines, additional information should be attached on a separate sheet(s)	
maximum of four lines	
Subtotal \$0.00	
TOTAL \$1,558,800.0	

Budget Summary- When you have completed the budget worksheet, transfer the totals for each category to the spaces below. Compute the total direct costs and the total project costs. Indicate the amount of Federal requested and the amount of non-Federal funds that will support the project.

Budget Category	Amount
A. Personnel	\$0.00
B. Fringe Benefits	\$0.00
C. Travel	\$3,844.00
D. Equipment	\$0.00
E. Supplies	\$19,500.00
F. Construction	\$0.00
G. Consultants/Contracts	\$1,558,800.00
H. Other	\$22,000.00
Total Direct Costs	\$1,604,144.00
I. Indirect Costs	\$0.00
TOTAL PROJECT COSTS	\$1,604,144.00

Federal Request \$1,604,144.00

Non-Federal Amount