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## 2011 Innovations Awards Application

**DEADLINE: MARCH 28, 2011**

ID # (assigned by CSG): 2011- \_\_\_\_\_

**Please provide the following information, adding space as necessary:**

State: California Judicial Branch

Assign Program Category (applicant): Public Safety - Courts

1. **Program Name:** California Courts Protective Order Registry
2. **Administering Agency:** Judicial Council of California - Administrative Office of the Courts
3. **Contact Person (Name and Title):** David Loo, Supervising Analyst, Information Services Division, Administrative Office of the Courts
4. **Address:** 455 Golden Gate Avenue, San Francisco, CA 94102
5. **Telephone Number:** 415-865-4622 (office) / 415-994-8652 (cell)
6. **FAX Number:** 415-865-4503
7. **E-mail Address:** [david.loo@jud.ca.gov](mailto:david.loo@jud.ca.gov)
8. **Web site Address:** <http://www2.courtinfo.ca.gov/ccpor/>

**9. Please provide a two-sentence description of the program.**

The California Courts Protective Order Registry is an innovative new system providing major improvements to victim and peace officer safety in domestic violence cases and those involving violent crimes. The system creates a statewide repository for restraining and protective orders that contains both data and scanned images of orders which can be accessed by judges, court staff, and law enforcement officers.

**10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 28, 2011 to be considered.**

The California Courts Protective Order Registry was launched on June 7, 2010 with deployment to Marin County, the first of three pilot counties. Deployments continued through 2010 with a total of 21 counties on-boarded, including Santa Clara, Fresno, Kern, and Riverside. The initial rollout of the system concluded on December 28, 2010 with the on-boarding of Ventura County.

See <http://www2.courtinfo.ca.gov/ccpor/documents/ccpor-courtstlive2010.pdf> for a complete list of counties using CCPOR and their on-boarding dates.

#### **11. Why was the program created? What problem[s] or issue[s] was it designed to address?**

The California Courts Protective Order Registry (CCPOR) addresses two systemic problems in the handling of restraining and protective orders:

(1) Lack of access to information may result in issuance of conflicting orders:

- Judges typically do not have access to information about pre-existing restraining orders and often issue new orders with conflicting terms, including different expiration dates, different stay away distances, and even different child custody terms. The conflicting orders create confusion and jeopardize victim and officer safety as law enforcement is left with the responsibility of trying to sort through details in the field.
- The new CCPOR system is readily accessible by judges. The web-based user interface provides an easy-to-use and intuitive system that judges can navigate with little or no training. The system has broad search capabilities that allow judges and their staff to access relevant information quickly. Perhaps most importantly, scans of existing protective orders can be reviewed in a format that judges are used to working with, allowing for a quick understanding of the order history for different parties.

(2) Incomplete information for orders:

- Prior to CCPOR, orders would be faxed by courts to their law enforcement partners for entry into the Department of Justice's California Restraining and Protective Order System (CARPOS), a database of protective orders used by officers in the field. This process resulted in delays as faxes were lost or corrupted by fax machines. As a result of this communication breakdown, some orders were never entered into CARPOS. Even when entered into CARPOS, additional terms, notes or warnings handwritten on protective orders were not often skipped in the entry process.
- CCPOR provides a searchable electronic repository with scanned images of protective orders. This allows peace officers to review all aspects of a restraining order, including any handwritten terms or warnings, and enables them to better protect themselves and the public.

#### **12. Describe the specific activities and operations of the program in chronological order.**

Requirement gathering with pilot courts – 08/2008 – 07/2009

System design – 07/2009 – 10/2009

Initial system development – 9/2009 – 01/2010

Build out of Test, Staging, and Production environments at the California Courts Technology Center (CCTC) – 11/2009 – 05/2010

Pilot County Workflow Review – 01/2010 – 03/2010

Pilot County Testing – 03/2010 – 06/2010

Pilot County On-boarding – 06/2010 – 07/2010

Bug fix and enhancement releases – 07/2010 – 12/2010

On-board additional 18 Counties – 07/2010 – 12/2010

#### **13. Why is the program a new and creative approach or method?**

Process Innovation: For years, California has tried to resolve the restraining order conflict issue by creating a hierarchy for enforcement of conflicting orders. For example, terms of criminal protective orders take precedence over orders issued in family division courts. CCPOR addresses the root problem by overcoming procedural barriers to provide judges the information needed to prevent the issuance of conflicting orders.

Software Development Innovations: CCPOR is developed as a single hosted system with broadly configurable settings; all counties on-board to the same system which runs a single code release. This

allows for easy maintenance of the system and deployment of new features, while allowing each county the flexibility to configure the system to align with its existing business processes.

Technological Innovations: CCPOR is the first California Judicial Branch application in several respects:

1. First 24/7 application with public safety implications.
2. First application with Oracle RAC databases deployed in Production.
3. First application with document scanning component.
4. First application at the California Courts Technology Center with direct access by law enforcement partners (via WebVPN).

**14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)**

Recognizing the public safety benefits of the system, the California Emergency Management Agency funded the initial deployment of the California Courts Protective Order Registry through a grant that required the system to be deployed to 20 counties by the end of 2010. The CCPOR program exceeded this deployment target by on-boarding 21 counties, while remaining within its original program budget and time constraints. Of the \$1 million grant, actual expenses were \$999,680.45.

**15. What are the program's annual operational costs?**

The California Courts Protective Order Registry is hosted at the California Courts Technology Center. Operating costs are \$625,000 per year, and include 24x7 support, software and hardware maintenance, Help Desk access, and integration with other Judicial Branch applications.

**16. How is the program funded?**

As mentioned above, deployment of the system to the first 21 counties was covered by a grant from the California Emergency Management Agency. When that grant was received, the AOC identified internal technology-related funds for the development and ongoing hosting of the system. The AOC continues to apply for additional grant funding to continue the rollout efforts to additional counties.

**17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.**

No, the system works within the framework of existing laws and regulations.

**18. What equipment, technology and software are used to operate and administer this program?**

CCPOR can be accessed by authorized court staff or law enforcement officers through any Internet-enabled computer. The system supports a broad set of Internet browsers, including Internet Explorer, Firefox, and Safari.

Though deployed with a standard scanner set up comprising a Fujitsu fi-6130 scanner and Kofax Capture 9.0 software, CCPOR supports upload of any pdf images of orders, including those produced by office copiers.

The CCPOR application itself is a J2EE application deployed on WebLogic application servers and an Oracle RAC 11gR2 database cluster. JMS queues are used for communication with Datamaxx Omnixx software for connectivity to the California Law Enforcement Telecommunications System (CLETS) network.

Cisco Adaptive Security Appliances are used to provide SSLVPN access to the data center, enabling easier access to the California Courts Technology Center (hosting data center), while ensuring secure communications.

**19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.**

Yes. The innovator was the Information Services Division, Administrative Office of the Courts, 455 Golden Gate Avenue, San Francisco, CA 94102. Contact: David Loo, 415-865-4622 (office) / 415-994-8652 (cell)

**20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?**

We know that some others states have similar programs, but we do not know which states or how their systems might differ.

**21. Has the program been fully implemented? If NO, what actions remain to be taken?**

No. Twenty-one courts have deployed CCPOR to date. Among the remainder of the 47 superior courts, a number have indicated interest in CCPOR. Planning for the next phase of deployment is under way.

**22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.**

The program is highly effective at addressing the targeted issues, and as also resulted in many side benefits such as operational efficiencies from having electronically accessible copies of court orders. At our monthly court users meetings, we continue to hear how CCPOR improves victim's rights and public safety as counties find new ways to use the system (e.g. "on-call" judges can now search for restraining order histories before issuing emergency protective orders from their homes in the middle of the night).

Please see the attached recommendation memo from Ms. Kim Turner, CEO, Marin Superior Court, who documents some of the benefits realized of CCPOR from the perspective of a county that has onboarded to the system.

**23. How has the program grown and/or changed since its inception?**

Expanded Deployment: In the nine months since its launch, CCPOR has grown from 1 to 21 counties. Four additional counties have begun the process of onboarding in the first half of 2011.

Expanded Usage: Usage of the system has grown to the entry of approximately 4,000 new orders each month. In addition to court-issued orders, many law enforcement agencies are now scanning and adding emergency protective orders to the system. Also, in January 2011, the CCPOR was updated to support California's new School Violence Prevention Orders.

Expanded Features: During rollout, additional features were often added to the system to accommodate different models of deployment (e.g., feature to allow entry of orders by new order based on the details of an existing order, minimizing data (re-)entry).

Expanded Technology: Recent changes to the system now enable broader support of mobile device access to the system (e.g., iPads and mobile phones). We will be launching a mobile device pilot soon to enable officers to view order scans in the field and print and serve restraining orders through portable printers.

**24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?**

While deploying the system, we found that most county courts forwarded their protective orders to their law enforcement partners for entry into state and NCIC databases. As such, most courts did not have a good understanding of end-to-end processes for the handling of restraining orders. Also, counties tended to vary significantly in their division of protective order responsibilities between courts and law enforcement agencies.

Because of the close cooperation between courts and their law enforcement partners, agreement is needed from both parties to fully onboard to the system. While the system brings benefits to both courts and law enforcement, organizations often used the system onboarding process in an attempt to shift responsibility for different parts of the process (who should enter what data).

Of course, in today's budget climate, onboarding costs, staff reductions and competing projects all present additional challenges. We overcame most of these hurdles by covering deployments through grant funds, eliminating all onboarding costs except for staff participation and training time.

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## 2011 Innovations Awards Application Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state’s submission and list that program category on page one of this application. **Choose only one.**

### *Infrastructure and Economic Development*

- Business/Commerce
- Economic Development
- Transportation

### *Government Operations and Technology*

- Administration
- Elections
- Information Systems
- Public Information
- Revenue
- Telecommunications

### *Health & Human Services*

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

### *Natural Resources*

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

### *Public Safety/Corrections*

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

### *Human Resources/Education*

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