Fiscal Impact of the Pandemic on the Judicial Branch's Budget

Appropriations Committee's Informational Forum

Monday, July 6, 2020 from 1:00 p.m. to 4:00 p.m. via Zoom

Table of Contents

Executive Summary 3
I. An Update on Remote Operations 4
Mitigation Plan 5
Remote and Virtual Expansion of Branch Operations 6
Physical Expansion 8
Matters Conducted through the Use of Remote Technology by Division 9
Family Matters 9
Superior Court Juvenile Matters 10
Criminal Matters 11
Civil Matters 12
II. Have the Courthouse Closures Created a Backlog of Cases? 13
III. When Do you Anticipate the Courts will Resume Jury Trials? 13
IV. What Efforts Have Been Made to Continue Adult Probation Services? 15
V. What Measures Have Been Implemented at Contracted Residential Juvenile Programs and at the State-Run Juvenile Detention Centers? 16
Residential Juvenile Programs 16
Are New Residents in Contracted Facilities Kept Separate for a Quarantine Period? 16
The Number of Covid-19 Positive Cases that Occurred in Residential Contracted Juvenile Program Facilities 16
Hartford and Bridgeport Juvenile Detention Centers 17
Detained Youth 17
Detention Center Staff 17
Ensuring a Sanitary Environment 18
Are New Residents in State-Run Juvenile Detention Centers Kept Separate for a Quarantine Period? 19
Number of COVID-19 Positive Cases that have Occurred in State-Run Juvenile Detention Facilities 19
VI. Will any of the Temporary Measures that Were Used to Mitigate the Court Closures Become Permanent Tools at Judicial? 19
Appendix I. Courthouse Facilities and Improvements Made to Make Our Workplaces Safe 20
Open Facilities 20
Coronavirus Emergency Supplemental Funds 21
Coronavirus Relief Fund 22
Appendix II. Hardware, Software and Training Needed to Be Able to Get our Work Done Remotely 22
Appendix III. Efforts to Provide Juvenile Probation Services Since the Start of the Pandemic 24
Appendix IV. Child Support Enforcement Unit 25

Executive Summary

1. **An Update on Remote Courthouse Operations**
   The Judicial Branch has been conducting court business using alternatives to in-person presence since March 30, 2020 and has steadily increased the types of matters that are being handled remotely. Please see the charts on page 4 and 5 which list the types of cases heard, the number of cases heard remotely, and the outcomes.

2. **Have the courthouse closures created a backlog of cases?**
   Because the Judicial Branch has been effective at processing cases that were pending prior to the commencement of the COVID-19 pandemic and those filed subsequent thereto, the growth of any case backlogs has been much smaller than expected. The resulting percentage increase in pending cases between March 16, 2020 and June 29, 2020 is as follows: Civil: 4.8% increase, Family: 15.8% increase, Criminal: 27.9% increase, and Juvenile: 6.0% increase.

3. **When do you anticipate the courts will resume jury trials?**
   It is difficult to speculate on this timeline, as the challenges presented in resuming jury trials in a COVID-19 environment, either physically in courthouses or through use of remote technology, are overwhelming. However, a committee co-chaired by Judge Joan Alexander, the Chief Administrative Judge for Criminal Matters, and Judge James Abrams, the Chief Administrative Judge for Civil Matters, has been convened and is seeking input from all interested stakeholders in an attempt to find solutions to these unprecedented challenges.

4. **What efforts have been made to continue adult probation services?**
   Probation officers have been maintaining client contact via telephone interviews throughout the entirety of the COVID-19 pandemic. Additionally, appropriate treatment referrals are being made to address client needs, and our adult behavioral health networks are providing telehealth services at this time. Finally, probation officers are completing a backlog of Level of Service Inventories and are now allowing clients to submit their DNA to the 10 original probation office locations.

5. **What measures have been implemented at contracted residential juvenile programs and at the state-run juvenile detention centers?**
   Referrals from the community to juvenile residential programs remain suspended, so that the only youth being referred are those coming from the detention centers, where they were quarantined upon admission. The Judicial Branch is delivering personal protective equipment to residential providers biweekly and has increased their budgets to pay for additional cleaning and sanitizing.

   All juveniles entering the detention centers are first screened for COVID-19. Juveniles receive twice daily temperature checks and screening by the nursing staff. Any juvenile with a negative test result is quarantined for 14 days and any juvenile with a positive test result is placed in isolation for 10 days, consistent with the Department of Public Health guidelines.

6. **Will any of the temporary measures that were used to mitigate the court closures become permanent tools at Judicial?**
   Yes, many of the temporary measures that were used to mitigate court closures will become permanent tools of the Judicial Branch. Significantly, the Judicial Branch intends to continue the use of its virtual courtroom technology after the pandemic ends. The Judicial Branch has also submitted legislation to the leadership of the Judiciary Committee that would allow the Judicial Branch to continue to conduct court business using alternatives to required “in person/in court” appearances.

I. An Update on Remote Operations

State of Connecticut - Judicial Branch
Remote Activities

Civil Remote Events

3/16/2020*-6/29/2020

Remote Civil Events Scheduled	Civil
Remote Pretrial (CV)	1,747
Remote Status Conference (CV)	1,104
Remote Trial Management Conference (CV)	836
Remote Hearing (CV)	19
Remote Judicial ADR Event (CV)	19
Total Remote Events for Civil Matters	**3,725**

* Remote Civil Events began on 5/11/2012

Family Remote Events

3/16/2020**-6/29/2020

Remote Family Events Scheduled	Family
Remote Status Conference (FA)	1,260
Remote Pretrial (FA)	631
Family Services Remote Status Conference	332
Family Services Remote Pretrial	63
Remote Hearing (FA)	7
Remote Status Conference on the Record (FA)	2
Remote Judicial ADR Event (FA)	2
Total Remote Events for Family Matters	**2,297**

** Remote Family Events began on 5/11/2012

Criminal Remote Proceedings

3/16/2020*** - 6/29/2020	Criminal
Remote Arraignments	7,268
Remote Criminal Pre-Trials	1,300
Remote Justice Proceedings (new "Virtual" Hearings)	46
Total Remote Criminal Proceedings	**8,614**

***Remote Arraignments began the week of 3/30/2020 and Remote Criminal Pre-Trials began on 6/8/2020 and Remote Justice Proceedings started 6/24 and depict through 7/1

Juvenile Remote Processing

3/16/2020**** - 6/29/2020	Juvenile
Withdrawals	44
Adoptions	14
Motions for Approval of Agreement	147
Case Status Conferences	12
Detention Hearings/Detention Review Hearings	368
Total Remote Activity	**585**

****Remote Processing began 5/4/20, Remote status conf. hearings began 6/22/20, and Remote detention hearing began on 3/18/20

State of Connecticut - Judicial Branch

Remote Outcomes - Civil

3/16/2020-6/29/2020

Remote Civil Matters - Outcomes	Remote Hearing	Remote Judicial ADR Event	Remote Pretrial	Remote Status Conference	Remote Trial Management Conference	Civil Total
Event Completed	5	8	1,074	701	544	**2,332**
Continued	2	3	305	185	118	**613**
Settled not Withdrawn	0	3	135	32	46	**216**
Outcome Not Entered as of 6/29/2020	11	1	92	77	24	**205**
Withdrawn	0	0	78	48	56	**182**
Did Not Proceed	0	2	41	41	27	**111**
Ongoing Event	1	2	15	13	12	**43**
Miscellaneous	**0**	**0**	**7**	**7**	**9**	**23**
Civil Total	**19**	**19**	**1,747**	**1,104**	**836**	**3,725**

Remote Outcomes - Family

3/16/2020-6/29/2020

Remote Family Matters - Outcomes	Family Services Remote Pretrial	Family Services Remote Status Conference	Remote Hearing	Remote Judicial ADR Event	Remote Pretrial	Remote Status Conference	Remote Status Conference on the Record	Family Total
Event Completed	61	322	1	1	317	565		**1,267**
Outcome Not Entered as of 6/29/2020	2	3	3		48	344	2	**402**
Continued	0	0	2	1	131	164	0	**298**
Did Not Proceed	0	0	0	0	68	60	0	**128**
Ongoing Event		1			37	84		**122**
Moved to Earlier Date					7	21		**28**
Settled not Withdrawn		3			11	9		**23**
Miscellaneous	0	3	1	0	6	8	0	**18**
Withdrawn					6	5		**11**
Family Total	**63**	**332**	**7**	**2**	**631**	**1,260**	**2**	**2,297**

Remote Outcomes - Criminal

As a result of the pre-trial conferences, the cases have been scheduled for further court action, including disposition.

Mitigation Plan

The Judicial Branch went from 38 operational Superior Court courthouse locations, down to six Superior Court operational courthouse locations over the course of four weeks, consistent with the schedule set forth below.

- ***March 16, 2020.*** Consistent with the Judicial Branch's Continuity of Operations Plan (COOP), business operations were reduced to "Priority 1" matters, which included the following:
    - Criminal arraignments of defendants held in lieu of bond and all arraignments involving domestic violence cases;
    - Juvenile detention hearings;
    - Family orders of relief from abuse;
    - Civil orders of relief from abuse;
    - Civil protection orders;
    - Ex parte motions;
    - Orders of temporary custody (Juvenile Matters);
    - Orders to appear (Juvenile Matters);
    - Emergency ex parte order of temporary custody;
    - Juvenile detention operations for detainees held for juvenile court;
    - Termination of parental rights;

- Domestic violence victim notification; and
- Civil and family capias mittimus execution and bond review.

- ***March 19, 2020*.** The Branch reduced its physical footprint to 13 Superior Court courthouse locations, one in each Judicial District; two Juvenile Court locations, one in Hartford and one in Bridgeport; and the Supreme and Appellate Courts.

- ***March 26, 2020*.** The Danbury Superior Courthouse was closed.

- ***March 30, 2020*.** Three more courthouses closed: Torrington, Danielson and Rockville.

- ***March 31, 2020*.** The Stamford Courthouse was closed, and hours of operation were reduced to Mondays, 9 a.m. – 5 p.m.; Tuesday through Thursday, 9 a.m. – 1 p.m.

- ***April 1, 2020*.** The Middlesex and Ansonia/Milford Courthouses closed.

- ***Week of April 13, 2020*.** All remaining open courthouse locations would be open Mondays from 9 a.m. – 5 p.m., Wednesdays from 9 a.m. – 1 p.m., and Fridays from 9 a.m. – 1 p.m.

  By the week of April 13, 2020, the Judicial Branch was at its most constricted footprint, working out of six Superior courthouse locations, 2 juvenile courthouse locations and the Supreme and Appellate Courts, three days per week. The Branch continued operations out of these courthouse locations for eight weeks, until June 8, 2020.

Remote and Virtual Expansion of Branch Operations

Early on, the Judicial Branch implemented a two-prong expansion strategy. First, increasing the types of cases that could be handled either by remote processes or by virtual platform. The second prong of the expansion is resuming operations at our Superior Court locations. Having this two-pronged expansion strategy has provided the Judicial Branch with the flexibility to mitigate potential exposure to COVID-19 at our courthouses, while at the same time allowing us to greatly expand the types of cases that we handle remotely, well beyond Priority 1 matters.

It is also important to note that the Judicial Branch never stopped operations. Simultaneously with the mitigation plan set forth above, the Branch engaged in an aggressive expansion of operations by way of remote platforms. From the very earliest days of the pandemic, the Branch utilized, enhanced and expanded its remote capabilities in an effort to: a) protect staff and the public from exposure to the virus; b) obviate the need to bring people into court; and c) to continue to address and process all court business. Currently, in addition to live proceedings within a courthouse, judges across the state conduct judicial proceedings by way of **four** different remote processes or virtual platforms, across all locations and divisions, handling all pending court matters, except those precluded by executive order and jury trials.

1. **"Take Papers":** By virtue of existing law and the Governor's Executive Order 7G, many proceedings within the family court, wherein the parties have an agreement, may be considered by the court for adjudication simply by the parties filing required documents for the court's review. This process does not require the presence of the parties in a court location. Upon the court's review, if all the necessary paperwork is in order, the court can issue an order or enter judgment consistent with the parties' agreement. Additionally, as part of this remote process, family relations counselors assist the parties in reaching an agreement and preparing the necessary paperwork. To date, over 700 pending family matters have either been disposed or are pending.

   In civil court, both arguable and non-arguable matters are submitted and reviewed by the court and ruled on remotely. To date, over 11,470 matters have been ruled on by the court in this manner. In juvenile court, all agreements that are either e-filed or paper filed, including adoption agreements, agreements on orders of temporary custody and motions to review permanency plans are all reviewed and considered by the court remotely, "on the papers."

   In addition to the volume of criminal matters that are being processed in open court locations, 75% of all incoming motor vehicle infractions are remotely processed. This remote processing has not only allowed for convenient disposition of cases for the public, without court appearance, but also enables a continuous flow of revenue to the general fund. Additionally, hundreds of successful completions of alternative programs are being reviewed and disposed of on a weekly basis without the need for any court appearance.

   In April, mechanisms were created to allow for the remote filing of temporary restraining orders and orders of civil protection. Applicants in these matters can email their applications to a specifically designated mailbox for processing by a clerk and review by a judge. Further, the process to gain e-filing credentials was modified to make it easier for self-represented litigants to e-file remotely, without the need to come to court to file papers.

2. ***Cisco Systems***: For years, the Judicial Branch has conducted remote proceedings, primarily in criminal court, by way of this remote audio and video platform. So long as the other party has a camera ready device and a chrome browser, he or she may connect to the court, on the record, and participate in the proceeding remotely by virtue of this platform.

   During the very early days of the pandemic, in an effort to keep the public and staff safe from the spread of infection, each open courthouse location set up "pods" within the courthouse which allowed for all participants in a criminal matter to participate in the court proceeding safety from separate rooms and offices. By utilizing this remote platform, family relations counselors and bail commissioners conduct their interviews of a defendant without ever having to leave their office. The defendant is able to use a separate room within the courthouse or in lock-up, both locations having live video and audio capability connected to the courtroom. The public defender interviews and consults with the defendant without ever having to leave his or her office. At the time of the arraignment, only the judge, monitor, and clerk are inside the courtroom, and the state's attorney, public defender, and the defendant all appear from their separate locations by way of audio and

video onto the screen inside the courtroom. The utilization of this platform and process is in use for all criminal arraignments at all open courthouse locations.

Additionally, the Department of Correction (DOC) has recently reactivated its remote capabilities, thus allowing for remote hearings and disposition of criminal matters without the need to transport the defendant to court. By way of the Cisco platform, DOC dials in at the appropriate time and is connected by live video and audio to the court for a live proceeding on the record.

3. ***Microsoft Teams***: Like the popular "Zoom" teleconferencing platform, *Microsoft Teams* allows for judges and court officials to participate in a video conference with parties and/or lawyers. Since early May, judges and Judicial Branch employees have been outfitted with the *Teams* software. With this virtual platform, judges have been regularly conducting remote pre-trials and status conferences with parties and lawyers in all divisions: criminal, family, juvenile and civil. These conferences are intended to either resolve the case for disposition, or otherwise determine the needs of the parties involved to properly schedule it for further hearing or trial. No one is required to leave their home or their office, or enter a courthouse in order to participate in these judicial proceedings. To date, across all divisions, thousands of remote conferences have taken place.

4. **FTR Remote Virtual Justice Courtroom**: Using the same Microsoft Teams video/audio platform that is specifically designed to synch to the courts digital recording software, "For the Record" (FTR), judges now have the capability to conduct judicial proceedings on the record, remotely. From a simple hearing on a legal issue to a trial with witnesses and evidence, the court can preside over these proceedings without the need for the parties, witnesses, or lawyers to come into the courthouse. The Branch has licenses for 100 virtual courts for use by the Superior, Appellate, and Supreme Courts. An initial deployment of 26 virtual courts occurred on June 26, 2020. The early reports have been very encouraging. As of June 30, 2020, there are 45 criminal, 145 civil and 261 family hearings scheduled, for a total of number of 451, since this initiative was launched on June 24, 2020. Another 32 virtual courts will go live on July 13, 2020 and further deployment will continue thereafter.

Physical Expansion

Consistent with guidance from the Department of Public Health, the Centers for Disease Control and Prevention and the CT Reopen plan, the Judicial Branch commenced execution of its physical expansion plan on ***June 8, 2020***, consistent with the dates set forth below.

- On ***June 8, 2020,*** the Branch began its physical expansion planning beginning with the reopening of the Torrington, Rockville and Middletown courthouses.
- Effective ***June 15, 2020***, the days of operations for all open courthouse locations were expanded to Monday through Friday, with hours of operation to the public on Monday from 9 a.m. – 5 p.m., and Tuesday through Friday from 9 a.m. – 1 p.m.
- Effective ***June 29, 2020***, the Branch further expanded its physical footprint by reopening the courthouses in Stamford, Danbury, Ansonia/Milford, and Danielson.
- Effective ***July 6, 2020,*** public hours will be expanded to Monday through Friday from 9 a.m.– 5 p.m.

Current planning anticipates further expansion with the reopening of eight more courthouses on ***July 20, 2020***, including:

- 172 Golden Hill St., Bridgeport;
- 80 Washington St., Hartford;
- 54 West Main St., Meriden;
- 1 Courthouse Square, Norwich;
- 300 Grand St., Waterbury;
- 90 Washington St., Hartford;
- 95 Washington St., Hartford; and
- 69 Brooklyn St., Rockville.

Matters Conducted through the Use of Remote Technology by Division

Family Matters

- Restraining Order Applications began to be filed without having to come to court as of April 3, 2020. This expanded to each Judicial District as each has become operational.

- Approving and ordering of temporary agreements on the papers, and non-adversarial divorces began being ruled on remotely April 14, 2020.

- Final agreements resulting in entry of judgment in divorces, legal separations, custody actions, visitation actions, and post-judgment motions can be submitted to the court without the need for a court appearance as of April 30, 2020. New forms were created for this process.

- Family Judges and Family Services began conducting remote status conferences and pre-trials on May 12, 2020. Hundreds have been held since then. A process was put into place on June 17, 2020 for remote clerks to send out a notice to inform the parties what to do and what to file if they come to an agreement at a Family Services status conference.

- Self-represented party e-filing access has been made easier as of May 13, 2020 -- it was publicized on the website, and, now, self-represented litigants' access requests are being processed by Court Operations Systems Support Unit and the Family Unit.

- Pursuant to a Legal Opinion, the clerks can sign off on a family summons without the presence of the plaintiff. The clerks were informed that as of June 10, 2020, they can process them without the need of having the plaintiff come to the courthouse.

- Remote Live Hearings began June 24, 2020. Training of judges and court clerks and monitors occurred beforehand.

Superior Court Juvenile Matters

Delinquency

- Remote video appearances for all juveniles in detention began on March 24, 2020.

- Video equipment is now being used for delinquency court hearings (hearings for juveniles in detention; arraignments on referrals involving domestic violence; and emergency matters as determined by the court).

- Court Operations, Judicial Branch Court Support Services Division (JB CSSD) and the Information Technology Division are working to implement a remote telephonic option through Microsoft Teams for status conferences, judicial pre-trials, and to include prosecutors and public defenders for pre-trials.

Child Protection

- On April 8, 2020, remote telephonic participation in orders of temporary custody conferences/preliminary hearings and taking stipulations on the papers became available.

- As of May 4, 2020, all e-filed withdrawals are being processed remotely by court staff through the child protection e-filing system.

- As of May 8, 2020, e-filed Motions to Review Permanency Plans that are by agreement are processed remotely by judge/court staff through child protection e-filing.

- As of May 22, 2020, all other child protection e-filed matters that are by agreement are processed remotely by judge/court staff.

- As of May 29, 2020, e-filed Motions for Continuation in Care are processed remotely by Judge/court staff through child protection e-filing.

- Court Operations and the Information Technology Division are working to implement a remote telephonic option through Microsoft Teams for judicial pre-trials.

- As of June 8, 2020, all pending adoption petitions (open and closed locations) are finalized by take the papers (without the parties coming to court).

- Effective during the week of June 22, 2020, a process was finalized whereby new adoption petition filings are e-mailed to the open SCJM Clerk's Offices and finalized by take papers (without the parties coming to court).

Criminal Matters

- **Dismissal Docket is Conducted Remotely within the Courthouses**

  Commencing Friday, May 15, 2020, and continuing every Friday, programs that were determined to be successfully completed by the Judicial Branch's Court Support Services Division (JB CSSD) have been disposed on a "dismissal docket." The dismissal docket is heard at the open Judicial Districts and covers all jurisdictions, including shuttered locations. Cases are selected for the docket in chronological order by week from March 16, 2020 (the date limited operations began) forward. The current programs included on the dismissal docket are Accelerated Rehabilitation, Supervised Diversionary Program, Drug Education Program, and the Alcohol Education Program. The defendant and/or defendant's attorney are not required to be in attendance for these hearings, and notice of the disposition is sent out through the clerk's offices. Effective Friday, July 10, 2020, successfully completed Family Violence Education Program cases are being added to the dismissal docket.

- **Pre-Trial Conferences**

  Remote pre-trial conferences began statewide on Monday, June 8, 2020. Utilizing Microsoft Teams technology, the courts began conducting remote meetings with a judge, a prosecutor, and the defense attorney to see if an agreement could be reached – the initial focus has been on cases in pre-trial status in which the defendant is held in custody. If an agreement is reached the case will be docketed for plea and/or disposition.

- **Probable Cause Findings by Email**

  (Started weekend of June 6, 2020): All probable cause requests and orders are now conducted via email. The law enforcement agency emails the finding of probable cause request to the on call judge. The judge makes his/her finding on the form electronically and emails the form back to the law enforcement agency.

- **Prosecution Declined/Nolle Docket Conducted Remotely within the Courthouses**

  (Beginning Wednesday, July 8, 2020) – The State's Attorney at each location, including those that are shuttered, will review cases to determine if there are any that can be nolled or if there are any in which they will decline prosecution. When these cases are identified, the State's Attorney will provide a list each week to the clerk's office for docketing. The defendant and/or defense counsel's presence will not be required, and notice of disposition will be sent through the clerk's offices. This docket will be heard every Wednesday.

- **Pleas/Sentencings of Incarcerated Defendants via Remote Technology**

  (Started Wednesday, June 24, 2020) – While remote sentences have occurred since March 16th, commencing June 24th, pleas and sentencing hearings for incarcerated individuals have significantly

increased. When appropriate, these hearings are heard via video conferencing at correctional facilities. The Department of Correction has acquired technology that has allowed them to open an additional hearing room at the following Correctional Facilities: Bridgeport Correctional Center, Corrigan Correctional Center, Hartford Correctional Center, and New Haven Correctional Center. York and Garner are currently outfitted with virtual courtroom capabilities and the balance of the Department of Correction facilities will also have virtual capabilities to conduct court business in the very near future.

- **Electronic Diversionary Application Process (TBD)**

  A process is being developed in which diversionary program applications can be submitted electronically to the clerk's office.

2,249 remote pre-trials and conferences have been scheduled and conducted remotely in all districts through June 12, 2020.

Civil Matters

- **Civil Short calendars**
  Starting with the June 29, 2020 short calendar, arguable motions on all Indical calendars marked ready are scheduled a remote hearing on the record.

- **Remote Pre-trials, Status Conferences, and Trial Management Conferences**
  4,043 remote pre-trial conferences have been scheduled from May 18, 2020 through July 1, 2020 using the Microsoft Teams platform**.** An additional 22 remote judicial mediations have been scheduled during the time period.

- **Small claims processing using Remote Technology**
  On June 5, 2020, a memo sent to clerks outlining those small claims items that can be processed partially or fully to completion by the clerk only and by the clerk after consideration by the judicial authority**.** From June 8, 2020 through June 29, 2020, clerks have processed 1,071 pending small claims items identified for action and an additional 251 items were processed after ruling by the judicial authority.

- **Housing**
  Housing Session judges will begin to conduct remote pre-trials and conferences in certain civil, non-summary process matters with attorneys on both sides.

- **Remote hearings on the record**
  Since June 24, 2020, there have been 34 remote civil hearings on the record scheduled.

II. Have the Courthouse Closures Created a Backlog of Cases?

Because the Judicial Branch has been effective at processing cases that were pending prior to the commencement of the COVID-19 pandemic and those filed subsequent thereto, the growth of any case backlogs has been much smaller than expected. (See the chart below.)

State of Connecticut - Judicial Branch

Pending Cases

CIVIL	Cases Pending as of:		Percentage Change
Case Type	6/29/2020	3/16/2020*	
Total Civil Pending	58,517	55,863	4.8%

FAMILY	Cases Pending as of:		Percentage Change
Case Type	6/29/2020	3/16/2020*	
Total Family (excludes FSM) Pending	7,131	6,156	15.8%

CRIMINAL	Active Cases Pending as of:		Percentage Change
Active Pending	6/29/2020	3/16/2020*	
Total JD and GA Active Pending	75,530	59,069	27.9%

JUVENILE	Cases Pending as of:		Percentage Change
Case Type	6/29/2020	3/16/2020*	
Total Juvenile Pending	5,659	4,879	16.0%

* Covid Mitigation Efforts were initiated the week of 3/16/2020

III. When Do you Anticipate the Courts will Resume Jury Trials?

Judicial systems across the country are grappling with this difficult question. It is difficult to speculate on this and it might even be irresponsible to do so because it may give the impression that a solution is just around the corner. The challenges presented in resuming jury trials in a COVID-19 environment, either physically in courthouses or by some type of innovative virtual technology, are overwhelming.

The challenges include:

- How do we safely summon the appropriate number of prospective jurors to a courthouse for the jury selection process?

- How can we assure a fair cross section of a community when COVID-19 related public health guidance will exclude certain classes of prospective jurors including jurors over the age of 65 or those who have existing health challenges?

- How can we safely screen, admit, process and hold large numbers of prospective jurors in a courthouse while awaiting jury selection?

- How do we move prospective jurors from the courthouse entrance to the Jury Assembly Room, which is usually located on the top floor of most courthouse buildings, when elevator occupancy will routinely only allow one person in an elevator at a time?

- How will we be able to properly comply with social distancing requirements both within jury assembly and jury deliberation rooms in our courthouses, particularly in many of our older buildings with smaller rooms and dated HVAC systems?

- How will it be possible to assure that we are properly and safely socially distanced during a trial but still able to fully see and hear all evidence and testimony during a trial?

- How will jury deliberations be safely conducted when existing jury deliberation rooms are too small to allow for the proper social distancing?

"Virtual" jury trials present their own set of unique challenges, some of which were highlighted in a recent column by the White and Williams law firm of New York. Those challenges include, but are certainly not limited to:

- The effectiveness of demonstrative exhibits and the ability to virtually publish exhibits to the jury;

- The impact of witness appearances and the ability of jurors to judge their credibility over video;

- The possible dilution of opening and closing statements due to a less personal delivery;

- The potential for technical problems that could affect the court, the trial attorneys, or the jurors;

- The probable distractions to jurors while in their homes;

- The inability of prospective jurors to participate at all due to a lack of access to necessary technologies.

A significant additional concern is what is now commonly referred to as the "digital divide" which may render some self-represented litigants unable to fully participate in any such virtual process.

And the challenges will be somewhat different for criminal trials than they will be for civil trials. As an example, the Michigan Supreme Court unanimously ruled this week that the remote testimony of a witness in a criminal trial violated the defendant's Sixth Amendment right to confrontation.

Notwithstanding all of these obvious challenges and those that have not yet even been identified, a committee co-chaired by Judge Joan Alexander, the Chief Administrative Judge for Criminal Matters, and Judge James Abrams, the Chief Administrative Judge for Civil Matters, has been convened and is seeking input from all interested stakeholders in an attempt to find solutions to these unprecedented challenges. Judge Carroll is also a member of a joint task force of the National Center for State Courts, the Conference of Chief Justices and the Conference of State Court Administrators, which is attempting to come up with jury trial solutions and guidance for all court systems across the country.

IV. What Efforts Have Been Made to Continue Adult Probation Services?

Adult Probation offices have been adequately staffed in our leased locations and in our open court locations. Beginning the week of July 6, 2020, each office location will be at 50% staffing levels, which is in compliance with the CT Reopen Plan and guidance. Probation officers are maintaining client contact via telephone interviews. If a circumstance arises, probation officers will conduct an in-person office visit or home visit.

Probation officers are also completing a backlog of Level of Service Inventory (LSIs) in collaboration with the Department of Correction to complete Pre-Sentence Investigations (PSIs), interviews and LSI assessments on offenders scheduled to be released. Appropriate treatment referrals are being made to address client needs. Our adult behavioral health and Alternative in the Community networks are providing telehealth services at this time. Inpatient treatment services are also available to clients who meet the criteria for that level of intervention.

In June, probation began to allow clients who are required to submit their DNA to report to 10 probation office locations to do so. Starting in July, sex offender clients will be reporting to probation offices to take policy-required polygraphs utilizing new technology, Eye Detect, which allows polygraphs to be administered following the Centers for Disease Control and Prevention's recommended social distancing guidelines.

Probation also:

- Continues to respond to non-compliance with community supervision.
- Has established a network of hotels that have completed W9's and have agreed to house homeless clients.
- Established a statewide extradition team, and probation officers are executing regional and countrywide re-takings and extraditions on a case-by-case basis.
- Will resume virtual pre-service training for a group of trainees who need to complete pre-service training on July 6, 2020 through its Training Academy.

Adult probation officers have continued to complete their work since the Governor announced the public health emergency. Here is a summary of work completed since March 20, 2020:

- 282 Pre-Sentence Investigations (PSIs) completed.
- 1,188 initial LSIs completed.
- 264 video conferences held. (These numbers include LSIs and PSI interviews for incarcerated offenders.)
- 3 warrants served at court.
- 1 warrant served in the field.
- 2, 279 cases have been closed.

V. What Measures Have Been Implemented at Contracted Residential Juvenile Programs and at the State-Run Juvenile Detention Centers?

Residential Juvenile Programs

The Judicial Branch is invested in the well-being and safe and effective operations of its contracted residential programs, which are operated by private, nonprofit providers. Personal protective equipment is delivered to residential PNPs biweekly by the Judicial Branch's Court Support Services' (JB CSSD) contract staff. The budgets of private, nonprofit providers were also increased from April – July 2020 to provide a 30% premium pay for direct service staff for shifts worked. Budgets were also increased to cover extra cleaning and sanitation, purchase of supplies, and to address other needs. Utilization at all residential programs was reduced in April to ensure safe physical distancing.

Are New Residents in Contracted Facilities Kept Separate for a Quarantine Period?

Referrals from the community to juvenile residential programs remain suspended, so that the only youth being referred are those coming from the detention centers, where they were quarantined upon admission, and carefully monitored for the duration of their stay. Referrals from detention to private programs follow consultation between the private, nonprofit providers' medical staff and JB CSSD's medical director in detention. One juvenile residential program, HAMILTON, has recently started to accept referrals from the community, and is thus quarantining all new referrals. JB CSSD is in the process of developing a re-opening plan to safely increase capacity of those programs. Advisory committees consisting of JB CSSD and provider leadership and staff are guiding this effort.

The Number of Covid-19 Positive Cases that Occurred in Residential Contracted Juvenile Program Facilities

To date, there are nine known instances of staff illness in juvenile residential programs. There has been one known juvenile client illness.

Hartford and Bridgeport Juvenile Detention Centers

All actions have been taken under the direction of our Residential Services Medical Director, Dr. Lynn Rudich, who consults with the Department of Public Health and other experts as necessary, seeking their advice and input about protective measures and particular situations.

Detained Youth

- Utilization of quarantine (confined to room as a precaution, come out every few hours to exercise and socialize with staff) and isolation (confined to room due to suspected positive or confirmed positive for COVID-19):
  - For Admissions:
    - Juvenile detention officers and nurses complete the COVID-19 screening for each juvenile.
    - For juveniles answering "yes" to any question on the screen or register a temperature 100.0 degrees or above, the COVID-19 isolation protocol is followed.
    - All new admissions are tested for COVID-19. Any juvenile with a negative test result is quarantined for 14 days consistent with Department of Public Health guidelines. Any juvenile with a positive test result is placed in isolation for up to 10 days consistent with DPH guidelines.
  - Any juvenile who is symptomatic and/or has tested positive for COVID-19 is placed in isolation and is under the care of contracted medical professionals.
- Under the existing medical services, nurses were on site 7 a.m. - 11 p.m. and a doctor was present or on call 24/7. This contract was expanded to provide additional care for juveniles, and an additional shift of nursing staff was put in place to provide round-the-clock care.
- The juveniles in the centers are being monitored very closely for any and all symptomatic signs of the virus and are receiving high quality healthcare by both medical and mental health practitioners. Juveniles receive twice daily temperature checks and screening by the nursing staff.
  - Any juvenile displaying symptoms is isolated in the designated isolation unit, where they are tested and closely monitored and attended to by medical staff under the direction of the medical director.
  - Only one center has experienced infection; that unit was isolated in late March/early April and all the juveniles have since recovered.

Detention Center Staff

- All staff are screened before they are allowed to enter the Center.
  - Standard COVID-19 questions.

    - Temperature check performed by medical assistants.
    - Employees are not allowed to enter the centers if they have any symptoms and/or a fever.
    - Access to asymptomatic testing will be available on-site soon.
- Staff have been urged to stay home if they, or persons they live with, are not feeling well, and to consult with their medical provider.

Ensuring a Sanitary Environment

Procedures to prevent the spread of COVID-19 have been put into place, based on the advice from the center's residential services medical director in consultation with the CT Department of Public Health (DPH) and Centers for Disease Control and Prevention.

- Beginning March 13, 2020, entrance to the detention centers was limited to staff and medical and mental health contractors who work at the centers.
- Enhanced sanitary cleaning has been instituted in the detention centers and the courts, with particular attention to touch points. Maintenance staff are working overtime to conduct daily both regular and additional disinfecting of the detention centers. Additional contracted cleaners have been brought in to assist.
- The following hygiene strategies have been disseminated to employees and juveniles, with education by nursing staff, distribution and posting of printed materials, and ongoing reminders by facility administrators:
    - No handshaking;
    - Keep a distance from others (6 feet apart whenever possible);
    - Wear a cloth or paper mask when keeping a distance is not possible;
    - Regularly wash hands and don't touch the face;
    - Cover the mouth when coughing or sneezing; and
    - Frequently disinfect high touch points (e.g., door handles, phones, handrails). Maintenance staff continue to provide extra disinfecting of touchpoints and other areas throughout the day.
- Juveniles recreate and engage in programming (e.g., restorative circles, youth council, cognitive behavioral and education groups, games, art) in small groups to allow for social distancing.
- Individual counseling occurs telephonically, virtually, or face-to-face (with social distancing and wearing of mask) depending on the health of the juvenile.
- Family visits, professional visits, and court hearings are conducted virtually using video conferencing and similar technologies.

Are New Residents in State-Run Juvenile Detention Centers Kept Separate for a Quarantine Period?

New admissions are quarantined or isolated depending on the result of the COVID-19 test obtained at admission. Any juvenile with a negative test result is quarantined for 14 days consistent with DPH guidelines. Any juvenile with a positive test result is placed in isolation for up to 10 days consistent with DPH guidelines.

Juveniles in quarantine come out of their room every few hours for recreation and socializing with staff. Custody and mental health staff monitor the juveniles closely while they are in their room. Custody staff check on them every four minutes and socialize with them at the room door as requested. Mental health staff check in with the juveniles at least daily.

Juveniles in isolation are under the care of the medical staff. Custody staff check on them every four minutes to ensure their safety. All staff working on the isolation unit are outfitted with all necessary PPE products, including fitted N95 respirators.

Number of COVID-19 Positive Cases that have Occurred in State-Run Juvenile Detention Facilities

As of June 26, 2020:

Juveniles: Hartford: 7
Bridgeport: 0

Staff who have tested positive at each facility:

9 staff at Bridgeport Detention have tested positive.
12 staff at Hartford Detention have tested positive.

Staff and juveniles recovery:

5 staff at Bridgeport have recovered and returned to work; 4 staff at Bridgeport are still recovering. No juveniles have tested positive in the Bridgeport Juvenile Detention Center, so none have recovered.
All 12 staff at Hartford have recovered and returned to work, and all juveniles have recovered.

VI. Will any of the Temporary Measures that Were Used to Mitigate the Court Closures Become Permanent Tools at Judicial?

This pandemic has created many challenges for the Judicial Branch but it has also created new opportunities – opportunities to develop and leverage innovative technologies to allow us to do more court business remotely, resulting in greater convenience and greater efficiency. We have instituted virtual courtrooms in each Judicial District and these courtrooms have revolutionized how we do business well beyond what initially started as a necessity to move cases due to the pandemic. We intend to continue to use this technology even after the pandemic ends.

To that point, Governor Ned Lamont has issued a number of Executive Orders that permit the Judicial Branch to conduct certain court business using alternatives to in-person presence. The Judicial Branch would like to be able to continue to handle these matters using remote technology, even after the Executive Orders expire. As such, when we learned that the Legislature intends to go into session to consider COVID-19 related bills, we contacted the leadership of the Judiciary Committee to ascertain if they would be willing to put forth a Court Operations bill.

The leadership agreed, and the Judicial Branch drafted legislation that will allow the court to make certain findings in family cases without requiring the physical presence of the parties, and to allow the court to waive participation in the community service portion of the pretrial drug education and community service program for good cause, such as health and safety considerations due to COVID-19.

We have since e-mailed the legislation to the Committee leadership and have requested that it be considered by the General Assembly, when it considers COVID-19 related bills. The support of the Appropriations Committee would be very much appreciated.

Appendix I. Courthouse Facilities and Improvements Made to Make Our Workplaces Safe

Open Facilities

The Judicial Branch normally operates in 72 locations. At the present time there are 47 open locations, consisting of 17 courts, including the Supreme, Appellate, two Juvenile and 13 Superior courthouses. In addition, there are 30 administration, probation, family and support enforcement offices where staff are reporting. In the probation offices, minimal reporting of high risk clients and DNA testing is occurring.

In order to make these work locations safe for our employees, the public and the bar, the Judicial Branch has installed protective barriers at the weapons detection stations at all open courts and is working to install protective devices in the remaining courthouses. Assessments are currently underway at all Branch owned and leased facilities to ascertain safety needs such as protective barriers, social distancing markers, hand sanitizer stations, and related signage. To date, over 350 pre-fabricated desktop or freestanding protective shields have been distributed. In certain areas, such as courtrooms and service counters, more permanent barriers have been and are in the process of being fabricated.

Custodial contracts have been amended to increase labor hours to allow for high touch point cleaning at all open Branch locations. In four property managed court locations, one heavy cleaner positon will be hired to supplement solo general maintenance workers in Danielson, Meriden, Milford and Norwich.

The Branch was fortunate enough to have had in its inventory, 12 electrostatic sprayers. In late February, 12 additional sprayers were ordered, which allows for each operating courthouse to have the ability to thoroughly disinfect large areas in a relatively short period of time.

All open courthouse HVAC systems are running 24/7, rather than the typical occupied/unoccupied settings. An assessment has been made of all HVAC systems, allowing for the maximum outside air intake and highest rated filters, while still following manufacturer guidelines per court location.

The Branch has incurred an estimated $1.1 million in COVID-related premise expenses and commodities. These costs include personal protective equipment and hand sanitizer not provided through the Emergency Operations Center (EOC), building cleaning supplies and custodial services.

Coronavirus Emergency Supplemental Funds

Federal grant funds administered by the Office of Policy and Management (OPM). These funds are to be used to prevent, prepare for, and respond to the coronavirus.

In April 2020, the Judicial Branch filed a very modest grant application for $219,570 for phase 2 of the call center. The call center is modeled after an extremely effective program operating in New Hampshire. The program will redeploy existing staff from clerks' offices throughout the state, which are often crowded, out-of-date, and inefficient by modern standards, and relocate them into a dedicated facility designed and constructed to safeguard their health and safety pursuant to federal and state guidelines. The call center will provide the public with essential services while helping to reduce foot traffic in all of the State's court facilities through more effective use of technology.

Planning estimates show the call center handling approximately 846,000 calls statewide during its first year of operation. The ability to reduce a substantial portion of this volume of courthouse activity by decreasing the number of individuals previously required to be physically present in a courthouse represents a significant step forward in preventing the spread of coronavirus.

Phase 1 of the call center ($28,000) was launched with Coronavirus Relief Funds (see below).

OPM received grant applications totaling $11 million, well exceeding the pool of available funds of $5.8 million. All other applicants, Department of Correction, Department of Criminal Justice, Office of the Public Defender, Board of Pardons and Paroles, the Department of Emergency Services and Public Protection, and two non-profits (Coalition against Domestic Violence and the Alliance), were awarded federal funding. The Branch was the only applicant whose proposal was rejected despite fulfilling the eligibility requirements for the grant program.

Coronavirus Relief Fund

These federal funds can be used for costs that are necessary expenditures incurred due to COVID-19, were not accounted for in the budget; and were incurred during the period from March 1, 2020 through December 31. 2020.

The Judicial Branch has committed the majority of its Coronavirus Relief Funds to information technology hardware and software and telecommunications equipment and services. Remote access technology (For the Record Virtual Courtroom technology and similar products) has allowed the court to fulfill its statutory mission, while maximizing employee, judge and public safety. Many of our employees continue to be productive while working at home as a result of instituting these technological improvements.

In order to quickly modernize and upgrade the Branch's ability to deliver services remotely, the Branch utilized consulting services in addition to existing staff. The Branch also provided supplemental hazard work payments to community based service providers in order to keep programs open during the pandemic.

Finally, the Branch purchased personal protective equipment and hand sanitizer not provided through the Emergency Operation Center-- building cleaning supplies and custodial services.

On June 10, 2020, following the rejection of our Coronavirus Emergency Supplemental Funds grant application, the Branch requested positive action from OPM by requesting reimbursement for all COVID-19 costs, which exceed $4.3M million at the present time. The total allotted from OPM to date is $1,243,561.

Item	Encumbrances	FY 20 Expenditures	Carryforward to FY21 Expenditures
Premises expenses and commodities	1,089,401	297,158	792,433
Information technology and telecommunication equipment and services	1,996,398	272,842	1,723,555
Purchased and contracted services	1,264,418	918,545	345,873
Total COVID Expenditures	4,350,217	1,488,546	2,861,861

Appendix II. Hardware, Software and Training Needed to Be Able to Get our Work Done Remotely

Before the pandemic, the Judicial Branch had a limited ability to: 1) perform work remotely; and 2) conduct court hearings and proceedings on the record remotely via videoconferencing. It should be

noted that through an agreement with the Department of Correction, we have for many years conducted proceedings using video conferencing technology for cases involving incarcerated individuals. However, that capability was not designed for the widespread use the pandemic required. Moreover, due to budget limitations, the Judicial Branch did not have enough technology to allow for virtual courtrooms or to allow all employees to work remotely. In fact, our remote technology could accommodate only 700 users.

Our first step to address this situation occurred in early March when we purchased technology to improve our cybersecurity defenses. Fortunately for the Branch, this very same technology helped lay the groundwork for a secure virtual workforce and court system. We also had a limited amount of Cisco equipment (DX80) and carts with audiovisual equipment that were compatible with our existing "For The Record" system. This existing equipment allowed us to record court proceedings in the traditional manner of having all parties present in the courtroom.

And as the pandemic closed in, but before people were told to stay home, Chief Court Administrator Judge Patrick L. Carroll III instructed Don Turnbull, director of the Branch's Information Technology Division (ITD), that the No. 1 priority going forward was to expand the use of virtual court and remote workforce technology as soon as possible. The dedicated staff at the Information Technology Division swung into action and quickly moved to make things happen, building upward from the infrastructure cybersecurity improvements already underway.

In short order, the work to improve our cybersecurity enabled us to use Microsoft Azure for remote access and Microsoft Teams for remote collaboration/meetings. We also immediately took advantage of an existing Microsoft offer to use Teams free for six months. At the same time, ITD consulted with our For The Record (FTR) vendor and discovered they were rapidly working on integrating their technology with Microsoft Teams. Such a development could not have been timelier for the Branch, as it allowed us to prepare to deploy FTR's new program, *FTR Remote Justice.* Since then, we have allocated all available resources to prepare for training and deployment of this virtual court technology for judges, court staff, attorneys and litigants. On June 24, 2020, the Judicial Branch rolled out its first virtual courtrooms to all currently open courthouses and more virtual courtrooms will be implemented as more courts reopen. The technology also has been rolled out to our detention centers. In addition, we anticipate being able to livestream court proceedings sometime this summer.

The second prong of ITD's work was to put in place a system whereby Branch employees who could work from home would have the ability to do so. In order to quickly ramp up our capability for a remote workforce, we implemented Microsoft Azure VDI. The Azure VDI has a pay-as-you-go pricing structure, which is a low monthly cost per user. It was an ideal solution for a temporary remote workforce during the early stages of the pandemic, when our goal was to have as many people working from home as possible.

Overall, such a widespread remote initiative ordinarily would take a year or more. The Branch, however, completed it in three months, and the advantages are significant:

- As Judge Carroll has often said, the Branch's No. 1 priority throughout the pandemic is to protect members of the public, the bar, and our employees and judges from exposure to COVID-19. We achieved this by reducing our physical footprint in the courthouses and the remote technology we now have in place allows us to do just that.
- The technology improves the Judicial Branch's efficiency in handling cases, thus improving access to justice for the people it serves. It is ironic that a crisis led to a very real opportunity to modernize the Judicial Branch.
- At the beginning of the pandemic, our courts handled mostly Priority 1 matters. Between the reopening of more courts and the rollout of our remote technology, we are now handling all types of cases, well beyond the Priority 1 designation.
- Finally, should Connecticut endure a second surge of COVID-19, the Judicial Branch is well positioned to respond more quickly and nimbly to the situation.

Appendix III. Efforts to Provide Juvenile Probation Services Since the Start of the Pandemic

Since March 12, 2020, juvenile probation supervisors and officers have staffed open juvenile courthouses to assist in Priority I Business Functions, facilitate placements of clients released from pretrial detention, and manage probation cases. Currently, all juvenile probation supervisors and officers are assigned and reporting to one of the five open courthouses on a rotational basis.

In addition to staffing courthouses, remote teams consisting of juvenile probation supervisors and officers are operating throughout the state to ensure juvenile probation staff are available to clients and families. The team is responsible for initiating case contacts and collaborating on case planning.

Juvenile probation officers have also initiated and are maintaining contact with their clients and families on their caseloads via telephone contact to monitor compliance with court orders and ensure resources and services in the community through CSSD's network of community-based contracted providers. Juvenile probation officers are participating via telephone in multi-disciplinary team meetings for juveniles in Juvenile Residential Services Placements and initiating referrals for treatment services as part of their reintegration plan.

The Court Support Services Division is in the process of expanding the remote capabilities of juvenile probation officers. Since the start of the pandemic, tablets, cellphones, laptops, and VPN keys have been deployed to staff. By the end of July, all juvenile probation officers will have remote access which will allow probation officers to initiate client contact via video conferencing and conduct other probation functions remotely.

Juvenile probation officers are also maintaining contact with Interstate Compact clients. Connecticut's Interstate Compact on Juveniles is fully operational. Juvenile probation officers are performing the duties as required by the Compact. Quarterly reports and pending home studies are in progress and requests for returns of juveniles who abscond or run away from their state of residence are processed in accordance with the Compact rules.

Currently, five juvenile courthouses are open: Bridgeport, Hartford, Middletown, New Britain, and Torrington. All locations are staffed with juvenile probation supervisors and officers available Monday through Friday, 9 a.m. to 5 p.m. to manage probation cases and assist in the completion of their work.

Juvenile detention hearings remain in the Bridgeport and Hartford Juvenile Courts. Below is a breakdown of the juvenile delinquency hearings and dispositions held since March 12 2020:

Hearings and Dispositions

Juvenile Detention Hearings	406
Judicial Delinquency Cases Disposed	308
Non-judicial Cases Disposed	109

Appendix IV. Child Support Enforcement Unit

- Child Support Services in Connecticut is a partnership between the Judicial Branch (Support Enforcement Services and Family Support Magistrates), the Department of Social Services and the Office of the Attorney General.

- Although the Judicial Branch restriction to only Priority 1 matters during COVID-19 has suspended many child support 'hearings,' the Judicial Branch's Support Enforcement Services has been working remotely (60 staff working full-time) and has continued to provide many essential child support services, including (from March 1, 2020 through June 30, 2020:

    - Support Enforcement Services responded to over 4,500 emails through a centralized public email account CSIPRU@Jud.ct.gov
    - Support Enforcement Services continues to conduct or participate in hundreds of telephone conferences, desk reviews, and Department of Social Services' Remote Fair Hearings to ensure proper offsets, refunds, and disbursement of child support funds to families
    - Support Enforcement Services located and issued over 8,000 new or amended income withholdings to employers to continue proper deductions for child support
    - Support Enforcement Services partnered with the Department of Labor to process over 4,000 income withholdings against unemployment benefits – and collected over $7.4 million from the Department of Labor in unemployment compensation benefits withholdings
    - Support Enforcement Services conducted over 3,000 case enforcement reviews and mailed over 2,800 enforcement notices to obligated parents
    - Support Enforcement Services issued 72 new interstate actions to enforce child support in other states
    - Support Enforcement Services received and e-filed 35 new interstate enforcement actions from other states

- Support Enforcement Services has conducted over 400 modification case reviews and is preparing to assist over 200 cases/parents with new modifications (once remote hearings begin)

- Child support services remain an important public service, but interested parents must sign up for these services. There are many services we can offer to parents even when court hearings may be on hold. There is no application fee. Support Enforcement Services continues to assist parents with new applications through the Department of Social Services. Anyone interested in child support services may contact the Department of Social Services or may email the Judicial Branch's Support Enforcement Services at CSIPRU@jud.ct.gov

- Beginning in July 2020, all Support Enforcement Services offices will be open to staff. The public may again contact the statewide child support call center at 1-800-228-KIDS

- Remote family proceedings will be extended to Family Support Magistrate (FSM) matters sometime soon

- During the suspension of non-priority court matters – Support Enforcement Services estimates about 3,000 post-judgment actions had their hearing date cancelled