

A Voice for Crime Victims

Garvin G. Ambrose, Esq. is Connecticut's New Victim Advocate

Garvin G. Ambrose has memories of growing up on the island of Dominica wanting to stick up for other kids. He saw the results of beatings — welts and bruises — and wanted to do something about it. That fire in his belly never went away. “My goal has always been to figure out a way to eliminate child abuse and neglect,” he says. “That’s why I became an attorney.”

As the new Victim Advocate for the State of Connecticut, he now has the perfect opportunity to advocate for any of Connecticut’s 3.6 million residents who may become crime victims, including those children affected by abuse and neglect. He has an ambitious agenda and is excited about the prospect of using the Connecticut Information Sharing System (CISS) to help with the work of his office.

The Office of the Victim Advocate (OVA) was established in 1998 by the Legislature as an independent state agency with the

charge of protecting and enforcing crime victims’ rights throughout the state of Connecticut. Among other things, the OVA monitors services provided to crime victims by state agencies and private entities. The OVA receives and investigates victims’ complaints regarding their treatment in the criminal justice process, and can intervene in court cases to advocate for a victim when their rights have been violated. The OVA can make recommendations to the legislature, criminal justice professionals and victim service providers for changes in state policies and laws to benefit crime victims. The OVA provides education and outreach about services available to the public.

While attending law school in Michigan, Ambrose volunteered as a Court Appointed Special Advocate (CASA). The first family he advocated for as a CASA worker was a single mom with four children. The mom was a drug addict whose

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Under Secretary, State of Connecticut OPM
and
Judge Patrick L. Carroll, III
Deputy Chief Court Administrator



Mike Lawlor, Under Secretary, OPM

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Garvin G. Ambrose

children were placed in foster care. The goal of the system, he says, is always reunification and treatment, so eventually, after she went through rehabilitation, she was able to get her kids back. A CASA worker's job has many layers — acting as an advocate for the children, as well as the mother, within the context of the legal and social services' systems.

It gets complicated, to say the least.

“Access to services beyond the disposition of a court case is a big thing for me. Everyone heals at different rates” and recovery is a process, Ambrose says. Because some of his former clients were so fragile and in need of someone to help them through the system, he occasionally still gets calls from Chicago. And it's not difficult to understand why — Ambrose speaks with the innate sensitivity of someone accustomed to gaining the trust of damaged people. But as an attorney with a sharp intellect and a sense of mission, he is a powerful advocate.

After receiving his J.D. in 2005,

he began working for the Cook County State's Attorney's Office, the second largest unified system in the U.S. As a new attorney, he signed up for the family law track, which includes sub-specialties such as child support and child protection (abuse/neglect/dependency). He also found himself working with the children who were abused at home, became wards of the state, and then began to engage in illegal activities themselves — “dually-involved” children.

“It was a natural course for me to pursue family law. And it gave me the opportunity to decide if that's what I really wanted to do,” Ambrose says. During his nearly eight years with the Cook County State's Attorney's Office he gained a wealth of experience and decided that advocating for the most vulnerable was his calling.

Moving into the position of Victim Advocate for Connecticut was a good choice on a couple of levels. His wife, Toya Ambrose, a professional dancer, choreographer and graphic designer, had already moved here to be Coach of the University

CJIS Governing Board ~ Quarterly Meeting

At the April meeting of the CJIS Governing Board, the CJIS team presented an overview of the progress of the Connecticut Information Sharing System (CISS) project and a timeline into 2014.

Bob Kaelin, head of the consulting firm hired by the State for Independent Validation and Verification (IV&V) gave his report noting risks as well as areas where the project has improved.

Phil Conen, Xerox Program Manager for the CISS Project delivered remarks on the project's *Guiding Principles* before going into a demonstration. (See page 8.)

Conen, along with Jeanine Allin, CJIS Public Safety Liaison, demonstrated the varying levels of data access CISS allows depending upon

one's claims (security level).

Co-Chair Mike Lawlor, Under Secretary of the Office of Policy and Management, brought up the question of CJIS staff access to the system; specifically, What safeguards will be in place to protect data within the system?

Sean Thakkar, CJIS Executive Director, said that the same security rules that apply to any user of CISS will also apply to staff. Staff will have specific access levels depending upon their job requirements. The only individuals who will have complete access will be database administrators. The system has a robust auditing system built into it, so any activity by any user can be traced. Certain users, such as database administrators, will be subject to more frequent audits.

The last speaker on the agenda was Jeanine Allin, who joined the CJIS staff in January; she retired after 23 years as a full-time officer with the rank of Sergeant from the Newington Police Department.

Allin explained that she sees her new role working for CJIS as an extension of her role as an officer. She believes in the promise of technology to improve public safety.

Allin said her desire to do more developed special urgency after the death of friend and colleague Master Police Officer Peter J. Lavery, who was shot and killed when he responded to a domestic disturbance call in 2004. Lavery had served in the Newington Police Department for 17 years, the Berlin Police Department for 5 years, and had served in the Connecticut National Guard.

During a search of the premises, Lavery was shot with a semi-automatic rifle as he entered the basement. SWAT teams from Newington and surrounding towns responded and attempted to negotiate with the suspect. After attempts by police to get him to surrender, the man committed suicide.

Investigators later learned that information about the shooter was on record, but Newington officers couldn't access it. It was information that could have made a difference.

"Getting real-time information to officers on the street will save lives. I have absolutely no doubt of that," says Allin. ■



At the CJIS Governing Board Meeting on April 18: Above, DESPP Commissioner Reuben Bradford with Chief State's Attorney Kevin Kane.



Michael Pollard, Governing Board Legislative designee and Eric Stinson, one of CJIS' senior project managers.

CISS Project Management Updates

John Cook, Lucy Landry, and Eric Stinson — Senior Project Managers

The CISS project is moving forward with three separate but interrelated waves - Wave 0, Version 1.5; Search Release 1; and Wave 1.

Wave 0, Version 1.5

The CISS technology infrastructure is taking shape. The first stage involved construction of the Software Development LifeCycle (SDLC) environment called Development and began the automation processes to implement the remaining three environments. (See diagram below.)

In April, approximately 50 network computing systems (servers) were installed; these will support a variety of new CISS services including a SharePoint Portal, Multiview Indexes, and the WebMethods Enterprise Service Bus (ESB).

A variety of specialized utility servers were also created to provide secure network access, manage resource directories and user identities. The installation of an integrated systems administration center to automate the monitoring and control of network, server, and storage configurations, system performance and point-in-time data backup and recovery was also accomplished.

To help accelerate the technology build-out for the remaining three environments, the team also participated in several knowledge transfer sessions. The sessions emphasized industry best practices and application of environmental controls for configuring and maintaining the new virtual machine environment.

In May, the team will continue server build-out to create the second SDLC environment called System Test.

Search Release 1

The goal of SR1 is to provide expanded functionality to the existing CISS application. An enhanced, more intuitive User Interface (UI), with expanded functionality and additional Search Sources, will provide a better user experience. In April, SR1 activities included development and initiation of detailed requirements to bound the scope of the SR1 product. Detail requirements serve as the input information for Xerox to initiate system design and software code development. Work will begin on task requirements definition for *search functionality, pre-defined reports, system administration, and alerts.*

Major progress was made on the enhancement to the User Interface (UI), which was revised based on

stakeholder feedback from W0V1.

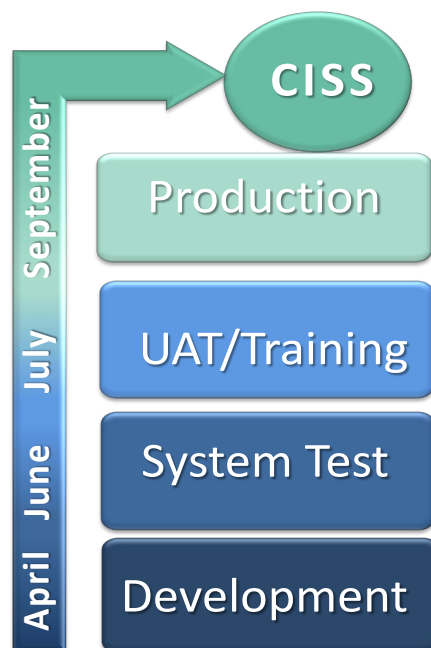
Collaborative sessions were held with Xerox to review the enhancements. Sessions will be scheduled with stakeholders to finalize the enhancements.

SharePoint team sites will serve as portals to CISS for local LEAs and DPDS, while providing customizable SharePoint sites with all of its office functionality. We have had positive engagement and feedback from our stakeholders during this prototyping phase.

Wave 1 Scope

Wave 1 will implement the first of the CISS workflows. The scope of Wave 1 has been refined from a high conceptual level to a finer level of specificity. These specifics, included in the Project Charter, were reviewed at the May 1 CISS Status Meeting, and are summarized here:

- Implement Workflow 1 (UAR) and the portions of Workflows 6 (Common Exchanges) and 8 (Post Judgment) that are pertinent to Workflow 1
- All attachments will be stored in FileNet along with related metadata
- Ability to redact and restrict documents
- Ability to seal, expunge, or erase records
- SharePoint team sites:
 - Team site for DCJ to enable them to perform redactions and view transmitted data
 - Team site for Court Operations to enable them to perform redactions
 - Team site for DPDS to review case information sent to them
 - Team site for DMV to access 'of interest' drivers' data



- Certification of four RMS vendors: NexGen for DESPP and three vendors for municipal police departments.
- Roll-out will be to 9 local police departments and to DESPP.
- Notifications/alerts
 - Allow individuals to request notification if there is any system update (e.g., arrest) involving a particular person
 - Ability to automatically notify an agency or person when a person is the subject of a search by another person
 - Audit logging and reporting for all movement of data through IEs
 - System Administration and monitoring.

~ Acronyms ~

AFIS = Automated Fingerprint ID System
 BOPP = Board of Pardons and Paroles
 CAD = Computer Aided Dispatch
 CCH = Computerized Criminal History
 CIDRIS = Conn. Impaired Driver Records Information System
 COLLECT = CT On-Line Law Enforcement Comm. Teleprocessing Network
 CPCA = Conn. Police Chiefs Association
 CRMVS = Criminal & Motor Vehicle System
 CSSD = Court Support Services Division
 DCJ = Division of Criminal Justice
 DESPP = Dept. of Emergency Services & Public Protection
 DMV = Dept. of Motor Vehicles
 DOC = Department of Correction
 DOIT = Dept. of Information Technology
 DPDS = Div. of Public Defender Services
 IE = Information Exchange
 MNI = Master Name Index
 OBTS = Offender Based Tracking System
 OVA = Office of the Victim Advocate
 POR = Protection Order Registry
 PRAWN = Paperless Re-Arrest Warrant Network
 PSDN = Public Safety Data Network
 RMS = Records Management System
 SOR = Sex Offender Registry
 SPBI = State Police Bureau of Identification
 SLWRS = Special Licensing & Weapons Registration System

CISS IN BRIEF

~ WAVE 0, VERSION 1.5 (W0V1.5) ~

COMPLETED/CURRENT WORK

- Constructed the 1st SDLC environment — Development
- Began processes to implement the remaining 3 environments
- Built-out approximately 50 network servers
- Created utility servers to provide secure network access, manage resource directories and user identities
- Installed an integrated systems administration center
- Point-in-time data backup and recovery was also accomplished
- Staff participated in knowledge transfer sessions for the new virtual machine environment

NEXT MONTH

- Continue server build-out for 2nd SDLC environment — System Test

~ SEARCH RELEASE 1 (SR1) ~

COMPLETED/CURRENT WORK

- Conducted field observations and discussions with DESPP about its source systems: AFIS, SPBI, MNI/CCH, COLLECT (Named Persons), SLWRS, SOR
- Conducted data mapping workshops with Judicial to validate fields of interest to the larger CISS user community and business/security rules governing access to data
- Initiated prototype work on SharePoint team sites for stakeholders

NEXT MONTH

- Establish connectivity with DESPP and Judicial systems
- Complete requirements definition for all SR1 functionality
- Initiate software detail design activities
- Continue team site work with DESPP and specific local LEAs
- Continue data mapping for DESPP source systems (see above)

~ WAVE 1 ~

COMPLETED/CURRENT WORK

- Detailed scope finalized
- Project Charter drafted
- Diagrams for workflows 1 (UAR) and 6 (Common Exchanges) have been updated
- Work on detailed requirements for workflows continues
- RMS certification requirements package in process
- Detailed planning is underway
- Field observations conducted at Pre-screens for Pardon hearings (BOPP)

NEXT MONTH

- Walk-through of workflow diagrams with stakeholders
- Review detailed scope with stakeholders
- Create detailed project schedule
- DESPP field observations for COLLECT and CAD/RMS

CISS & Records Management Systems

A substantial part of the initial work in the CISS project involves the CAD/RMS systems used by state and local police.

There are two primary initiatives underway:

- Network site surveys
- RMS application certification for interface with CISS

Progress on site surveys at LEA locations has been progressing quickly:

- As of April 26, CJIS staff conducted 70 site visits of the 90 sites expected to connect
- Equipment for sites visited in March is beginning to arrive
- CJIS anticipates equipment installation within 30 days of receipt.

The next steps are to coordinate the software installation with the BEST networking group. All site roll-outs are targeted for completion by September (depending upon equipment delivery and contractor installation schedules).

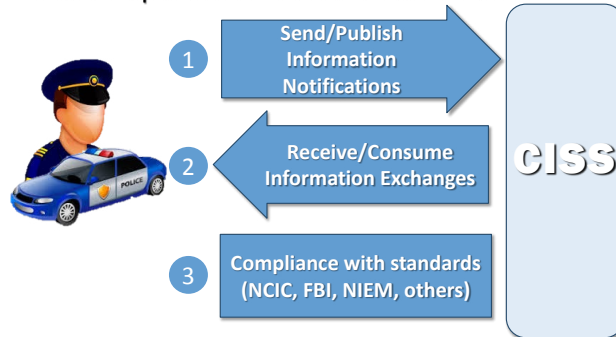
The RMS certification process involves ensuring that any RMS application (or vendor) that currently contracts with a Connecticut LEA can interface properly with CISS. This involves testing to ensure that the RMS application:

- Can transmit/publish information from the CAD/RMS system to CISS
- Can receive information from CISS into its system
- complies with all standards (see graphic to right). ■

RMS Certification Overview



Basic Requirements for RMS Certification



RMS Certification Progress

Incident Arrest Package	Complete
Disposition and Sentencing	Complete
Pardon, Parole & Release Notifications	May
Schedules Notification	May
Correctional Events	May
Infractions	July
RMS Certification Package	July

Offender Based Tracking System (OBTS)

Due to current CISS work activities, the OBTS system will be maintained as an operational system. What this means is that no new user functionality, outside what is required to support the CISS application, will be created until such time that the CISS system is placed into a new server environment. Furthermore, no additional software releases are expected to be planned or developed, unless a compelling user case or system related concern is determined. In the meantime, the OBTS team will continue work on data purity evaluations and other data migration activities to support the new CISS architecture.



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of Connecticut's Cheerleading and Dance Teams. Moving to Hartford was a perfect fit.

Ambrose has tasked himself with creating his own "100-day" agenda, which includes, amongst other things, meeting with all agency heads, victims groups, and non-profits to introduce himself and set a tone for collaboration. In his first month on the job, Ambrose has driven nearly 2000 miles to visit the individuals, including victims, and agencies that his office primarily interacts with. A major part of his agenda also includes repairing and enhancing the image of the office by overhauling its web and public presence. "Image and reputation is everything in any business," added Ambrose.

"I view the Victim Advocate's role as that of educator and collaborator. I don't see this as an adversarial role as we all should have the victims' best interest in mind," he says, though he acknowledges at times he needs to assume that role to support a crime victim and to push for necessary policy and legislative changes. "I would like to build alliances... and be less of a watchdog and more of a collaborator."

"One of the things I pride myself on is building relationships and building mutual respect to get things done." He has also been getting out to as many victims' meetings and activities as possible, including his most recent attendance at the Connecticut Sexual Assault Crisis Services, Inc. (CONNSACS) annual

breakfast and meeting, and the "Race to End Violence" event at Central Connecticut State University in April.

Ambrose sees the Connecticut Information Sharing System (CISS) as an exciting resource for the OVA. "It would be crucial to have instant access to police reports, case worker reports, court transcripts, if available, and other advocacy reports. It would

Ambrose speaks with the innate sensitivity of someone accustomed to gaining the trust of damaged people. But as an attorney with a sharp intellect and a sense of mission, he is a powerful advocate.

really ease the investigative aspect of our work, especially because we have such a small staff and limited financial resources to fulfill this important mandate" Ambrose says.

Victims have the right to some information related to the prosecution of their perpetrators, but Ambrose says, "Even though we may have a right to information, it doesn't mean that it's easy to access..."

Access to information is crucial to many crime victims, especially those with Orders of Protections in place. "That's where I come in... to get their voices heard and to make certain

that they are protected by the system while being treated with the dignity and respect that we all deserve."

There is some information that victims can't get access to, for instance the pre-sentence investigation report that Ambrose believes his agency should get access to. "It is difficult in any business to present accurate and informed opinions on pertinent matters when you are limited in the information that you have to form those necessary opinions," added Ambrose.

"Being a former prosecutor, I understand there are limits to the amount of information you can get access to during an ongoing investigation," but, says Ambrose, it is essential for the State's Attorney and the Court to keep victims informed throughout the process. Ambrose says part of his job is to help criminal justice personnel understand their involvement with victims. For victims of crime, healing is helped by a criminal justice system that is respectful of their needs.

"The criminal justice system is difficult enough for some attorneys to navigate," says Ambrose. "therefore, we as professionals in the system should understand the necessity of full victim inclusion." ■

~Margaret M. Painter

All CJIS newsletters & meeting minutes are posted on www.ct.gov/cjis

✧ CISS — 10 Guiding Principles ✧

At April's Quarterly Governing Board meeting, Phil Conen, Xerox Program Manager for the CISS project offered the following Guiding Principles for CISS. Some confusion and misconceptions have come up as the project moves along, so it's important to clarify the facts as well as our working principles.

- ➔ CISS is **not** a system of record.
- ➔ CISS facilitates information sharing between **authorized criminal justice agencies and users**.
- ➔ CISS automates or streamlines existing business processes, **subject to any business or security rules** that currently exist within those business processes.
- ➔ Stewardship of any data exchanged with CISS remains with the agency that produced and published the data.
- ➔ Decisions about what data can be shared and which organizations and individuals may see that data are made by **the owner of that data** based on state statute or agency policy and in accordance with existing or future information sharing agreements.
- ➔ Data owners are **encouraged to consider the needs of the larger criminal justice community** when deciding what information to share.
- ➔ To enhance application performance, ensure reliability, and provide the best user experience possible, CISS might, in **some** situations, store copies of agency data or subsets of that data within CISS. As with any data exchanged with CISS, access to such copies are governed by the business and security rules defined by the data owner.
- ➔ It is recognized that there may be situations where data owners are uncomfortable with CISS storing copies of agency data. Every effort will be made to respect and address such concerns, including, when necessary, alternate implementations that reduce or eliminate the need for CISS to store agency data.
- ➔ Data owners are encouraged to actively participate in pre-release testing to ensure that their business and security rules have been correctly implemented. Depending on the severity of any problems found, production releases may be delayed until the issue is corrected to the satisfaction of the data owner.
- ➔ **We are all on the same team.**

The next CISS Status Meeting is June 5.

For more information, or if you are unable to attend and would like hand-outs from the meeting, contact margaret.painter@ct.gov

Connecticut Impaired Driver Records Information System

Ongoing work with the Connecticut Impaired Driver Records Information System (CIDRIS) is now focused on process improvement. The CIDRIS team will continue to evaluate and improve the accuracy of messages being sent through software modifications and process adjustments. CJIS staff began reviewing the future direction of integrating CIDRIS with CISS. The primary options are to 1) integrate CIDRIS to CISS as an external source system or 2) to replace CIDRIS with CISS functionality. A business proposal is currently being drafted for review by the CJIS community and subsequent approval by the CJIS Governing Board. The next step, now in process, is to review current CISS design requirements to compare and analyze the current CIDRIS OUI-related Information Exchanges between DESPP, DMV, and Judicial. ■