



# CJIS Roadmap

Criminal Justice Information System

June 2019 Vol. 8 No. 3

## Getting to Know New CJIS Board Member Rollin Cook

### Corrections Commissioner Has Seen Attitudes Toward Corrections, Inmates Change Over Last 30 Years

Connecticut's 10th Commissioner of the Department of Correction (DOC), Rollin Cook, has spent 30 years in the corrections field. A Native of Utah, Cook began his career as a corrections officer, served as a Chief Deputy of the Salt Lake County Corrections Bureau, and Executive Director of the Utah Department of Corrections.



Figure 1: Correction Commissioner Rollin Cook

He can now add Connecticut Criminal Justice Information System (CJIS) Governing Board Member to the list.

Cook said corrections has changed quite a bit over the last 30 years.

"Many years ago, (corrections) was about warehousing inmates," Cook said. "(As a corrections officer) you want to make a difference in people's lives, but we didn't have the resources and that wasn't the approach."

Thankfully, Cook said, attitudes and methodologies in the correctional systems are changing. Society has begun to recognize that simply removing an individual from the community, without addressing the factors that may have lead the person to commit a crime, does not prevent re-offending.

*"Today, corrections is changing and evolving," Cook said. "There are opportunities to provide resources to help people before they return to the outside."*

It is this recognition and the work Connecticut is doing to help inmates re-enter society that attracted Cook to the position in the Nutmeg State. He said the state understands that those who spend time in prison need to transition to life outside of correctional facilities.

"Now, we are looking for ways to normalize inmates' lives prior to re-entry," Cook said. "We are looking at ways to improve housing, improve employment opportunities, improve education . . ."

Cook said inmates need access to the key components for success that most people who have never entered the correctional system have had.

Correction officers interact with inmates every day and develop relationships with them, Cook said. When he was an officer, he said the most he could offer the inmates he interacted with was an ear to listen.

"Today, corrections is changing and evolving," Cook said. "There are opportunities to provide resources to help people before they return to the outside. And a lot more people care about inmates and what happens to them, especially in Connecticut."

(Continued on Page 4)

### CJIS Governing Board

Revolutionary Technology Linking  
Connecticut's Criminal Justice &  
Law Enforcement Community  
June 2019 Vol. 8 No. 3

[www.ct.gov/cjis](http://www.ct.gov/cjis)

~  
Co-Chairs

Mark Pelka, Under Secretary,  
Office of Policy & Management

Judge Patrick L. Carroll, III,  
Chief Court Administrator

~  
MEMBERS

James Cetran, *Chief,*  
*CT Police Chiefs Association*  
Rollin Cook, *Commissioner,*  
*Dept. of Correction*

Josh Geballe, *Commissioner,*  
*Dept. of Admin. Services*

Carleton Giles, *Chairperson*  
*Board of Pardons and Paroles*

Kevin Kane, Esq.,  
*Chief State's Attorney,*  
*Office of Chief State's Attorney*

John A. Kissel, *Senator,*  
*Ranking Member, Joint Comm. on Judiciary*  
Sibongile Magubane, *Commissioner,*  
*Dept. of Motor Vehicles*

Natasha Pierre Esq., *Victim Advocate*  
*Office of Victim Advocate*  
Christine Rapillo, Esq.,  
*Chief Public Defender,*

*Division of Public Defender Services*  
Rosa C. Rebimbas, *Representative,*  
*Ranking Member, Joint Comm. on Judiciary*

James C. Rovella, *Commissioner,*  
*Dept. of Emerg. Services & Public Protection*  
Steven Stafstrom, *Representative*  
*Co-Chair, Joint Comm. on Judiciary*

Gary A. Winfield, *Senator,*  
*Co-Chair, Joint Comm. on Judiciary*

**CJIS SENIOR MANAGEMENT**

Humayun Beg, *Executive Director*  
Mark Tezaris, *Program Manager*

~  
Comments, corrections, and inquiries  
about CJIS Roadmap and CISS should be  
directed to:

[CJIS.HelpDesk@ct.gov](mailto:CJIS.HelpDesk@ct.gov)

for documentation by the CJIS Help Desk  
Sarah Kaufman, *Technical Writer*

### In This Issue

Getting to Know New CJIS Member Rollin Cook.... Page-1

A Word from CJIS Executive Director Humayun Beg Page-3

CISS Project Management Update..... Page-5

CISS Search Users: We Are Listening to You..... Page-6

CISS Search: How the System Is Being Used ..... Page-7

CISS Training at Post: C..... Page-8

CJIS Training Academy..... Page-9

~ Meetings ~

**CJIS Quarterly Governing Board Meeting**

July 25, 2019 at 1:30 pm  
Office of the Chief State's Attorney  
Division of Criminal Justice  
300 Corporate Place in Rocky Hill

*For more information on CJIS and CJIS  
publications, go to [www.ct.gov/cjis](http://www.ct.gov/cjis)*

## *A Word from CJIS Executive Director Humayun Beg*

The 2019 General Assembly Session ended at midnight on June 5. While a state budget was passed and will be signed by Governor Ned Lamont, the bond package with the funding for completion of the Connecticut Information Sharing System (CISS) was not voted on by either chamber.

Knowing the importance of the bond package on all of the projects it would fund, the legislature did take steps to have a special session specifically for bonding and school construction projects. Special sessions are generally a one-day affair and a date for this is expected to be announced soon.

Most of the bills mentioned in the May 2019 CJIS Roadmap were not approved. In particular, Senate Bill 691, An Act Concerning Erasure of Criminal Records, was never called for a vote. The bill would have required the automatic erasure of some criminal convictions three years after the individual completed his or her sentence. The records would have to be removed from all criminal records systems, including CISS.

Despite failing to be brought for a vote, a similar bill, or bills, may be introduced during next year's General Assembly.

Similarly, House Bill 6714, An Act Concerning the Cost of Telecommunications Services in Correctional Facilities, was not voted on by the House or Senate, but will likely return in some form next year. The bill follows a trend in the criminal justice community toward rehabilitation efforts.

As Connecticut Correction Commissioner Rollin Cook mentions in his article in this newsletter, more thought is being given to factors that can help inmates successfully reintegrate into society and avoid returning to prison. HB 6714 would have made inmate phone calls free, improving their ability to maintain contact with family members. A similar measure was passed in New York.

An important measure that passed the legislature is Senate Bill 880, now Public Act 19-59, *An Act Increasing Fairness and Transparency in the Criminal Justice System*. Dubbed in the media as the Prosecutor Transparency Bill, the successful legislation is a result of collaboration between the Administration, Judicial Branch, Office of the Chief State's Attorney, Office of the Chief Public Defender, and CT American Civil Liberties Union.

CISS will play a prominent role in the implementation of this legislation, which seeks to collect and analyze arrest, prosecution, sentencing, and parole data. The goal is to use the data to better inform criminal justice policy making decisions.

Additionally, the new law requires the Office of the Public Defender to establish a pilot program to provide representation to individuals at parole revocation hearings.

The first report on prosecutorial data collected under this new law is to be made available to the Criminal Justice Commission, the legislature's Judiciary Committee, and a public website by July 1, 2020.



Figure 3: Connecticut State Capitol Building



Figure 4: CJIS Executive Director Humayun Beg

# Getting to Know CJIS Board Member Rollin Cook

(Continued from Page 1)



Figure 2: CBS 60 Minutes correspondent Bill Whitaker visits the Cheshire Correctional Institution to report on Connecticut's prison reform program. Picture from © 2019 CBS Interactive Inc. All Rights Reserved.

In order to help inmates transition back into society, Cook said DOC has two main obligations: to get inmates healthy and to get them educated.

Drug abuse and mental illness are often factors in an inmate's life. This makes treatment of those issues vital to an inmate's successful transition back into society.

Cook said DOC is making great strides in reducing addiction, especially with programs under the departments Medical Assistance Treatment Fund. The fund helps DOC maintain methadone clinics in jails, so that an arrestee who was participating in a community methadone program continues to get treatment for their addiction.

Once an inmate is healthy, it's possible to address other issues that lead to incarceration and could lead to reoffending. It also increases the potential success of other programs.

"Incarcerated individuals want the same things you and I want," Cook said. "They want a place to live. They want a job."

In order to achieve those, he said, inmates need access to educational opportunities such as completing a high school diploma, learning vocational skills, or taking college classes.

Cook said DOC currently is partnering with the NAACP's One Million Jobs campaign.

"The system needs to help people not just find work, but careers. The cost of living is not easy anywhere in county," he said.

While Cook is new to Connecticut and the CJIS, Connecticut Information Sharing System (CISS) users at DOC conduct the highest search activity in the system each month. Since CISS first went online in April of 2018, DOC has logged more than 1,000 searches each month.

Cook is interested in the project and the data it will provide.

"My experience is that when all collaborate together, especially with data, we all benefit. Instead of replicating things (across agencies) maybe we can save time and it won't require a lot of work," he said.

Data has become particularly important, Cook said, as a way to base decision-making and determine the success of programs.

"The Legislature says, 'Show us the numbers. Show us the improvements.' Data really is key to what we do today," he said.

Additionally, technology in the correctional system is growing in importance, he said.

"You're going to see a big swing in technology, not only for the employees, but the inmates," Cook said. "All those things are going to be part of corrections is because that's the way the world is."

When people go to prison, especially for several years, Cook said the world outside goes. Changes to society, especially changes in technology, can make it more difficult to re-acclimate. That is why DOC will embark on a program to make tablets available to inmates.



Figure 3: Department of Correction - Strategic Plan Goals/Initiatives

"Want to prepare them for success and make our communities safer as a result," Cook said.

"Someday, I hope to be this old guy in rock chair and that great things continue to happen with people coming out of our correction system."

# *CISS Project Management Update*

User Acceptance Testing and Regression Testing for Release 5 and Release 9 (R5 & R9) of the Connecticut Information Sharing System (CISS) is complete. Migration of the releases into production is expected to occur next month.

Migration of the final releases was delayed to coincide with the completion of testing of the MultiVue application.

R5 and R9 will bring the remaining source systems into CISS such as SOR and WANTED. It also includes the highly-anticipated DMV drivers and vehicle information.

R5 and R9 also include search and retrieval capability for ECM and Record Management System (RMS) data.

MultiVue testing and defect resolution is in the final stages and will be complete in July.

Progress continues on the CISS interface with law enforcement, Division of Criminal Justice, and Court Operations entities for GA9 in Middletown. Once this integration is successfully completed, another GA will be selected for integration.

With the end of Phase 1 development and implementation, the Criminal Justice Information System (CJIS) will move toward an operational support model. As part of this effort, CJIS has contracted



Figure 5: Computer and hand-held device digital connection



Figure 6: Tapping into the network

Analysts International Corporation (AIC) for maintenance and support of CISS.

CISS uses more than 400 servers and 300 databases. Additionally, the system operates on two systems reading and writing simultaneously. This dual system allows for continuity of services.

Starting July 1, AIC will work with CJIS employees to ensure the integrity of CISS and its uninterrupted availability to users.

After the closeout of Phase 1, CJIS also will conduct an evaluation of outstanding and new CISS Information Exchange Requests. Evaluation will determine if an information exchange is necessary to access the requested information or if access to the information can be achieved through CISS Search and Reports.

New information exchange requests will be evaluated to determine if an information exchange is necessary. Agencies impacted will be identified and urgent information exchanges will be prioritized accordingly.

Completion of Phase 1 also should allow agencies to begin the replacement of paper-based workflow methods as electronic workflows make processes more efficient. It is expected that these efficiencies will save agencies and the state money. Additionally, the full realizations of CISS capabilities helps fulfill the Governor's push toward e-government solutions.

## *CISS Search Users: We Are Listening to You*

As the Criminal Justice Information System (CJIS) deploys the Connecticut Information Sharing System (CISS), we remain focused on the user experience. CISS exists to enhance safety, decision-making, and efficiencies through easy access to important criminal justice data.

Presently, CISS has received 1,810 requests for CISS access. In the month of May, users conducted 4,159 searches.

To learn more about CISS users, CJIS employees have begun sending surveys to get feedback about users' opinion of CISS, its usefulness, and knowledge of the program's features. This is part of a larger effort CJIS will undertake to form cross-agency user groups to facilitate communication and solicit improvements for the system.

The first survey questioned law enforcement about CISS. While it found that a majority of users found the application relatively easy to use, a significant percentage, 35% had difficulty.

Further questions with users who found CISS difficult revealed an issue with the logon process. In particular, user names are difficult to remember.

CJIS is exploring and testing the ability to login using the email address associated with users' CISS Account. These would be the agency or department email. We will continue seeking information to determine how to make it easier to use, get the results users need.

While 95% of respondents said CISS provides useful information, approximately 30% of users did not understand the CISS feature that creates links between the four search categories: Persons, Locations, Events and Property.

When users search for an individual, the system enables them to see the Locations, Events and Property associated with that person. This works for all entities searched i.e. an address (location) search provides all the people, events and property connected to the address. This feature enables users to see the link

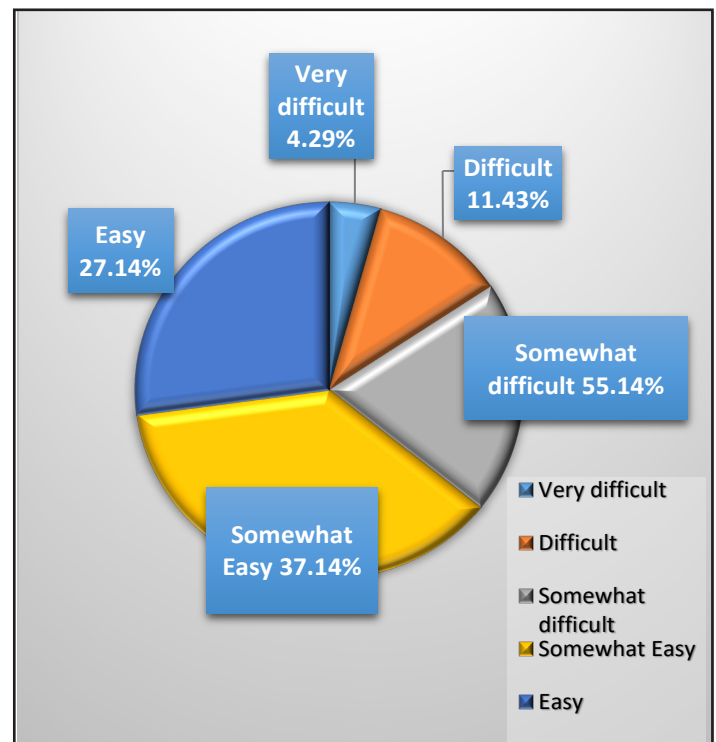


Figure 7: Graphic showing law enforcement survey responses to question about using the Connecticut Information Sharing System.

associations between these, creating a very powerful investigative tool.

The CJIS Onboarding Team will up-date training to emphasize this feature.

This understanding of associations is expected to become particularly useful for law enforcement with the addition of the Department of Motor Vehicle driver and vehicle database information. These source systems are included in Realeses 5 & 9, which will be migrated into production next month.

While the release of the final source systems and their workflows will complete Phase 1 of the CISS project, our work is not complete. CJIS is looking to continually improve CISS and the user experience. Additional surveys, focus groups, and direct user feedback will be key to our efforts to enhance CISS.

We look forward to working with our criminal justice partners to increase CISS's ability to improve public and law enforcement safety, better inform policy-making decisions, and reduce recidivism.

# CISS Search: How the System Is Being Used

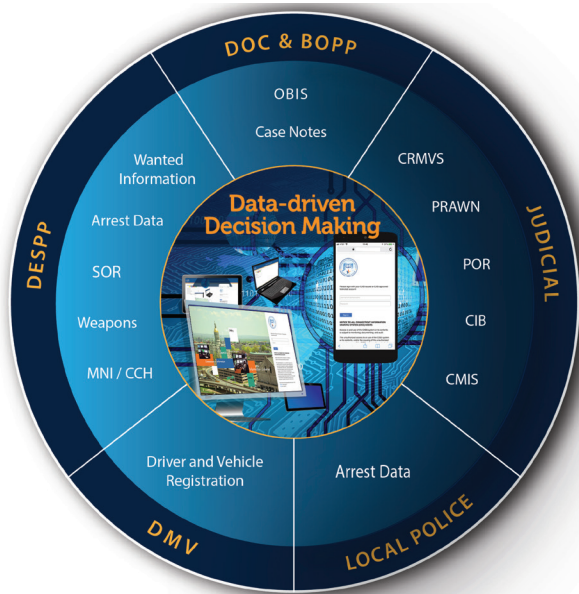


Figure 8: Connecticut Information Sharing System Graphic listing the 16 information source systems.

The Connecticut Information Sharing System (CISS) currently provides users access to 12 information source systems. The remaining four source systems will migrate into production in July.

The inclusion of the remaining source systems is expected to increase interest in and requests to access CISS.

However, a number Criminal Justice Information System (CJIS) partner agencies have been using existing CISS source systems and the application's features. CJIS Roadmap asked some users how CISS helps with their work.

Tara Brooks, Parole Manager, at the Board of Pardons and Paroles (BOPP), said her office uses CISS to run background checks on individuals on both the parole side and the pardon side.

"We have an orientation program between the Department of Correction and the Board. With new inmates, we run all their information and let them know when they're available for parole," Brooks said. "When civilians, former offenders, apply to have their records expunged, we have to check all their information. We run their rap sheets, motor vehicle looking for criminal violations, tickets. We're verifying everything in their application to make sure they have no outstanding judicial motions, making sure they don't owe any fines or court costs. It's really an exhaustive search. It takes about

six months from intake (of a pardon request) to actually awarding a pardon."

Brooks said CISS is critical to BOPP's process. Any misstatements on a pardon application may result in a denial.

"We also go back into CISS to make sure Judicial and State Police expunge all the records," she said. "We make sure other state agencies clear the records."

Brooks said BOPP has participated in CISS through all phases of the project.

"It gets better as it goes along. We're ecstatic about the project (completion)," she said. "It absolutely streamlines our process."

Finally, at the April 25th CJIS Governing Board meeting, Cindy Zuerblis, Department of Motor Vehicles (DMV) Division Manager of the Public Endorsement Review Unit discussed how CISS Early Arrest Notifications allowed DMV to promptly suspend the license of a school bus driver who was arrested in New Britain.

"We actually benefitted from it a couple weeks ago in New Britain when they arrested one of our school bus drivers. Within 24 hours, out with the (arrest) notice," Zuerblis said. "Before I wouldn't have known unless I was watching TV or reading the paper or, hopefully, the police department would tell me, because sometimes they didn't. By law, they don't have to tell me for 48 hours. It (CISS) helps out as a way to keep our kids safe."

As CISS provides more sources of information and access is requested by new users, CJIS Roadmap expects members of the criminal justice community will find a myriad of uses for the application. We look forward to learning about those uses and sharing that information with our readers.



Figure 9: Computer Keyboard showing the scales of justice.

## *CISS Training at POST:C for New Recruits*

Last year, Police Officer Standards and Training Council (POST-C) announced that four Review Credit Training Hours can be earned for taking the Connecticut Information Sharing System (CISS) Search User online training course.

However, since 2017 the Criminal Justice Information System (CJIS) has provided CISS familiarization training as part of POST-C curriculum for new police officers. This provides new recruits from departments throughout the state with an introduction to CISS.

CISS familiarization training replaced the training for the late Offender Based Tracking System, which was shut down in December 2017.

POST certified instructors from CJIS and Regional Academies have conducted more than 15 classes at POST-C's Meriden, Bridgeport, New Haven, Hartford, New Britain, Milford, and Waterbury academies. Through POST-C Certification, CISS has been introduced to more than 375 recruits from



Figure 10: Computer classroom. Picture from Pixabay.

departments all over the state.

After seeing the benefits of CISS during POST-C training, it is hoped the recruits will incorporate CISS into their work at their police departments. For departments that are not yet connected to CISS, the enthusiasm new recruits have for the system may spur departments to connect and add CISS to the tools available for their employees.



# CJIS Training Academy

## CISS Search User

### 2018-2019 Instructor Led Training Schedule



\*Live Classroom Instructor Led CISS Search Training is for P. O. S. T. (Police Officer Standards & Training) Certification Credit Hours Only. Online Computer Based Training is available for all other CISS Search Users. More dates and locations for CISS Search Training to be announced.

Check the CJIS Training Academy Page on the CJIS website for schedule updates:

<https://portal.ct.gov/CJIS/Content/CJIS-Training-Academy/Schedule>

Date	Rotation	Time	Address	Classroom
7/10/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Dr. East Hartford, CT 06108	Conference Room #702
7/17/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
8/14/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
8/21/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
9/10/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
9/18/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
11/13/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
10/16/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
12/11/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
11/20/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
12/11/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702

#### CISS SEARCH TRAINING OPTIONS

CJIS Academy offers monthly Instructor Led Training Classes, Computer-Based Training online and On-Site Training options for CISS Search User Certification. For more information contact the CJIS Help Desk!

EMAIL: [cjis.helpdesk@ct.gov](mailto:cjis.helpdesk@ct.gov) PHONE: (860) 622-2000

Live phone support\* is currently available on weekdays, Monday through Friday, 8:00 am to 4:30 pm.

\*For all non-urgent support issues, request assistance through the CJIS Help Desk [email](mailto:cjis.helpdesk@ct.gov).