

 <p style="text-align: center;">State of Connecticut JUDICIAL BRANCH COURT SUPPORT SERVICES DIVISION POLICY AND PROCEDURES</p>	POLICY NO. 3.21	EFFECTIVE DATE: June 15, 2016	PAGE 1 of 11
	SUPERSEDES: <p style="text-align: center;"><b>NEW POLICY</b></p>		
APPROVED BY:   Executive Director	TITLE:  <p style="text-align: center;"><b>FAMILY SERVICES INTENSIVE CASE MANAGEMENT</b></p>		

1. **Policy** CSSD Family Services will be available to screen and accept referrals from the Court to provide Intensive Case Management for custody and visitation matters that meet the criteria for the service.

2. **Definitions**

A. 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 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](#)

B. 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>.

C. Family Services Supervisor (FSS) 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%20SERVICES%20SUPERVISOR%20I.htm>.

D. Intensive Case Management Intensive Case Management (ICM) is a court-based intervention designed to assist with short term management and stabilization of parenting interactions. The target population is the litigants primarily demonstrating early stages of conflicted, post-judgment court involvement. The goal is to enhance parental capacity in order to collaborate and formulate mutual decisions regarding the well-being/care of their children.

E. Intensive Case Management Secondary Screen A guide that is utilized to assist the Family Relations Counselor/Family Services Supervisor in determining if Intensive Case Management is the most appropriate service to resolve the issue before the Court (**CSSD Attachment A**).



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F. 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.

G. Self-Represented Litigant A person who files an appearance to represent him or herself.

### 3. Referrals

A. Referrals to this service need to be agreed upon by the parties. This is a voluntary service.

B. Referrals for screening to Intensive Case Management can be made directly from the Court.

C. A Recommendation can be made for the service by CSSD-Family Services if a custody/visitation motion is pending and it has been determined that Intensive Case Management is an appropriate intervention.

D. The ICM is designed as a six (6) month service. However, in some instances, the parents, with approval and order of the Court, can extend participation for an additional three (3) months. ICM participation should not exceed nine (9) months.

### 4. Intake Process and Case Assignment

A. Once the Family Relations Counselor (FRC)/Family Services Supervisor (FSS) determines that a service needs to be recommended to the Court, the Family Civil Intake Screen (FCIS) will be completed per policy. If the matter screens for an evaluative service and the parties could potentially benefit from Intensive Case Management, the Secondary ICM Screen will be administered to determine if the ICM service is the best selection for the matter.

B. The following required criteria must be met for a referral to the Intensive Case Management Service:



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- (1) The issues of relocation, child abuse/neglect, or domestic violence are not being raised as a current concern;
  - (2) The motion filed is post-judgment; and
  - (3) There is an existing court-ordered parenting plan in place. If one of the three required criteria is not met, the Family Relations Counselor (FRC)/Family Services Supervisor (FSS) do not need to proceed any further with the Secondary Screening.
- C. If the Secondary Screening process indicates that the ICM is an appropriate service option, the FRC/FSS will make this recommendation to the parties for their consideration. The FSS/FRC will provide a verbal description of the six (6) month ICM service. The matter will be referred to ICM only if the parties are willing to participate in this service.
- D. If there is an agreement the FRC/FSS will prepare and submit to the Court a JD-FM-230, Request for Referral by Family Services, [FM230.PDF](#) selecting the Case Management box on the form. The FRC/FSS will also prepare and submit to the Court a JD-FM-252 Request for Order – Family Services Case Management [FM252.PDF](#). In the allotted text box the FRC/FSS must include:
- (1) An indication that the matter is being referred to Intensive Case Management.
  - (2) A list of any ancillary services that will be included in the referral (i.e. Skills for Cooperative Parenting, contracted or community-based interventions, etc.).
  - (3) A statement to the fact that the parties will contact their assigned FRC prior to filing any additional parenting related motions, in an attempt to resolve the issue. The only exception to this will be for emergency situations.
- E. If time exists the FSS/FRC will ensure that the JD-CL-46 Authorization for Information form, [CL046.PDF](#) is signed by the parties for all ancillary services included in the JD-FM-252, Request for Order – Family Services Case Management, [FM252.PDF](#).

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- F. The parties will be provided with a three (3) month continuance date for initial Status Conference with the Court. If possible, the parties will be given their initial appointment, which will be scheduled within fourteen days. If available, the FRC assigned to ICM may conduct the initial meeting at the time of negotiation.
- G. In the event the Court makes a bench referral for Intensive Case Management without the prior involvement of Family Services, then the FRC/FSS will conduct the dual screening process outlined above and report the outcome to the Court. The FRC/FSS will prepare and forward to the Court the JD-FM 230, Request for Referral by Family Services, [FM230.PDF](#) with a Case Management selection. The FRC/FSS will also prepare as described above and submit to the court the JD-FM-252, Request for Order-Family Services Case Management, [FM252.PDF](#).
- H. The FRC will enter the case in CMIS to begin the referral process. This process includes creating a referral for Intensive Case Management within the scope of services.
- I. For case assignment purposes, the FRC will submit to the Family Services Supervisor a completed intake form (JD-FM-194a) [FM194A.PDF](#) and a copy of the secondary screen. The FRC will also secure a copy of the [FM230.PDF](#) and the [FM252.PDF](#), from the Clerk and submit these documents to the FSS.

## 5. Intensive Case Management

### A. The Role of the Family Relations Counselor as Case Manager

- (1) The FRC assigned will be available to assist the parties in resolving conflict with the court-ordered parenting plan.
- (2) The FRC will offer education and guidance regarding potential solutions to the problems that create the sustained level of conflict.
- (3) 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 Intensive Case Management.



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- (4) The FRC will also identify the steps that will need to be completed to reach the overarching goal. These steps will have been determined as a part of Intensive Case Management and could be supplemented by the FRC if necessary.

## B. Client Contact

- (1) The FRC will hold an initial joint meeting within 14 days of referral to review roles, rules and expectations. In addition, the possible sources of parental conflict will be identified, the barriers to effective parenting will be discussed, and problem solving/flexible thinking will be explored as part of the conjoint.
- (2) The FRC should inform the parties that any issue arising after regular business hours or on the weekend will be discussed the next work day.
- (3) The ICM meetings can also include attorneys, especially if there is an issue of non-compliance.
- (4) The FRC will also review with the parties, and possibly make referrals to, contracted and community-based interventions (including securing Releases of Information). The FRC will ensure that all recommendations for interventions are agreed upon by the parties and ordered by the Court if this was not completed at the time of the referral.
- (5) The FRC may conduct additional in-person meetings (separate from the initial joint) with the parties as deemed necessary after input from the FSS. These meetings can be individual or joint depending on the needs and dynamics of the case.
- (6) For the initial three (3) months of ICM, the FRC will have regular and on-going telephone and email contact with the parents to monitor the parenting conflict. The exact number of telephone calls will be determined by the conflict but there should be one check-in each week, typically prior to transitions of the child(ren) within the parenting plan. The purpose of the check-in will be to identify with the parents any potential pitfalls as well as corresponding problem solving strategies.



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(7) If the parties continue in ICM beyond the initial (3) three month period, the number of telephone contacts, as well as in-person meetings may be decreased to reflect the needs in the case as well as to reinforce client autonomy. Prior to any reduction, supervisory input and approval should be obtained and a discussion with the parties regarding any change in the pattern of contact will occur.

C. Referrals to Services the FRC may make referrals to the range of contracted interventions (ABHS, AV Grant (supervised visitation), and Certified DSS Programs) as well as other community-based interventions if appropriate.

- (1) All referrals to contracted or community-based interventions will be made based on a specific need identified in a case.
- (2) A referral to the Skills for Cooperative Parenting Program (if available) will be made for every case ordered into the ICM, as this is a mandatory aspect. Releases of information must be signed for all referrals to interventions.
- (3) The FRC will have frequent contact with the service providers to review participant progress.
- (4) A written compliance/status report will be secured on a monthly basis from each contracted or community-based intervention or as necessary for status reports to the Court.

D. Court Updates

- (1) The FRC will report to the Court, at established continuance dates or as ordered, the parties' participation and compliance with Intensive Case Management, including the referrals to contracted/community-based services.
- (2) The FRC will complete the Intensive Case Management Progress Report, (**CSSD Attachment B**) outlining the information that will be orally shared with the Court. The FRC will review this information with the office Supervisor before reporting to Court. The FRC will inform the Court of

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ICM completion, the need to terminate ICM, or that the parties would benefit from additional time in the service.

- (3) The FRC will meet with the parties prior to reporting to the Court to share information gathered and to attempt to resolve the original motion.
- (4) If at any time, as a result of the ICM participation, the parties agree to a modification of the current parenting plan, the FRC will assist in the preparation of an agreement. The FRC will make arrangement with the Family Civil Clerk's Office to have the agreement presented to the Court for an order.
- (5) If a party is represented by counsel, any and all agreements reached should be reviewed/discussed with the attorney. All counsel associated with a case should be contacted and provided notice by the FRC before agreements (interim or final) are presented to the Court.
- (6) At the conclusion of the referral, the FRC will provide a final oral report to the Court. This report will include the program completion status and whether the motion that led to the service referral has been resolved by agreement.
- (7) For cases that close as successful, the FRC will assist the parties in drafting an agreement. The agreement will state that the parties have participated in ICM and the motion that led to the referral has been resolved and does not require further court action. The final agreement may also have a provision that the parties will return to ICM for up to two (2) follow-up contacts prior to filing future court motions regarding parenting.
- (8) For cases that close as withdrawals or as unsuccessful the FRC will only provide the Court with an oral report as outlined above.

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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 Intensive Case Management goals and action steps in CMIS in a timely manner and update the status/progress/closures of the goals as required.
- C. The FRC will enter all referrals to contracted/community-based services into CMIS in a timely manner and update the status/closure of the referral as required.
- D. The FRC will complete the Court Date/Agreement section when appropriate. All court dates to report on Intensive 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 ICM into CMIS. 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.
- F. All correspondence received during Intensive 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 the system.

7. **Case Closure** Cases will be closed in CMIS by the end of the next business day after the court date when the Court determines Intensive Case Management is terminated.

- A. The FRC will close the referral in CMIS completing both the outcome and the associated outcome type.

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- (1) Cases will be closed with the outcome of successful, if the parties completed the ICM, made identifiable progress, completed contracted service(s) during the referral, or were able to formulate an agreement to resolve the original court motion.
  - (2) The referral will be closed as unsuccessful, if the case was terminated from ICM due to lack of progress.
  - (3) The case will be withdrawn if the parties did not cooperate with the initiation of the service and the matter was returned back to court.
- B. 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.
- C. The FRC will complete a summary report to be maintained in the CMIS file to be approved by the FSS. The summary report should include an overview of the FRCs involvement in the case and the status of the case when it was closed.

## 8. Post Completion

- A. The FRC will provide the clients with a Participant Survey, at the conclusion of the process. The parties will be given a stamped, pre-addressed envelope with instructions for the survey to be mailed to Judicial Branch-Court Support Services Division-Family Services, 936 Silas Deane Highway, Wethersfield CT 06109.
- B. The FRC can also accept, with supervisory approval, prior ICM cases that request a limited intervention in the future via a direct mediation referral. All work completed during this direct mediation will be reflected in CMIS.

## 9. Family Services Supervisor Role and Responsibility

- A. Case Assignment Responsibility

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- (1) The FSS will review the Intensive Case Management referral and order forms for accuracy prior to assigning the case.
- (2) The FSS will confirm that the case has been entered correctly into CMIS, and direct clerical staff to establish a paper file for the case.
- (3) The FSS will make every reasonable effort to assign the case within one or two business days of the referral notification date.

B. During the course of regular monthly case supervision, the FSS will review every Intensive Case Management assignment with the FRC to review goals and action steps, to assess their understanding of the case and to review progress.

C. The FSS will also be available at other times to discuss the cases with the FRC assigned, based on the needs of the matter referred for Intensive Case Management.

D. The FSS will review CMIS case notes with the FRC in every Intensive Case Management matter and ensure that the FRC understands and addresses the dynamics involved in the case.

E. The FSS will review the Intensive Case Management tab in CMIS and ensure the FRC is maintaining the goals, program referrals, and court dates appropriately.

F. The FSS will review the Intensive Case Management Progress Report with the FRC in every case prior to the FRC's oral presentation to the Court.

G. The FSS will read and approve the case summary in CMIS before the matter is closed.

10. **Professional Conduct**

A. The FRC will conduct him/herself in a professional manner, treating clients with courtesy and respect throughout the Intensive Case Management process.

B. The FRC will strive to be accurate, objective, fair and independent in their work.

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- C. The FRC will address all information that is gathered in a balanced manner.
- D. During the course of Intensive 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 Intensive Case Management.

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

## INTENSIVE CASE MANAGEMENT SERVICE – SECONDARY SCREEN

Name of Case (first and last names): P:	Court Location:	Date:	FRC Screener:
D:	Docket number:		

REQUIRED CRITERIA		YES	NO	
1.	Are the following issues being raised? <i>Relocation, Child Abuse / Neglect, or Domestic Violence</i>			
2.	Is this case post-judgment?			
3.	Is there an existing court ordered access schedule in place?			
ESSENTIAL CRITERIA		YES	NO	No with Consideration
4.	Is the motion before the court either a modification of the parenting schedule or contempt for not adhering to the court ordered parenting plan?			
5.	Is the underlying impediment to the current court order driven by the parent's conflict with each other?			
6.	Was a prior custody or access / visitation evaluation completed in the past?			
7.	Has it been less than nine months since orders have been entered regarding custody and/or access?			
CONSIDERATION CRITERIA		YES	NO	No with Consideration
8.	How many times have you utilized court interventions to deal with child related disagreements between yourself and your child's other parent? Was the answer two or more times?			
9.	How well do you and your child's other parent cooperate and communicate? Was the answer "we do not cooperate well" or "cooperation is almost impossible"?			
10.	How were your present custody and access/visitation arrangements made? Was the answer "a decision was made by someone in authority like a Judge or after an evaluation"?			
11.	How important is the other parent to the welfare of your child? Was the answer "somewhat important" or "not important"?			
OVERRIDE CRITERIA		YES	NO	
12.	Would the parties or the raised concerns in this matter benefit from a referral to an evaluative service offered by Family Services?			
13.	Can the parents' level of anger and frustration be mitigated with structured guidance and skill building?			
14.	Are the parents prepared to make a genuine effort to improve their ability to work cooperatively regarding parenting issues?			

**INTENSIVE CASE MANAGEMENT PROGRESS REPORT**

Court Location:	Family Relation Counselor:	Docket No.:	Referral Date:	Status Conference Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

**Progress Summary:**

Making Progress Continue ICM:	Next Court Date:	<input type="text"/>	Not Progressing:	Court Disposition:	<input type="text"/>
Comments (including any new orders):     					

**Skills for Cooperative Parenting Status:**

Plaintiff:

Attended:	<input type="checkbox"/>	Y	<input type="checkbox"/>	Dates:	<input type="text"/>	N	<input type="checkbox"/>
Comments:							

Defendant:

Attended:	<input type="checkbox"/>	Y	<input type="checkbox"/>	Dates:	<input type="text"/>	N	<input type="checkbox"/>
Comments:							

**Additional Court Ordered Services:**

Service:	<input type="text"/>	MO	<input type="checkbox"/>	FA	<input type="checkbox"/>	BOTH	<input type="checkbox"/>	Date Ordered:	<input type="text"/>	Compliance:	Y	<input type="checkbox"/>	N	<input type="checkbox"/>
Comments:														

Service:	<input type="text"/>	MO	<input type="checkbox"/>	FA	<input type="checkbox"/>	BOTH	<input type="checkbox"/>	Date Ordered:	<input type="text"/>	Compliance:	Y	<input type="checkbox"/>	N	<input type="checkbox"/>
Comments:														