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1. **Policy** CSSD Family Services will be available to screen and accept referrals from the Family Civil Court to provide General Case Management for any custody and visitation matter.

2. **Definitions**


A. General Case Management Is the coordination of services, compliance monitoring, and facilitated dispute resolution extended to clients within the Family Civil Court with unresolved motions related to custody and access. Every effort will be made to address the issues impeding the resolution of the conflict, to provide the court with needed information, and assist the families in reaching a parenting plan. Factual information and testimony will be provided to the court as required.

B. General Case Management Service Guide A tool that is utilized to assist the Family Relations Counselor/Family Services Supervisor in determining if Case Management is the most appropriate service to resolve the issue before the Court (**CSSD Attachment A**).

C. Family Civil Intake Screen (FCIS) – JD-FM-194 A screening instrument that is administered at the time a case is being referred for any service other than General Case Management. The screen assists the Family Relations Counselor /Family Services Supervisor in determining the most appropriate service offered by Family Services. The most appropriate service is the one that is least intrusive but has the highest likelihood of resolving the referred matter. [FM194.PDF](#)

D. Family Relations Counselor (FRC) A CSSD employee with the qualifications and training who performs the functions outlined in the job description which can be accessed by clicking the following link: <http://zeus/AdminSvc/HRM/New%20Job%20Descs/F/FAMILY%20RELATION%20COUNSELOR%20I.htm>.

E. Family Services Supervisor (FSS) A CSSD employee with the qualifications and training who performs the functions outlined in the job description which can be

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accessed by clicking the following link:

<http://zeus/AdminSvc/HRM/New%20Job%20Descs/F/FAMILY%20SERVICES%20SUPERVISOR%20I.htm>.

- F. Lead Family Relations Counselor (LFRC) A CSSD employee with the qualifications and training who performs the functions outlined in the job description which can be accessed by clicking the following link: <http://zeus/AdminSvc/HRM/New%20Job%20Descs/L/LEAD%20FAMILY%20RELATIONS%20COUNSELOR.htm>.
- G. Negotiation A conflict resolution process in which the FRC/LFRC/FSS meets with the attorneys, GAL, and/or Self-Represented Litigants with respect to the motions pending before the Court. The role of the FRC/LFRC/FSS is to facilitate discussions and to assess and recommend potential solutions.
- H. Self-Represented Litigant A person who files an appearance to represent him or herself.

### 3. Referrals

- A. General Case Management involves a number of distinct responsibilities to be completed by CSSD Family Services with a report back to the Court. The following are some major components of the service:
- (1) Troubleshoot and intercede in routine and emergency parenting conflicts,
  - (2) Complete expedited information gathering and/or related tasks (e.g., home visits) as required by the Court,
  - (3) Monitor compliance with court-orders,
  - (4) Assist in the development of parenting plans (custody and visitation),
  - (5) Hold Settlement Meetings to resolve cases,


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- (6) Make referrals to and monitor compliance with court-ordered contracted or community-based treatment/services, and
- (7) Provide status reports as directed by the Court.

B. Referrals to General Case Management can be made directly from the Court, or a recommendation can be made for the service by Family Services if a custody/visitation motion is pending and it has been determined that General Case Management is an appropriate intervention.

#### 4. Intake Process and Case Assignment


- A. As part of a negotiation, if the Family Relations Counselor (FRC)/Family Services Supervisor (FSS) is unable to completely resolve the issues related to the child(ren), they will complete a General Case Management Service Guide (**CSSD Attachment A**) to identify if General Case Management is the best process to resolve the issue before the Court.
- B. If the service guide indicates that General Case Management is appropriate, the FRC/FSS will determine the specific components that will need to be completed and discuss this outcome with the parties.
- C. If there is an agreement, the FRC/FSS will prepare the JD-FM-252, Request for Order-Family Services Case Management, [FM252.PDF](#) outlining the exact responsibilities and components. The FRC/FSS will also forward to the Court the JD-FM 230, Request for Referral by Family Services, [FM230.PDF](#) with a Case Management selection.
- D. If the parties do not agree with the recommendation but General Case Management is determined by the FRC to be the best option to resolve the matter, the FRC will additionally complete a FCIS to determine which Family Relations' service (mediation, CRC, IFE or CE) would be most appropriate for the clients. Using the established Court protocol, the Court will be notified of the potential referral options recommended by Family Services for consideration.

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- E. If the Court subsequently orders the parties into General Case Management, then the FRC will follow the same referral protocol as when there is an agreement for the General Case Management service (See Section 4.C.).
- F. In the event the Court makes a bench referral for General Case Management without the prior involvement of Family Services and the Court delineates specific duties, then submitting the Request for Order–Family Services Case Management form JD-FM-252, [FM252.PDF](#) to the Court is not required. If the bench referral is general and the duties need to be clarified, then the JD-FM-252 must be completed and submitted to the Court with details listing specific duties.
- G. If the Court has ordered General Case Management, the FRC will review with the parties the specific duties and tasks. The FRC will ensure that JD-CL-46, Authorization for Information form, [CL046.PDF](#) is signed by the parties.
- H. The FRC will identify, in consultation with the Clerk’s Office, a potential court continuance date unless the Court has already determined the calendar assignment. The FRC will work within the established protocols for each local jurisdiction.
- I. The FRC will enter the case in CMIS to begin the referral process. This process includes creating a referral for General Case Management within the scope of services.
- J. For case assignment purposes, the FRC will submit to the Family Services Supervisor a completed intake form (JD-FM-194a) [FM194A.PDF](#) and provide verbal notification of a referral the same day but not later than 24 hours after the court order. The FRC will also secure a copy of the JD-FM-252, [FM252.PDF](#), from the Clerk and JD-FM 230, [FM230.PDF](#) and submit these documents to the FSS.


5. **Case Management**

- A. To begin General Case Management, the FRC assigned to the case will review the Court order as it relates to the components that are to be completed and the time frame assigned by the Court for completion. If the component is a direct

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one-time task, the FRC will contact the parties to complete the assignment. The FRC will adhere to the time frame set by the Court.

- B. If the component involves direct interaction with the parents over a period of time, the FRC will begin the General Case Management process either at short calendar or at a subsequent office visit. The FRC will, with the parties, identify the issues impacting the case and the specific components that were ordered by the Court.
- C. The FRC, with supervisory oversight, may conduct home visits, office visits, arrange telephone conferences, assist in the referral process to services, intercede in routine parenting disputes, and monitor compliance with various court orders.
- D. The FRC will establish concrete goals at the beginning of the process that need to be updated throughout the pendency of the case and completed at the conclusion of the process. These goals are to be discussed with the parties as the major outcome for General Case Management. The FRC will also identify the steps that will need to be completed to reach the overarching goal. These steps will have been determined through the court-ordered General Case Management components and could be supplemented by the FRC if necessary. When goals are completed, they will be closed and progress will be recorded in CMIS.
- E. The FRC will complete required tasks within the court ordered time frames. If there is a need for clarification that needs court intervention prior to the established court date, the FRC will file the JD-FM-223, Notice to Court form, [FM223.PDF](#). The FRC will collaborate with the Court Operations Case Flow Coordinator to request cases be docketed for updates, interim agreements or final settlement.
- F. The FRC will report to the Court, at established continuance dates or as ordered, the parties' participation and compliance with General Case Management. The FRC will complete the General Case Management Oral Report to the Court, **(CSSD Attachment B)** outlining the information that will be orally shared with the court. The FRC will review this information with their supervisor before reporting to court. The FRC will only testify as ordered by the Court and will provide factual information.

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G. The FRC will meet with the parties prior to reporting to the court, to share information gathered and to attempt to resolve the motion before the court. If an agreement is reached, the FRC will assist in writing on JD-FM-231, the Agreement Form, [FM231.PDF](#) for the parties to submit to court.

## 6. File Maintenance

- A. The FRC will maintain a well-documented and accurate record of their work, keeping both the paper file and CMIS file up-to-date with required information.
- B. The FRC will record all General Case Management goals and action steps in CMIS in a timely manner and update the status of the goals as required.
- C. The FRC will enter all Court Ordered Duties into the General Case Management Screen in a timely manner and update the status of the duties as required.
- D. The FRC will complete the Court Date/Agreement section when appropriate. All Court dates to report on General Case Management activity should be entered into this section. Also, Interim Agreements either Court Ordered or informal should be entered into this section. In addition a case note should be entered providing further description of the event.
- E. The FRC will enter cases notes on all interactions associated with the case into CMIS case notes. The case notes include those associated with client contact, collateral contact, and court activity. Case notes will be recorded in a timely manner, and as soon as practical after the event or activity has occurred but normally no more than two (2) business days from the date of the event. Depending on the specific court-ordered component, the case will be closed as completed/attempted, successful/unsuccessful, or compliant/non-compliant.
- F. All correspondence received during General Case Management will be retained in the Family Services case file. These documents will be scanned into CMIS once the application for scanning is incorporated into CMIS.






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8. **Case Closure**

- A. Cases will be closed in CMIS immediately after the court date when the court determines General Case Management is terminated.
- B. At the conclusion of the case, the FRC will complete the Referral Outcome in CMIS and enter information regarding the case status, outcome and final parenting plan as applicable to the case.
- C. The Outcome section will also be completed when the Case Status of Closed is selected. The FRC will select:
  - (1) Resolved if the intervention resolved the motion before the court;
  - (2) Unresolved if the motion before the court still remains unresolved;
  - (3) Referred to Services;
  - (4) Task Only or
  - (5) Withdrawn (when the FRC has been unable to initiate contact with the client[s])
- D. The Final Parenting Plan will be completed with one of the following:
  - (1) Agreement
  - (2) No Agreement or
  - (3) Not Applicable. If the FRC did not address the actual parenting schedule with the parents, the FRC would select Not Applicable.
- E. If the parties have reached an agreement, the FRC will complete and submit a JD-FM-223, Notice to Court, [FM223.PDF](#) indicating that the service has been completed and the parties intend to submit an agreement to the court.
- F. The FRC will complete a summary report to be maintained in the CMIS file to be approved by the FSS. The Summary report should identify the duties ordered by



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the court, the progress made on the duties, an overview of the FRCs involvement in the case, and status of the case when it was closed.

9. **Professional Conduct**

- A. The FRC will conduct him/herself in a professional manner, treating clients with courtesy and respect throughout the General Case Management process.
- B. The FRC will strive to be accurate, objective, fair and independent in their work.
- C. The FRC will address all information that is gathered in a balanced manner.
- D. During the course of General Case Management, the FRC shall not have substantive ex-parte communications about the case with the Court except of an administrative nature or with mutual consent of all parties.
- E. The FRC will not offer legal advice or conduct any therapeutic intervention with anyone involved in General Case Management.

10. **Exceptions** Any exception to this policy will require prior written approval from the Division's Executive Director.

# General Case Management Service Guide

Case Name	Docket No.	Date	Family Relations Counselor

Requires General Case Management	Yes	No
Clients need assistance from Family Services to complete necessary or specific tasks for resolution.	<input type="radio"/>	<input type="radio"/>
A confidential service (mediation/CRC) will not lead to resolution. Parents require a more directive approach and the court needs information.	<input type="radio"/>	<input type="radio"/>
Parents disagree but are able/willing to accept guidance and input from the FRC.	<input type="radio"/>	<input type="radio"/>
Having factual information ready to present to the court will assist the parents in the negotiation process.	<input type="radio"/>	<input type="radio"/>
High probability that parents would be unable to commit to a lengthier process that would not provide progressive results.	<input type="radio"/>	<input type="radio"/>
Additional information is required before a more intensive service.	<input type="radio"/>	<input type="radio"/>

Considerations for Referrals to General Case Management	Yes	No
Will the parties cooperate with Family Services for a traditional service?	<input type="radio"/>	<input type="radio"/>
Does the information gathered need to be assessed through an evaluative process that will provide a recommendation?	<input type="radio"/>	<input type="radio"/>
Will the information address/resolve the issue?	<input type="radio"/>	<input type="radio"/>
Does the matter need to be accomplished quickly?	<input type="radio"/>	<input type="radio"/>
Will tangible steps assist clients to progress or reach resolution?	<input type="radio"/>	<input type="radio"/>

Other considerations	Response
Does the case involve domestic violence, child abuse/neglect/molestation, or relocation?	
What is the motivation of the parents? What are the parents' goals?	
What needs to get done and what steps do the parents need to take in order to meet their goal?	

### Directions for Completing the Case Management Service Guide

The Case Management Service Guide is meant to assist the FRC in determining whether a matter is appropriate for a referral to GCM. It is completed by the FRC using knowledge gained during the course of the negotiation with the clients, not by direct questioning.

The guide must be completed before Family Services recommends GCM to the Court. If the case is referred to Family Services from the Bench, it is unnecessary to complete the guide.

When completing the Case Management Service Guide, answer all questions in each of the three sections: Requires Case Management, Considerations for Referrals to Case Management, and Other Considerations.

In the first two sections, answer each question “Yes” or “No.” There are no point values to the questions. Answers that fall within the gray boxes indicate that the answer is weighted more towards GCM consideration.

The last section consists of three questions that are not necessarily answered with a “Yes” or “No.” These questions should be answered utilizing professional judgement. They provide additional information that will help guide the FRC in determining the appropriateness of a recommendation to GCM.

Once completed, the FRC may use the guide results to determine if GCM would be helpful in resolving the pending issues. If the majority of the answers in the first two sections fall into the gray boxes and the responses in the final section do not preclude the case from being referred, then a recommendation for a referral to GCM would be appropriate.

**GENERAL CASE MANAGEMENT – Oral Report to the Court**

Court Location:                      Family Relations Counselor:                      Docket No.:                      Referral Date:                      Status Conference Date:

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Plaintiff:		Atty:		Self Rep.	<input type="checkbox"/>
Defendant:		Atty:		Self Rep.	<input type="checkbox"/>

**Case Background/Court Referral Info:**

**Duties/Assignment**

**Information for the Court**