

# Administrative Office of the Courts

## Supreme Court of New Mexico

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## Judicial Information Division (JID)

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### Security Risk (Case & Global Party Record Flags) and Obstinate Visitor Orders Standard Operating Procedure Version 2.1.0

*Updated: (02/2023)*

## Security Flags

### COURT / DEPARTMENT / DIVISION

This procedure is to be used by all courts.

### PURPOSE/INTRODUCTION

This procedure is to be used after a party has been determined to be a Potential Risk and a Security Concern in the courts.

Prior to flagging a party as a Potential Risk, the following steps must be completed:

1. Completion of the correct Reporting Form
  - a. New Mexico State Judiciary Security Incident Report, or
  - b. New Mexico State Judiciary Telephone Threat Form;
2. Review of the Reporting form by the Court Manager;
3. Review of the Reporting form by the AOC Court Security Manager;
4. Review of the Recommendations by the AOC Court Security Manager with the Chief Executive Officer of the court;
5. Final approval is required prior to flagging an individual as a Potential Risk.

By using the Global Party Record, all courts should be able to see the security flags for individuals regardless of where the original security concern was raised. There are four levels of security risk.

- Level 1 indicates a **HIGH RISK**
  - This individual must be escorted by law enforcement while they are in the courthouse. The individual must have two or more of the following conditions:
    - Individual has one documented Security Incident Report;
    - Is on an obstinate visitor list;
    - Has a documented threat at the court or with court staff;
    - Has exhibited that they want to do harm to the court or with court staff;
    - Has brought or attempted to bring a weapon into a courthouse;
    - Has had a physical altercation at the courthouse.
  - The Judge, CEO, Court Manager, Law Enforcement Officer, Security, and Bailiff should be made aware that this individual is in the courthouse.
- Level 2 indicates a **MEDIUM RISK**
  - This individual must have two or more of the following conditions:
    - Individual has one documented Security Incident Report;
    - May have an ongoing dispute with the court;
    - Has a history of threats, violence or being belligerent to the court or with court personnel;
    - Has become hostile at the court or court personnel.

- The Court Manager needs to be aware of this individual being in the courthouse in case Law Enforcement needs to be called. If there is a Law Enforcement Officer, Security or Security Bailiff at the courthouse, they should be advised that this individual is in the courthouse.
- Level 3 indicates a **LOW RISK**
  - This individual has a documented Security Incident Report at one of our state courts.
  - This flag will let court personnel to be aware that this individual is in the courthouse.
- Level 4 indicates an **OBSTINATE VISITOR**
  - This individual has had a Court Order issued indicating that they are deemed and Obstinate Visitor and security concerns may exist.
  - This individual may or may not be a party associated with a pending case.
  - The Court Manager needs to be aware of this individual being in the courthouse in case Law Enforcement needs to be called. If there is a Law Enforcement Officer, Security or Security Bailiff at the courthouse, they should be advised that this individual is in the courthouse.

The Security Incident Report and the Telephone Threat Forms are available on the [inside.nmcourts.gov](http://inside.nmcourts.gov) website under Human Resources > Workforce Management > HR Forms. To use the Search function, enter the word **Threat** to have both forms display.

### RELEVANT DATA STANDARDS

Data Standards were approved by the Supreme Court on May 20, 2020. Using the data standards will result in improved data collection and reporting; improved data quality; improved consistency in case processing; improved court efficiency; and improved ability to establish court staffing needs. Refer to the following data standards for any procedures that may or may not be specifically mentioned in this SOP:

General	Case Specific
1.1.0 Intent	2.3.0 Adult Criminal Data Standards; Parties
	3.3.0 Juvenile Delinquency/Youthful Offender Data Standards; Parties
	4.3.0 General Civil Data Standards; Parties
	5.3.0 Domestic Relations Data Standards; Parties
	6.3.0 Domestic Violence (Orders of Protection under the Family Violence Protection Act); Parties
	7.3.0 Adoption Data Standards; Parties
	8.3.0 Abuse and Neglect Data Standards; Parties
	9.3.0 Probate Data Standards; Parties
	10.3.0 Mental Health Data Standards; Parties
	11.3.0 Appellate Data Standards; Parties

## NAVIGATION AND STEPS

Setting up security flags in Navigator involves two steps.

- Create security flag on the Global Party Record
- Create security flag on any pending Cases.

Failure to add both the Global Party Flag and the Case Party Flag will prevent the party from appearing on the Person of Interest report that is run on a regular basis to ensure adequate safety precautions are made.

### Global Party Flag

1. Begin by using the Find a Party from the Navigation Bar.
2. Enter the name of the party you are trying to locate.
3. Use Soundex to ensure you access all potential records.

The screenshot shows the Navigator application interface. At the top is a green navigation bar with 'Menu', 'Add', 'Find', 'Reports', 'Tools', and 'Configure' options. On the left, a sidebar contains 'FAVORITES', 'TASKS', 'JOBS', and 'MESSAGES'. Under 'FAVORITES', there is a 'Favorites' section with a 'Manage' button and a search box. Below that is a '2014 FAVORITES LIST' with 'myOdyssey' and a 'Searches' section where 'Find a Party' is highlighted with a red circle and the number '1'. The main content area is titled 'Search by Party information' and has a 'Use Soundex' checkbox checked with a red circle and the number '3'. Below this are radio buttons for 'Person', 'Nickname', and 'Business'. The 'Person' option is selected. There are input fields for 'Last Name' (containing 'Mouse'), 'First & Middle' (containing 'Mickey'), 'Date of Birth', 'Death', 'Driver's License', and 'Person ID'. A red circle with the number '2' is placed over the 'Last Name' and 'First & Middle' fields. On the right side, there are 'quick links' (Party Hist, Save My S, Use Advan) and 'search opt' (Show 10 M). At the bottom right, there is a 'type of pa' section with several checkboxes: Civil Defer, Civil Plant, Criminal D, Probate E, Probate A, and Family Del.

4. Review all available records to determine if multiple Party IDs exist for the same party.
  - a. Look at Name, Date of Birth (DOB), Social Security Number (SSN), Driver's License Number (DL), Address, etc. If 3 or more of the identifiers match, submit a Service Desk Ticket to merge party records together.

- i. In this example, note that the first two records show the same name, DOB, and SSN but 2 different party ID numbers. The third record does not have the same DOB or SSN. In this scenario a Service Desk Ticket should be submitted to JID to merge the first two party records.
- ii. In the Service Desk Ticket, include the Party Name, matching identifiers (in this example, the name, DOB and SSN) and party record ID numbers in your Service Desk Ticket.

5. Once the records have been merged or it has been determined that there is only one Global Party Record for the party, click into the record and go to the Additional Tab.
6. Click on the plus sign for the Caution Flags.

7. Click on the appropriate Potential Risk Level.
8. Click on Continue.

MOUSE, MICKEY DAVID

DOB: 01/01/1970 SSN: 123-45-6789

State ID [ ] FBI Number [ ]

SO Number [ ]

Person ID  
5379972 Odyssey Case Manager Config

Other Agency Number [ ]

Scars, Marks and Tattoos [ ]

Physical Descriptors [ ]

Caution Flags [ ] Special Conditions [ ]

Sex Offender Registration  
 Registered Sex Offender  
Date Last Registered [ ]

Place of Birth  
Hospital [ ]  
Birth Record File # [ ]  
Time [ ]  
City [ ]  
State [ ]  
County [ ]  
Country [ ]

Select Caution Flags

Description [ ] Code [ ]  
 Show Selected Codes Only Sort: Description

Description	Code
1. <input type="checkbox"/> ** Restricted Party **	RPTY
2. <input type="checkbox"/> 1 - High Risk	HR
3. <input type="checkbox"/> 2 - Medium Risk	MR
4. <input type="checkbox"/> 3 - Low Risk	LR
5. <input type="checkbox"/> 4 - Security Risk Obstinate Visitor Order	OR
6. <input type="checkbox"/> Background Investigation - Hold	BIHOLD
7. <input type="checkbox"/> Conditional Discharge, Dismissal of Charges	CDDIS
8. <input type="checkbox"/> Conditional Discharge, Pending	CDPND
9. <input type="checkbox"/> DO NOT MERGE THIS PARTY RECORD	DNM
10. <input type="checkbox"/> Escort Required	ESCORT

Get All Codes Select All 13 Results - Page 1 of 2

<<Back Next>> Search Continue Exit

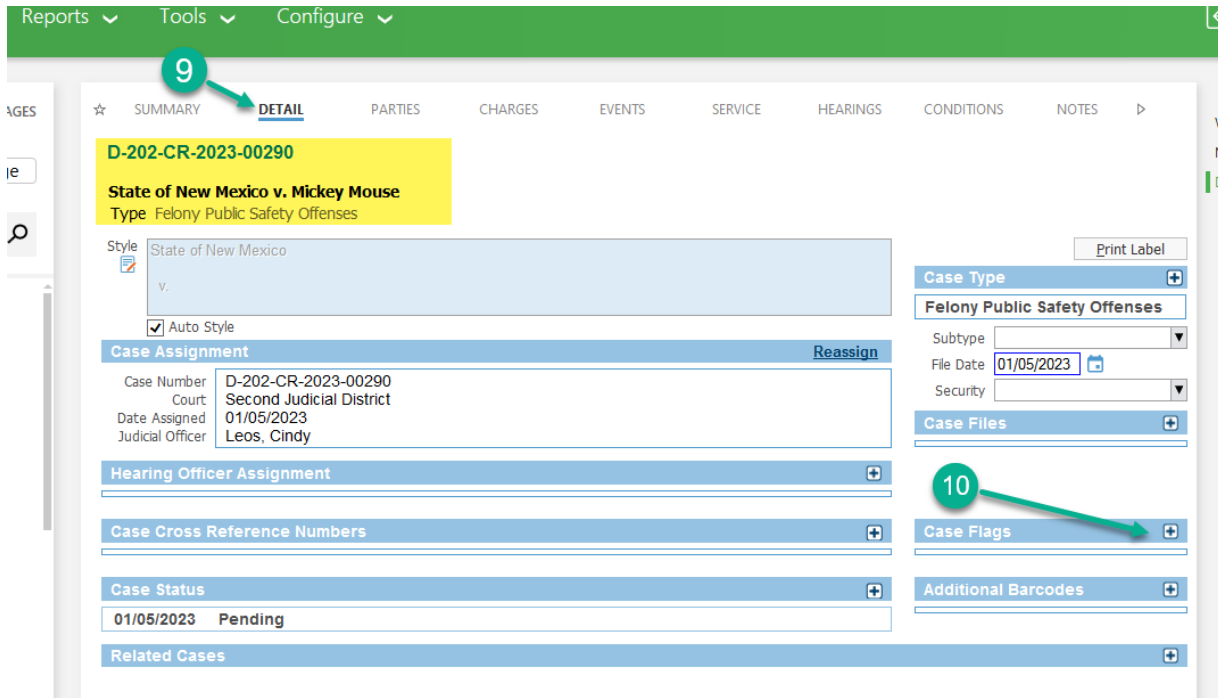
8 Save Exit

## Case Flag

A Case Party Flag(s) must be manually added to every case the party is associated with.

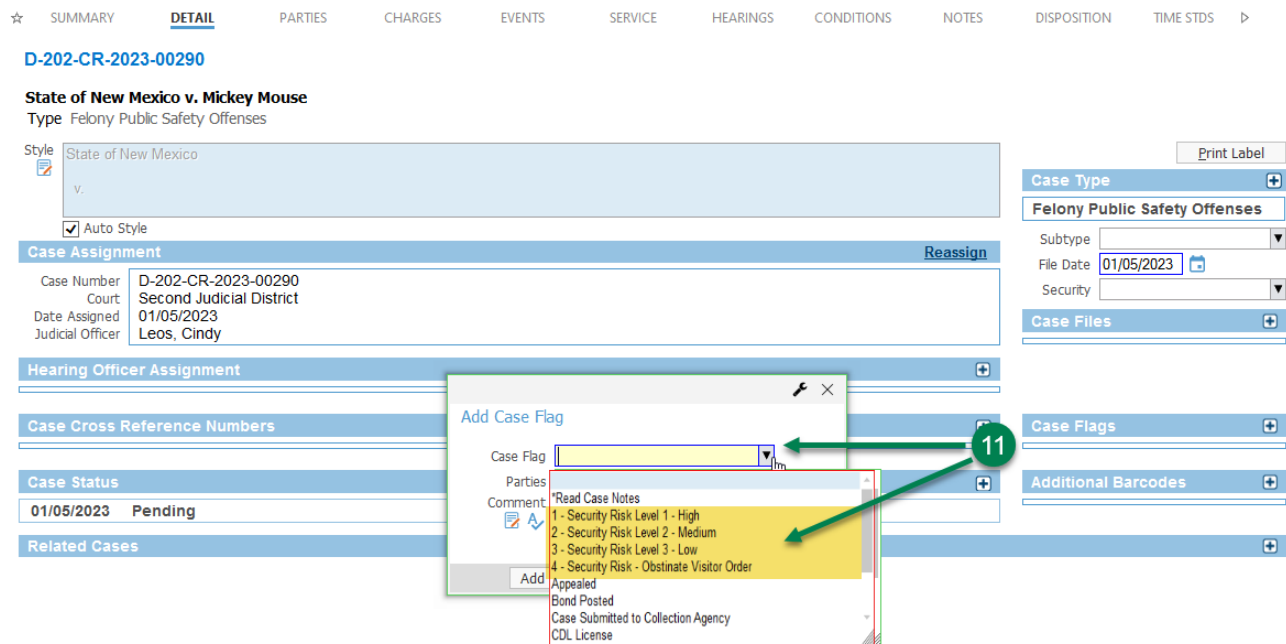
Begin in the case

9. Click on the Detail Tab.

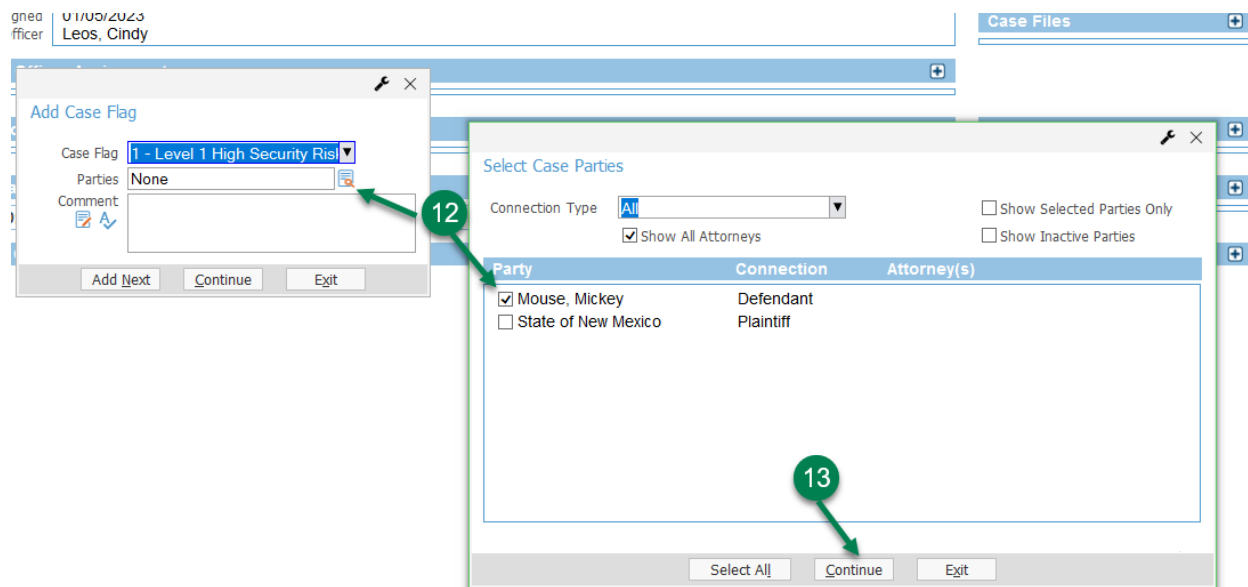


10. Click on the plus sign on Case Flags.

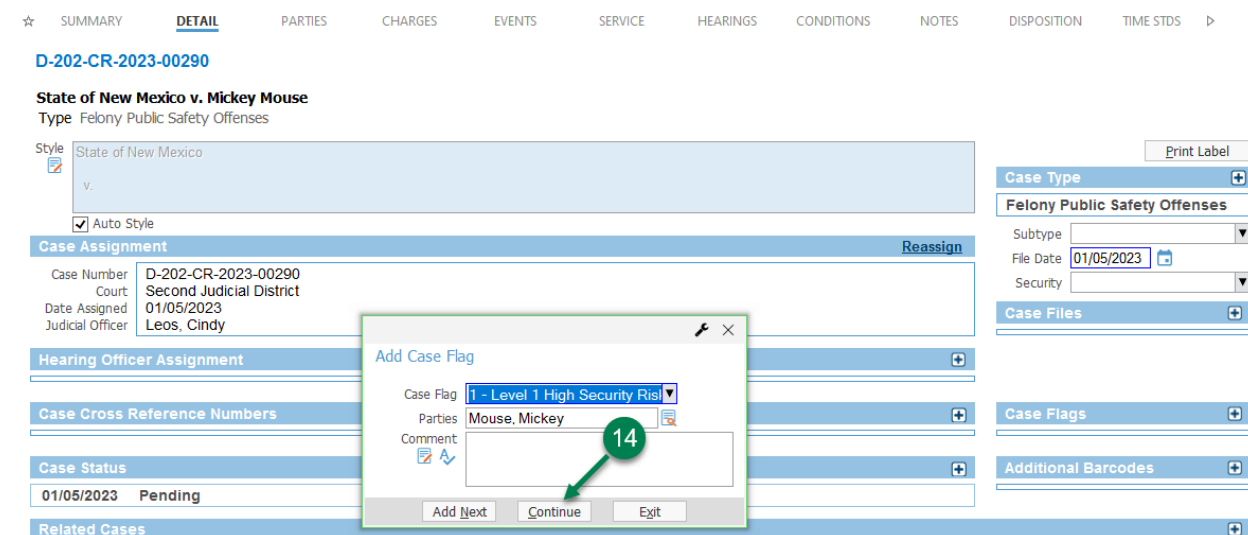
11. Using the drop down arrow, select appropriate Security Risk Level.



12. Click on the picker box next to parties to open the Select Case Party box. Check the box next to the party name of the person is deemed a security risk.
13. Click on Continue in the Select Case Parties box.



14. Click on Continue in the Add Case Flag box.



15. Click on Save in the lower right hand command box to save your work.

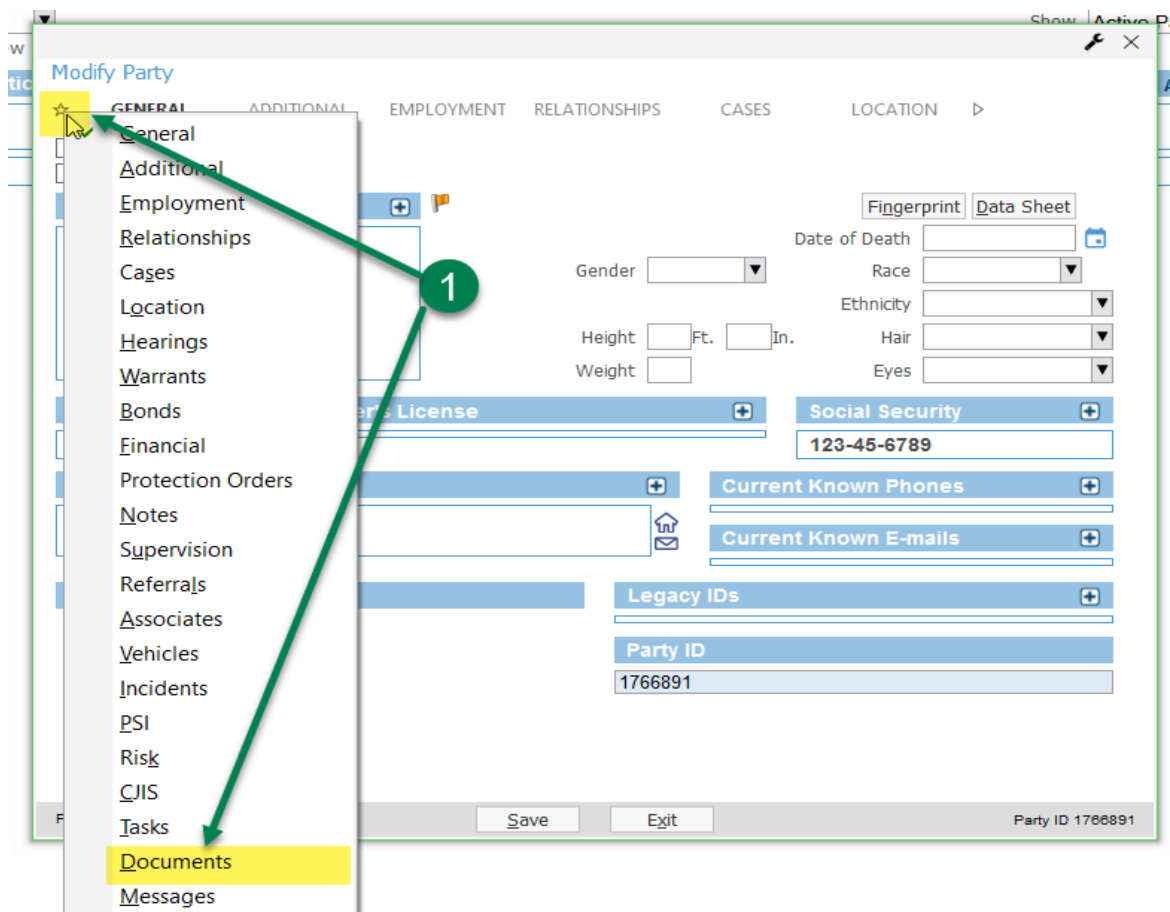
## **Obstinate Visitor Order for Case Party**

In some instances, a judge may sign an Obstinate Visitor Order. If an Order has been signed, it should be file stamped to indicate date and time of filing. The Obstinate Visitor Order is not docketed in a case. The Order shall be attached to the Global Party Record.

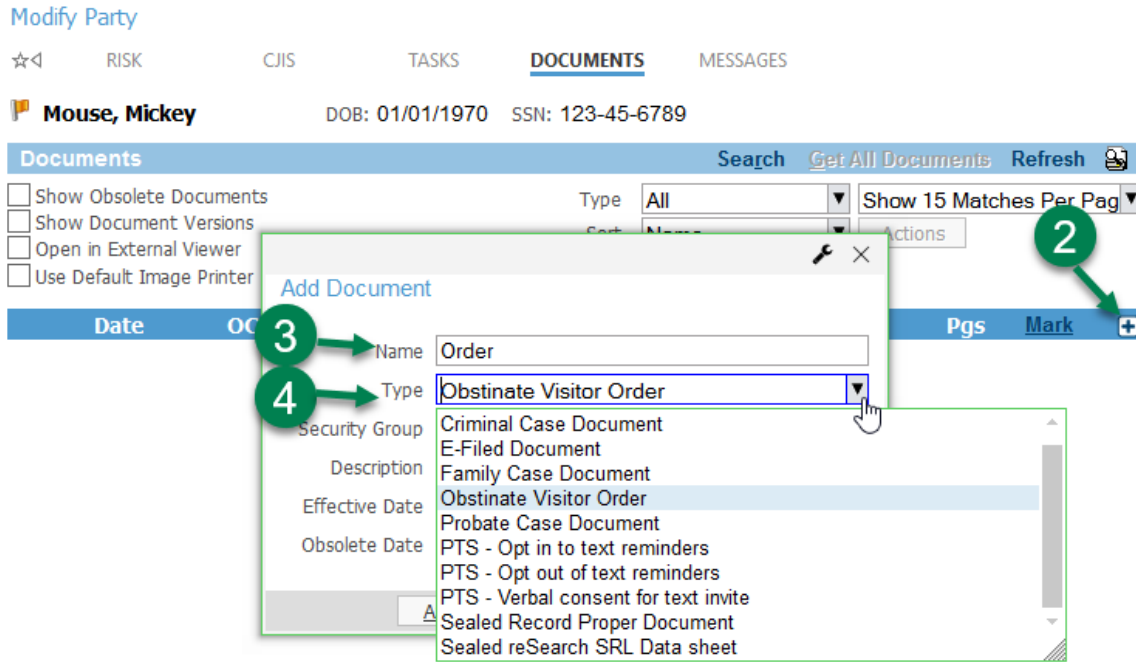
If an Obstinate Visitor Order has been entered, you must send a copy of the Order to the AOC Court Security Manager.

Follow the same instructions mentioned previously regarding Global Party Records and the merging of party records.

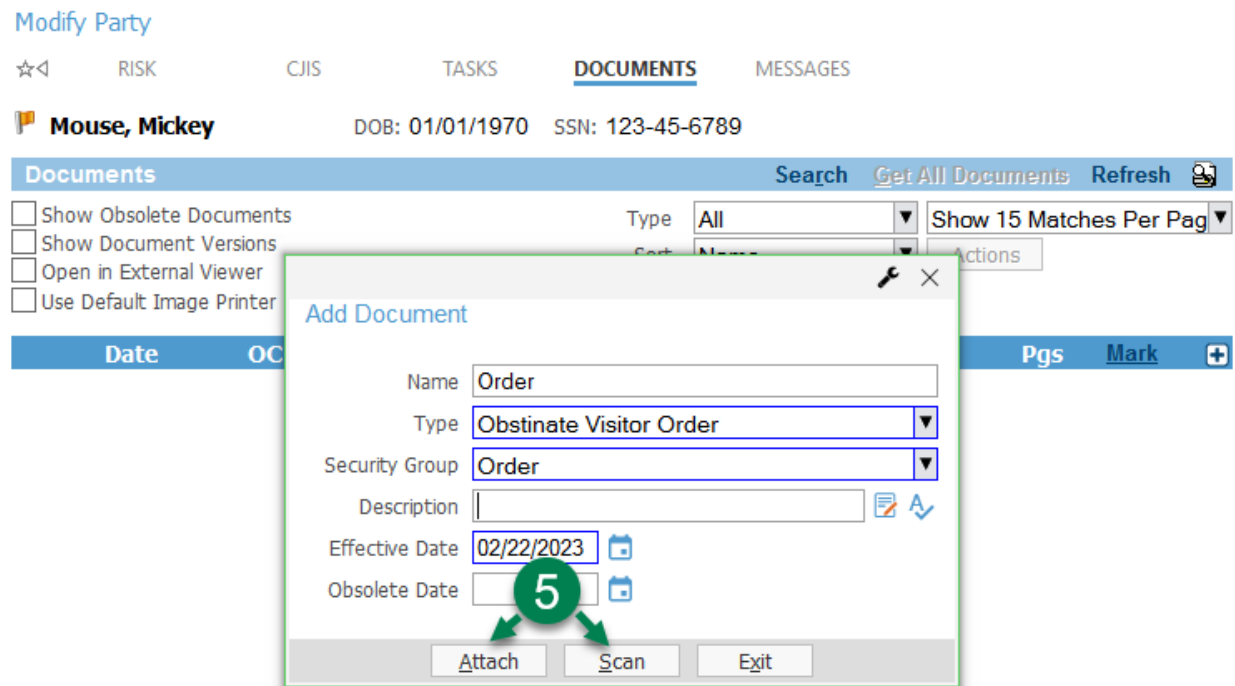
1. Once the records have been merged or it has been determined that there is only one Global Party Record for the party, click into the Global Party Record and go to the Documents Tab. You can scroll through the tabs or click on the asterisk and click on Documents to take you directly to the tab.



2. Click on plus sign to add a document.
3. For Name field: type "Order".
4. For the Type field: use the drop down list and select Obstinate Visitor Order.



5. Attach or Scan the document to the entry.



6. Save.

The screenshot shows a web application window titled "Modify Party". At the top, there are navigation tabs: "RISK", "CJIS", "TASKS", "DOCUMENTS" (which is selected and underlined), and "MESSAGES". Below the tabs, the party's name "Mouse, Mickey" is displayed along with their "DOB: 01/01/1970" and "SSN: 123-45-6789".

The "Documents" section is active, showing a search bar, "Get All Documents", and "Refresh" buttons. There are also filters for "Type" (set to "All") and "Sort" (set to "Name"), along with a "Show 15 Matches Per Page" dropdown and an "Actions" button. On the left, there are four checkboxes: "Show Obsolete Documents", "Show Document Versions", "Open in External Viewer", and "Use Default Image Printer".

Below the filters is a table with the following columns: "Date", "OCR", "Type", "Name", "Pgs", and "Mark". A single document is listed with the following details:

Date	OCR	Type	Name	Pgs	Mark
02/22/2023		Obstinate Visitor Order	Order	1	x

At the bottom of the window, there are two buttons: "Save" and "Exit". A green circle with the number "6" and a downward-pointing arrow is positioned directly above the "Save" button, indicating the step to be taken.

Person ID 576719 Party ID 1766891

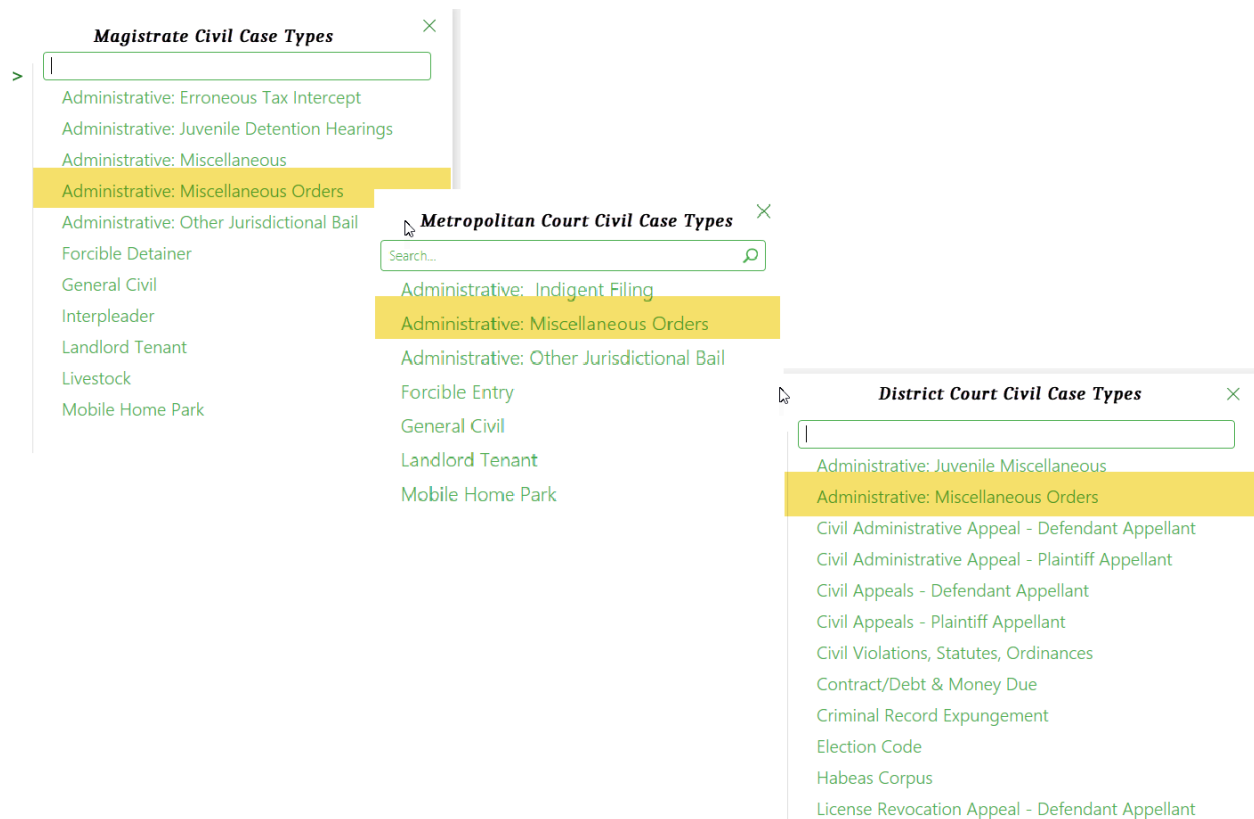
7. Refer to previous steps to add the Global Party Flag and the Case Flag using the Security flags for – Obstinate Visitor.

These are not case documents. Follow your local procedures for housing of documents scanned to the Global Party Records.

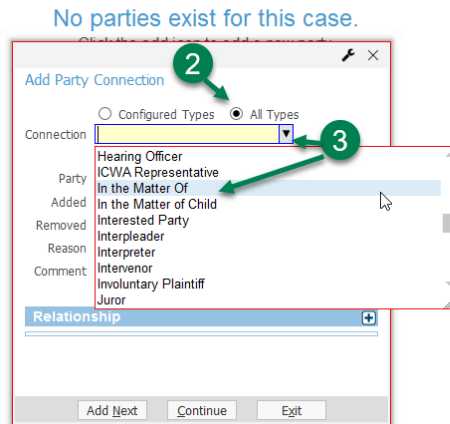
## **Obstinate Visitor Order for Non-Case Party**

If an Obstinate Visitor Order has been signed for a non-case party.

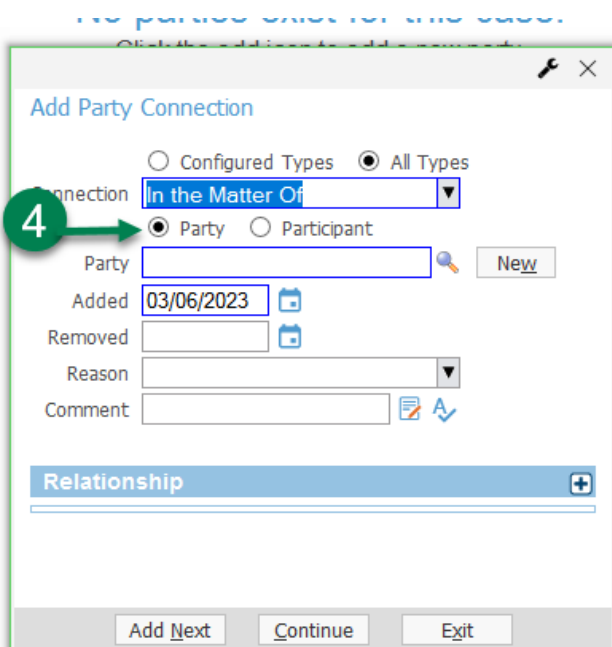
1. Open a new Civil – Administrative Miscellaneous Order case in the appropriate court.



2. Use the Parties tab and add the party using the “All Types” party connection.
3. Select “In the Matter of” as the connection type



4. Make sure the party is marked as “Party” and not “Participant”.
  - a. Follow normal procedures when searching and/or creating a new party in Navigator.
  - b. If personal identifiers have been provided on the Order, enter that information into Navigator.





5. In Causes tab, select “Other” as the cause of action.


☆    DETAIL    PARTIES    **CAUSES**


**Miscellaneous Administrative Orders**  
Type Administrative: Miscellaneous Orders


**Cause of Action Detail**

Action Type  ▼


Cause  ▼  File Date  

Description  

Filed By   In the Matter Of

Filed Against  

Cause #

**Remedies Sought** 

6. Refer to previous steps to add the Global Party Flag and the Case Flag using the Security flags for – Obstinate Visitor.

These are not case documents. Follow your local procedures for housing of documents scanned to the Global Party Records.