



# CSSD Chronicle



A regular publication of information and news about Court Support Services Division

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## CMIS INTERFACE WITH PROTECTIVE ORDER REGISTRY A REALITY

February 5, 2007 marked the completion of a three year collaborative effort between Court Support Services Division-Family Services and IT, Superior Court Operations, and the Judicial Information Technology Division to build an automated interface between CMIS and the Protective Order Registry. As noted by CSSD Executive Director William Carbone, "This is an important collaboration between Judicial Branch agencies that will ensure greater safety to the victims of Domestic Violence and improve efficiency within the Courts."

**BACKGROUND:** More than 24,000 protective orders (PO) are issued each year by Connecticut's Criminal Courts on Domestic Violence cases. Traditionally, Family Relations Counselors (FRC) have manually completed the orders and submitted them to Court at arraignment. The Clerks Office had the responsibility of data entering the information from the hand written PO into the Protective Order Registry. The orders are then forwarded to the Police Departments in the towns where the victims live and work. It is extremely important that the information in the Registry and on the Protective Order be accurate, timely and legible since it directly impacts the safety of the victim in these cases.

**NEW SYSTEM ADDRESSES PROBLEM AREAS:** There were many underlying issues with the current system of manually prepared orders including duplicative work for the FRC's and the Court Clerks, issues of legibility and penmanship, and the possibility of entering information into the Registry inaccurately. The collaborative CMIS interface project had two main goals: to improve the quality and reliability of the protective orders and to reduce the time and efforts of both the FRCs and the Court Clerks. An interface was developed that allows the two automated systems used by CSSD and Court Operations to pass information back and forth.

The interface incorporated into CMIS was developed by the Judicial Information Technology Division; the contracted vendor for Connecticut's Protective Order Registry modified their system to communicate with this interface. A POR team representing Family Services administrative, supervisory and line staff was brought together to provide field input for the interface prototype. This team also tested the system, ensuring that it worked well and reliably. The team included Family Service staff Debra Kulak, Regional Manager; Michael Festa, Supervisor; Robert Lang, Lead Family Relations Counselor; Lisa Richard, Family Relations Counselor; and Susan Mackie, Intake Assistant.

**HOW THE INTERFACE WORKS:** The POR Interface electronically pulls information from the Client, Modify, Victim and Court Information Management screens in CMIS to populate the Protective Order after the FRC reviews the information and makes any necessary edits. The recommended order is then forwarded to a queue. A printed copy is submitted to the Court. Following the Court order, the Clerk enters the Protective Order Registry Queue, locates the case and opens the Registry processing screen. The defendant, victim, and condition information is reviewed to assure it matches with the Court order and it is then sent to the Registry and the involved Police Departments. A copy of the order is sent electronically back to CMIS and is immediately accessible to the Family Relations staff through the POR Interface link.

**SUCCESSFUL PILOT OF THE POR INTERFACE:** Early last month, a very successful two week pilot of the POR Interface was launched in Milford and Meriden. Karen Kutno, supervisor of the Milford Family Services office was pleased with the new system: "Although I had reservations about how this new protocol would impact the flow of the intake process, in practice it has been a wonderful time saver for the Family Relations

Counselors.

I am also impressed by the professional look of the Protective Order and the greater clarity it brings to the product.” There will be training on March 2nd for mentors from each of the Family Relations offices who will then train staff on the use of the new system. Implementation of the POR Interface in all locations will be rolled out over the next few months.

**NEW SYSTEM IS A GREAT TIME SAVER:** In addition to achieving the main goals of improving quality and reliability and reducing the time it takes to issue a PO, the Interface also provides FRCs with other benefits. Court ordered modifications can now be quickly completed through the Interface link, reducing the time needed to reconstruct the Protective Order manually when modifications are ordered. For a historical reference the Interface will also identify the date the protective orders were ordered and terminated, providing the FRC with an easily accessible history for the defendant. Finally, a link to the actual Registry and various search capacities has been included in the interface screen for ease of navigation for the FRCs.

**FOR FURTHER INFORMATION** on the POR Interface please contact: Debra Kulak, Regional Manager - Family Services at 860-721-2180 or [Debra.Kulak@jud.ct.gov](mailto:Debra.Kulak@jud.ct.gov).

<b>Suggestions? Questions? Comments? Concerns? Contact us!</b> <a href="mailto:Rena.Goldwasser@jud.ct.gov">Rena.Goldwasser@jud.ct.gov</a>
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