

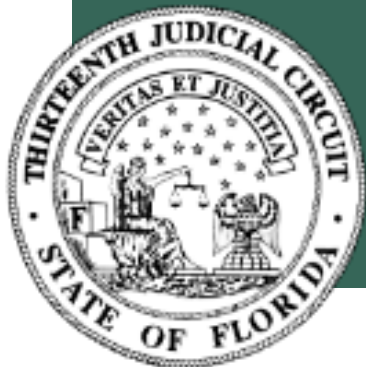


13TH JUDICIAL CIRCUIT

# NEW TRACKS

NEW TRACKS II

DEPENDENCY DIFFERENTIATED CASE MANAGEMENT



Dependency Division C  
Administrative Office of the Courts  
Thirteenth Judicial Circuit

*Driving the train doesn't set its course. The real job is laying the track* - Ed Catmull



# TRAINING OBJECTIVES

- Increase basic knowledge of Differentiated Case Management (DCM)
- Identify Tracks 1- 4 of Dependency DCM in Division C
- Demonstrate use of the New Tracks II Assessment Tool
- Illustrate case-flow and fundamental tasks of a New Tracks case

# DCM 101

DIFFERENTIATED CASE MANAGEMENT



13TH JUDICIAL CIRCUIT  
**NEW TRACKS**

# WHAT IS DIFFERENTIATED CASE MANAGEMENT?

- DCM is the process of screening cases for complexity and assigning them to various tracks with tailored judicial processes, case management, and allocation of resources based on the needs of the case in order to:
  - Reduce delay ↓
  - Make courts more accessible
  - Improve predictability and certainty in calendar management

# KEY ELEMENTS OF DCM

- Criteria to categorize cases
- Development of multiple tracks
- Early case screening & track assignment
- Court control and monitoring of case progress and deadlines
- Judicial leadership
- Policies and procedures
- Coordination with stakeholders



# HOW ARE THE TRACKS PROCESSED DIFFERENTLY?

- Judicial assignment
- Frequency of court review
- Collaboration with service providers
- Case management
- Court staffing
- Pre-trial events and scheduling

# BENEFITS OF DCM

- Better outcomes for children and families
- More efficient case processing
- More timely case processing
- Better use of judicial resources
- More effective court case management
- Increased public trust and confidence when courts move away from a “one-size-fits-all” approach
- More trauma-informed practice





# DCM IN DEPENDENCY CASES

- Supported by Casey Family Programs in Partnership with the National Center for State Courts
- FL (13th and 17th Circuits),
- AZ, CO, MA, MI,
- MO, OK, OR



# CASEY FAMILY PROGRAMS



- Casey Family Programs' mission is to provide and improve and ultimately prevent the need for – foster care.



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# DEPENDENCY

# DCM

13<sup>TH</sup> JUDICIAL CIRCUIT DIVISION C



13TH JUDICIAL CIRCUIT

**NEW TRACKS**



# GUIDING PRINCIPLES

## EXPECTATIONS

- Children's best interests are served when they are safely in the care of their parents.
- Each parent/relative understands the court process, receives answers to their questions and comprehends what is expected of them.
- High expectations for success are established and all parties are held accountable.

# GUIDING PRINCIPLES

## TIMELINESS

- The Court controls the pace of litigation and creates and maintains expectations that events occur when they are scheduled.
- Court proceedings are scheduled expeditiously and cases move through the system efficiently.



# GUIDING PRINCIPLES

## RESOURCES

- Judicial resources are applied so that each case receives the appropriate level of judicial oversight and intervention.
- Families receive quality, consistent and supportive advocacy from attorneys.
- Each child under the Court's protection receives the full range of resources they need and as early in the process as possible.
- Families receive early and specific referrals for services they need to achieve expedited reunification.
- All resources related to each case are used efficiently.

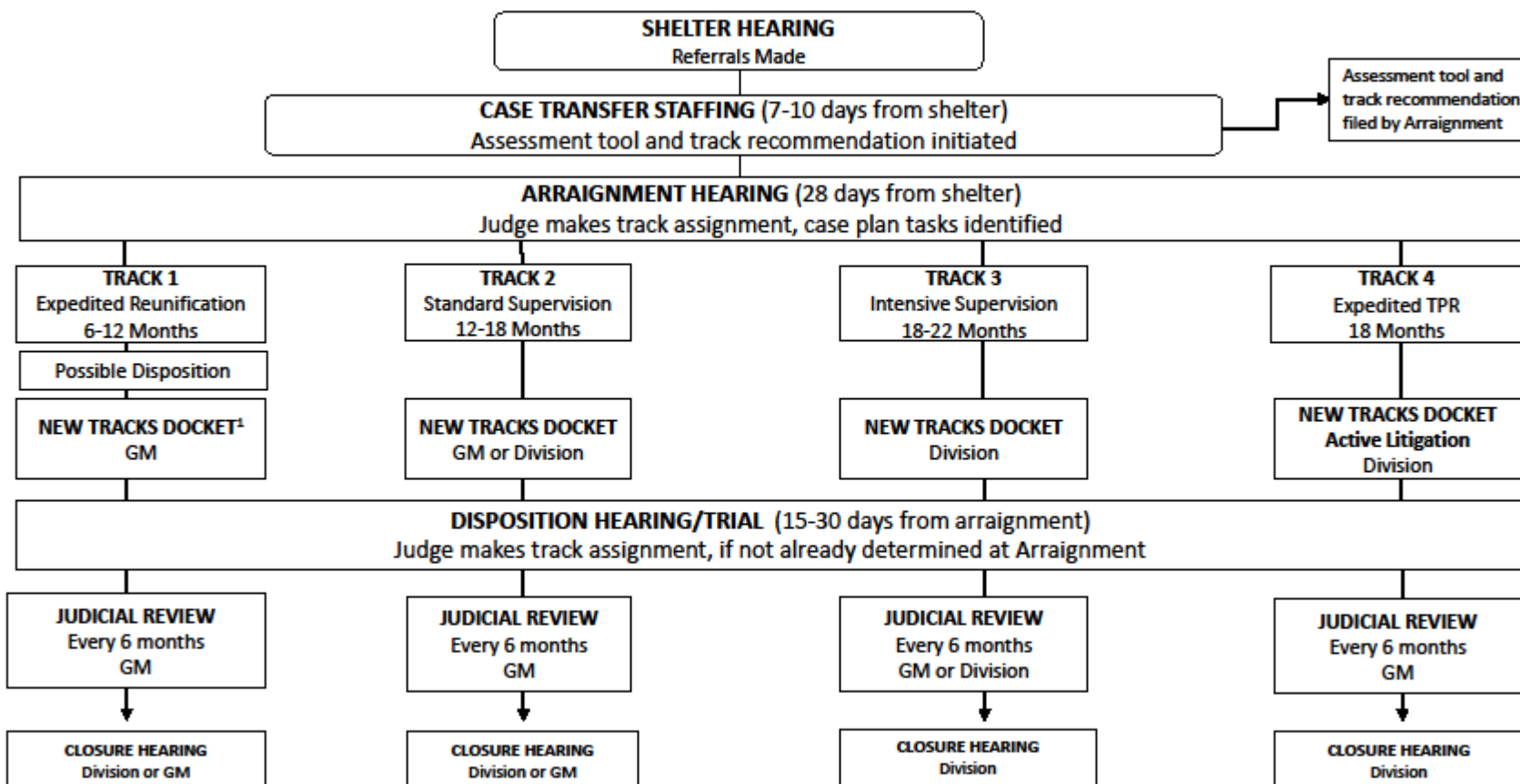
# GUIDING PRINCIPLES

## STAFF RESPONSIBILITY



- Case management is structured so that the skills of the assigned case managers correlate with the objectives of each track.
- The Court and all stakeholder groups work together to coordinate their approaches to the safety and well-being of children and to achieve timely permanency.
- Reliable data will be sought and made available to evaluate the progress and effectiveness of New Tracks activities.
- An environment of open communication and flexibility will be maintained to productively evaluate and make modifications to the New Tracks pilot.

## New Tracks II Dependency Differentiated Case Management – Circuit 13



<sup>1</sup>Cases will be set on a New Tracks Docket (in Division or with GM), re-occurring every 3-4 weeks, or as determined by Judge or GM.



# TRACK I: EXPEDITED REUNIFICATION AND RESOLUTION

- The target timeframe for reaching permanency is 6-12 months.
- Assessment tool and proposed case plan referrals will be filed prior to Arraignment in an effort to make service referrals and complete a case plan expeditiously.
- Case plan will be filed at the Arraignment Hearing
- GM New Tracks Docket for Status Hearings and Judicial Reviews
- The GM is also able to close the case unless contested matters require the judge to do so.



# TRACK 2:

## STANDARD SUPERVISION

- The target timeframe for reaching permanency is 12-18 months.
- Traditional case management
- New Tracks Docket - GM or Division
- Judicial Reviews - GM

# TRACK 3: INTENSIVE SUPERVISION

- The target timeframe for achieving permanency is 18-22 months
- Cases require intensive judicial oversight
- New Tracks Docket - Division
- Judicial Reviews - GM or Division



# TRACK 4:

## EXPEDITED TPR

- The target timeframe for achieving permanency is 18 months.
- Cases are expected to have factors that indicate a need to immediately pursue termination of parental rights.
- New Tracks Docket, Active Litigation – Division
- Judicial Reviews - GM

# PERFORMANCE MEASURES

- Performance Measures to be Collected One Year after Pilot Starts
- Performance Measures include Quantitative and Qualitative Methods
- Quantitative – Time to Permanency (Days from Child Removal to Permanency Achievement)
- Quantitative – Time to Case Closure (Days from Start to End of Case)
- Quantitative – Percentage of Cases on each Track Completed within Time Frame Established for each Track
- Quantitative reported as Median Number of Days rather than Average to Avoid Outliers



# PERFORMANCE MEASURES

- Qualitative – Semi-structured Interview of a Representative of each Agency involved in New Tracks to Provide Opinions on Pilot – Content Analysis of Responses
- Workflow Charts of Traditional vs. New Tracks Dependency Case Processing
- Summary of Analysis Results to Add to Body of Knowledge regarding DCM in Dependency
- Independent External Evaluation



# COURT FORMS: NOTICE OF TASK PENDING

IN THE INTEREST OF:

CASE NO:

A MINOR CHILD(REN):

## NOTICE OF TASK PENDING

Attorney: (M)

Phone:

(F)

Phone:

(F)

Phone:

Case Manager:

Phone:

Case Management Agency:

Phone

Guardian ad Litem:

Phone:

Deadline: ( ) 10 ( ) 15 ( ) 30 ( ) 45 ( ) 60 days

Mental Health Referral, Evaluation, Appointment

Domestic Violence Referral, Evaluation

Substance Abuse Referral, Evaluation

Random U/A screens

Funding Request

Medical/Health

Budget

Stable Housing, Referrals

Stable Income, Employment

Parenting Class

Visitation Plan

Transportation

Obtain Records, Submit Releases

Other - see specific task notes

Contact Case Manager within 24 hours

I am to personally appear before The Honorable Caroline J. Tesche Arkin - Circuit Judge, 800 East Twigg's Street, 3<sup>rd</sup> floor, Edgcomb Building, Courtroom 308, at all times listed below, unless excused by the court.

( X ) Next Hearing Date(s): \_\_\_\_\_

( ) General Magistrate Hearing Date (s): \_\_\_\_\_

Specific Task  
Notes and  
Additional  
Details:

--

Signatures

# COURT FORMS: NOTICE TO APPEAR

IN THE CIRCUIT COURT OF THE THIRTEENTH JUDICIAL CIRCUIT,  
IN AND FOR HILLSBOROUGH COUNTY, STATE OF FLORIDA  
JUVENILE DIVISION, DIVISION "C"

IN RE: THE INTEREST OF:  
MINOR CHILD (REN)

CASE NO.

## NOTICE TO APPEAR

### I ACKNOWLEDGE THAT:

1. I am required to make my current telephone number and mailing address known to my attorney, the Department of Children and Families, and the Clerk of the Court, Juvenile Division, at all times.

2. I am to **PERSONALLY** appear before the Honorable Caroline Tesche Arkin Circuit Judge, 800 East Twiggs Street, 3rd Floor, Edgcomb Building, Courtroom 308, at all times listed below or otherwise ordered to do so by the Court.

### YOU ARE HEREBY ORDERED TO APPEAR BEFORE THIS COURT FOR:

- ( ) Arraignment on \_\_\_\_\_ at \_\_\_\_\_ am/pm
- ( ) Case Status Conference on \_\_\_\_\_ at \_\_\_\_\_ am/pm
- ( ) Judicial Review on \_\_\_\_\_ at \_\_\_\_\_ am/pm Room 311, Edgcomb
- ( ) Pre-trial Conference on \_\_\_\_\_ at \_\_\_\_\_ am/pm
- ( ) Dependency Adjudicatory on \_\_\_\_\_ at \_\_\_\_\_ am/pm
- ( ) Termination of Parental Rights Adv on \_\_\_\_\_ at \_\_\_\_\_ am/pm
- ( ) Termination of Parental Rights Trial on \_\_\_\_\_ at \_\_\_\_\_ am/pm

**FAILURE TO PERSONALLY APPEAR FOR A SCHEDULED DEPENDENCY ADJUDICATORY HEARING CONSTITUTES CONSENT TO THE ADJUDICATION OF YOUR CHILD (REN) AS A DEPENDANT CHILD(REN) AND MAY ULTIMATELY RESULT IN LOSS OF CUSTODY OF YOUR CHILD(REN). RULE 8.330(c), FL.R.JUV.PROC.**

**FAILURE TO PERSONALLY APPEAR FOR A SCHEDULED TERMINATION OF PARENTAL RIGHTS ADJUDICATORY HEARING CONSTITUTES CONSENT TO THE TERMINATION OF PARENTAL RIGHTS OF YOUR CHILD (REN). IF YOU FAIL TO APPEAR ON THE DATE AND TIME SPECIFIED, YOU MAY LOSE ALL YOUR LEGAL RIGHTS AS A PARENT TO THE CHILD OR CHILDREN NAMED IN THE PETITION ATTACHED TO THIS NOTICE. RULE 8.525(d), FL.R.JUV.PROC.**

PLEASE KEEP IN MIND THAT SHORTS, TANK TOPS, ETC. ARE NOT CONSIDERED PROPER ATTIRE.  
PLEASE DRESS APPROPRIATELY.

\_\_\_\_\_  
Signature of Parent

\_\_\_\_\_  
Signature of Parent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

GOLD COPY PROVIDED TO CASE MANAGEMENT:

Appear \_\_\_\_\_  
(At next hearing)  
Waived \_\_\_\_\_



# TROUBLESHOOTING PROTOCOLS AND RESOURCES

## ■ Email Address

■ [NTpilot@fljud13.org](mailto:NTpilot@fljud13.org)



## ■ New Tracks phone number

■ 813-272-5972

## ■ New Tracks Progress Meetings

■ August 23, September 27, October 25,  
November 29, December 20

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# SCREENING PROCESS

ASSESSMENT TOOL



13TH JUDICIAL CIRCUIT  
**NEW TRACKS**



# ASSESSMENT TOOL

## DOCUMENTS

- Assessment Tool
- Recommendation Cover Sheet
- Reference Guide
  - Instructions and Disclaimer
    - Completing the Tool
    - Track Determination
    - Description of each case, child and parental factor

# ASSESSMENT TOOL

## SCREENING AND ASSIGNMENT OF CASES TO TRACKS

This tool will identify case, child and parental factors to evaluate cases and determine the track assignment.

### TRACK I: Expedited Reunification/Resolution

<b>Section 1: Case Factors</b>	✓
1. Case involves no prior abuse history	
<b>Section 2: Child Factors</b>	✓
1. Child is under age 5	
2. Child placed in foster care which may include multiple placements and separation from siblings	
3. Child is in an In-Home Placement / with a non-maltreating parent	
<b>Section 3: Parental Factors</b>	✓
1. Parent(s) was subject to dependency proceedings as a child within past 5 years	
2. Parental stressors (unrelated to removal episode)	
3. Parent has demonstrated an immediate motivation to begin services	

# ASSESSMENT TOOL

## SCREENING AND ASSIGNMENT OF CASES TO TRACKS

### TRACK 2: Standard Supervision

<b>Section 1: Case Factors</b>	✓
1. Case involves substance abuse*	
2. Parent(s) with untreated mental illness *	
3. Case involves drug related activities	
<b>Section 2: Child Factors</b>	✓
1. Child has mental health issues	
2. Paramour in home with child (no relation to child)	
<b>Section 3: Parental Factors</b>	✓
1. Parent(s) has history of mental health issues*	
2. Parent(s) has history of substance abuse *	
3. Case includes a history of domestic violence *	
4. An active order for protection has been issued by the Court at case initiation	
5. At least 1 prior removal episode	
6. Parent(s) has criminal history	
7. Parent (s) is currently incarcerated for a minimum of 6 months or more	
8. Complex paternity issues	
9. Parental stressors (related to removal episode)	
10. Parent(s) suffers from chronic homelessness	

# ASSESSMENT TOOL

## SCREENING AND ASSIGNMENT OF CASES TO TRACKS

### TRACK 3: Intensive Supervision

<b>Section 1: Case Factors</b>	✓
1. Case involves child in care under age 18 with a child	
2. Case involves sexual abuse	
3. Extreme trauma witnessed or experienced by child that requires immediate and intense services	
4. Case involves violent crime in which the child, sibling or parent is the alleged victim	
<b>Section 2: Child Factors</b>	✓
1. Child has serious and complex medical issues that meet criteria for CMAT	
2. Child needs placement in medical foster care	
3. Child has history of SIPP residential treatment	
4. Child is verified to be a CSEC victim, or has FBI or Homeland Security involvement	
<b>Section 3: Parental Factors</b>	✓
1. Parent has serious and complex medical issues that affect their ability to parent	
2. Prior termination as to other children	
3. Pending court actions that could impact permanency	

# ASSESSMENT TOOL

## SCREENING AND ASSIGNMENT OF CASES TO TRACKS

### TRACK 4: Expedited TPR

Expedited TPR	✓
1. Incarcerated parent(s) is a violent career criminal, habitual violent offender, or sexual predator	
2. Parent(s) has engaged in egregious conduct or failed to prevent egregious conduct as defined in Ch. 39	
3. Parent(s) have subjected their child, or another child, to aggravated child abuse, sexual battery, sexual abuse or chronic child abuse	
4. Parent(s) have a prior involuntary TPR	
5. The children have been removed 3 or more times from the parent(s) care	
6. Parents(s) have engaged in chronic substance abuse and refused or failed to complete treatment within the prior 3 years.	
7. Other:	
**Consult with Attorney General within 2 business days of CTS if expedited TPR will be explored**	

# ASSESSMENT TOOL

## SCREENING AND ASSIGNMENT OF CASES TO TRACKS

- If **mental health, substance use and/or domestic violence** factors are actively occurring, significant, severe, and suggest a need for more intensive judicial oversight, a recommendation for Track 3: Intensive Supervision or Drug Court may be made. Justification must be included on the cover page.
- Further discussion regarding track recommendation may be needed if parties cannot come to an agreement.



# COVER PAGE

## TRACK RECOMMENDATION

CASE NAME: \_\_\_\_\_  
 IN THE INTEREST OF: \_\_\_\_\_  
 CHILD(REN): \_\_\_\_\_ DOB: \_\_\_\_\_

DIV: \_\_\_\_\_  
 COURT CASE #: \_\_\_\_\_  
 FSFN #: \_\_\_\_\_

TRACK 3 JUSTIFICATION (Please provide brief explanation):

PROPOSED CASE PLAN REFERRALS:

Proposed Referral	Proposed (✓)	Referral Made (✓)	Additional information
Mental Health Evaluation			
Substance Use Evaluation			
Domestic Violence Evaluation			
Parenting Class			
Housing			
Income/Employment			
Random U/A screens			
Other:			
Other:			
Other:			
Other:			

***BREAK***



13TH JUDICIAL CIRCUIT

**NEW TRACKS**

# HYPOTHETICAL CASE

**CASE NAME: COURTNEY BROWN**



13TH JUDICIAL CIRCUIT  
**NEW TRACKS**

# HYPOTHETICAL CASE

## GROUP ASSIGNMENTS

- ALL Groups: Case Transfer Staffing - Assessment Tool and Track Recommendation
- GROUP 1: Shelter Hearing
- GROUP 2: Arraignment Hearing
- GROUP 3: New Tracks Docket

# HYPOTHETICAL CASE – GROUP DISCUSSION

## ■ ALL GROUPS: CASE TRANSFER STAFFING

### ■ Recommended Track Assignment:


- Track 1: Expedited Reunification/Resolution
- Track 2: Standard Supervision
- Track 3: Intensive Supervision
- Track 4: Expedited TPR

# HYPOTHETICAL CASE – GROUP DISCUSSION

CASE NAME: COURTNEY BROWN

## ■ GROUP I: SHELTER HEARING

- What steps should be completed for the Shelter Hearing? Consider all agency roles and specify the differences as a New Tracks case in comparison to standard practice.

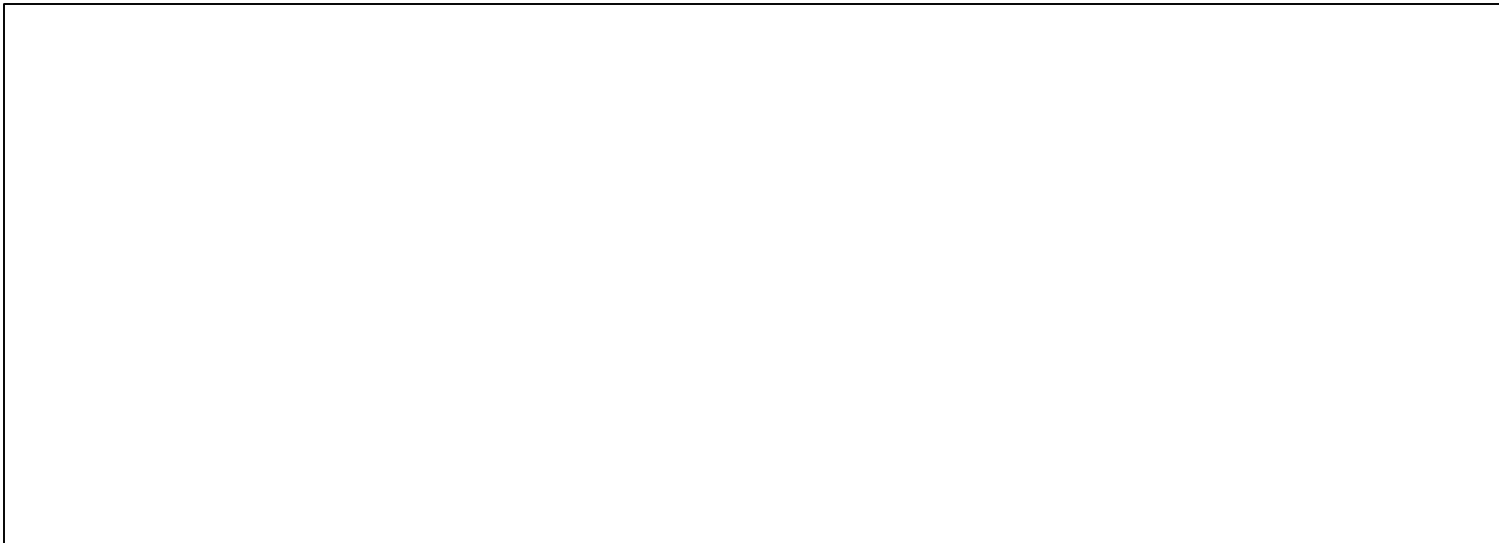


# HYPOTHETICAL CASE – GROUP DISCUSSION

CASE NAME: COURTNEY BROWN

## ■ GROUP 2: ARRAIGNMENT HEARING

- What steps should be completed by the Arraignment Hearing? Consider all agency roles and specify any differences as a New Tracks case in comparison to standard practice.



# HYPOTHETICAL CASE – GROUP DISCUSSION

CASE NAME: COURTNEY BROWN

- **GROUP 3: NEW TRACKS DOCKET – 30 DAYS SINCE ARRAIGNMENT**
- What steps should be completed by the first status on the New Tracks Docket? Consider all agency roles and specify any differences as a New Tracks case in comparison to standard practice.



# HYPOTHETICAL CASE – GROUP DISCUSSION

CASE NAME: COURTNEY BROWN

## ■ **GROUP 3: NEW TRACKS DOCKET – 90 DAYS SINCE ARRAIGNMENT**

- The case is scheduled on the New Tracks Docket with the General Magistrate. Case Management brings to the GM's attention that the mother was recently Baker Acted for suicidal ideations. The mother spent 5 days at the Crisis Center. She was discharged and recommended for outpatient treatment, however has yet to follow-up.
- At 90 days, what tasks should be completed and/or in progress? Would you make any recommendations given the new developments. Consider all agency roles and specify any differences as a New Tracks case in comparison to standard practice.

# Q & A



13TH JUDICIAL CIRCUIT  
**NEW TRACKS**