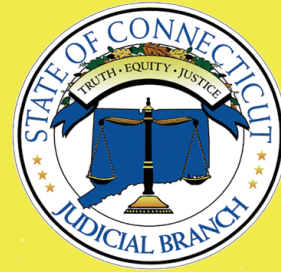


CSSD Chronicle

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CSSD Continues to Save Time and Money with Video Conference Technology

In 2009, CSSD probation officers in select offices began to use video conference technology as an alternative to face-to-face interviews with incarcerated offenders (see [CSSD Chronicle, June 23, 2009](#)). The technology allows officers to conduct multiple Pre-Sentence Investigation (PSI) or Probation Transition Program (PTP) interviews in one day without having to leave the office to travel to different CT Department of Correction (DOC) facilities throughout the state.

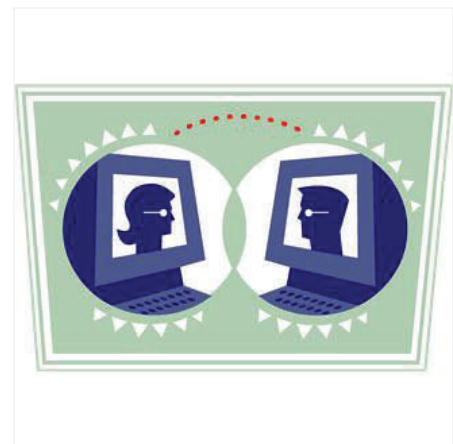
In January 2011, CSSD expanded video conferencing capability to include all probation offices and, through August 2011, the technology has been used to conduct 1283 video conferences. CSSD Executive Director Bill Carbone praised the use of the technology and noted, "The video conferencing project is an excellent example of a joint effort by DOC, Court Operations, and CSSD staff to improve communication, become more efficient, and offer cost savings to taxpayers. I want to thank CSSD's IT unit for its hard work in deploying over 55 video conferencing units within all of CSSD disciplines."

Other uses for video conferencing—The use of video conference technology is not limited to PSI and PTP interviews within adult probation. CSSD Bail staff in the Hartford and New Britain offices are currently piloting the use of video conferencing to conduct interviews of arrested offenders during non-court hours at the Enfield Police Department. The use of video conferencing minimizes night travel for Bail staff, especially to outlying regions of the state, and provides Bail staff with instant access to the offender. Bail staff are able to complete the bail interview process more quickly, and hasten due process for the offender. Based on the initial, positive results, the new pilot is being expanded to other regions in Connecticut.

Video conferencing has also been used to conduct staff training at more than one office site at the same time. Recently, CSSD Program Manager I Sara Barron, and Court Planner I

Saraea Palmer, used video conference technology to train staff in five offices on the use of a new, more efficient Video Conference Scheduler. The scheduler training, which was done from Central Office in Wethersfield, took only 45 minutes for Barron and Palmer to complete, and reached dozens of staff throughout Connecticut at one time.

The roll-out of the Video Conference Scheduler to field staff has improved the efficiency of the project. Adult probation staff can now log in to the video scheduler from their office and see all available dates at DOC facilities to interview their clients. Once the interview is booked, DOC staff accepts the date and time, and an e-mail is sent to the probation officer to confirm the interview.



Juvenile Probation Services has utilized video conferencing on numerous occasions to conduct meetings between central office and field staff, and to conduct training and review of

new CSSD policies with Supervisors prior to their roll out to the field. Video conferencing has also enabled Juvenile Probation to coordinate and conduct meetings in response to high priority situations that require quick action and resolution. Involved parties can remain at their duty stations and not spend time traveling long distances to a common location and back.

Positive feedback—The feedback from CSSD staff on the use of video conferencing continues to be positive. According to APO II Gina Galvern of the Milford Office of Adult Probation, “Completing the interviews via video conferencing allows me more time to speak with the clients. I am able to see more offenders in one day because there is no travel time to outlying DOC facilities.” APO II Will Deluca of the Meriden OAP cites the added health advantage of not conducting face-to-face interviews with sick clients. He also notes, “It’s great to have a positive partnership like this with DOC.”

Information on video conference technology can be found on the CSSD intranet website. Click on **Video Conference Support**, located at the bottom of the middle menu on the [Adult Probation](#) or [Juvenile Probation](#) page. There you will find:

- Contact information for DOC facilities
- CSSD office location account information for MOVI
- “How to” guides for the Video Conference Scheduler and MOVI
- Video on how to use the Video Conference Scheduler system

For questions related to this project, please direct them to Mark Ciccio, Program Manager II at Mark.Ciccio@jud.ct.gov, or Sara Barron, Program Manager I at Sara.Barron@jud.ct.gov.

*The **CSSD Chronicle** is a regular publication of information and news about the Court Support Services Division. Questions or comments on this edition, or suggestions for future articles, can be directed to the Editor, Linda Grzeika, at Linda.Grzeika@jud.ct.gov*