

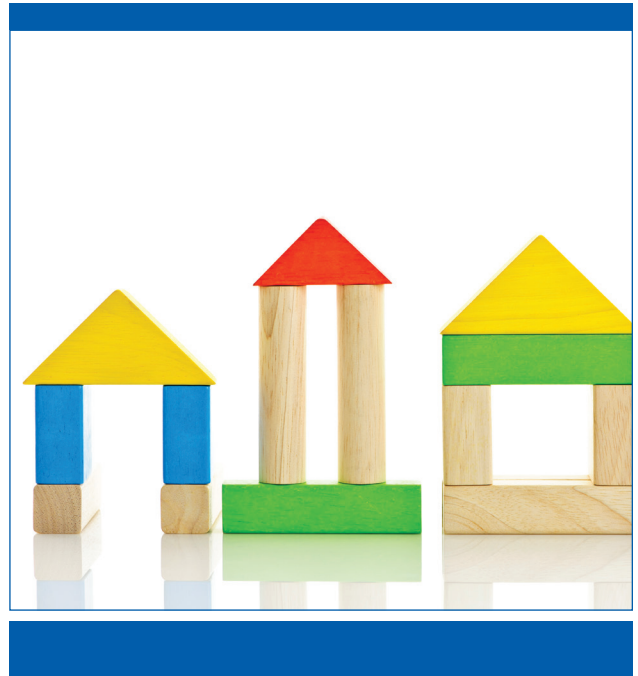
# Case Management Services

## Connecticut Judicial Branch Court Support Services Division Family Services

For information on ADA accommodations, contact the Centralized ADA Office at 860-706-5310 or go to: [www.jud.ct.gov/ADA/](http://www.jud.ct.gov/ADA/)



[www.jud.ct.gov](http://www.jud.ct.gov)



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## Introduction

Family Services offers Case Management services to help parties resolve parenting conflict. These services are Early Intervention Program (EIP) and General Case Management (GCM).

## Case Management Services:

- **Early Intervention Program** – Family Relations Counselors (FRC) offer parties a formal Informational Session to provide information about the court process and the dispute resolution programs available. The parties are expected to complete the Parenting Education Program (PEP) prior to the case being resolved. Additionally, through a referral from the court, Family Relations Counselors offer support, educational opportunities, and dispute resolution for parents.
- **General Case Management** – A Family Relations Counselor is assigned responsibilities to assist parties in resolving their parenting issues with a report back to the Court. Responsibilities may include gathering specific information regarding the family, monitoring compliance with court orders, meeting with parties to develop parenting plans, home visits, or other court-ordered tasks.

## What You Can Expect

At the Resolution Plan Date, Family Services meets with the parties and, if appropriate makes a recommendation for a case management service. The Court may directly refer parties for Case Management if a custody/access motion is pending.

The FRC may have parties sign Releases of Information depending on the case management service. After the court orders a referral, the case is assigned to an FRC and an initial meeting is scheduled with the parties to discuss the service being offered. The FRC reviews the court-ordered referral with the parties.

The FRC reports information to the Court at scheduled court dates, which includes the parties' participation and compliance with the case management service.

## Tips for Success

Your involvement and cooperation throughout the case management service is necessary. It is very important that you work with your Family Relations Counselor in the following ways:

1. Keep scheduled appointments and arrive on time for all meetings.
2. Stay open to suggestions and ideas that are different from your own.
3. Be respectful.
4. Unless asked, do not bring children to meetings or court.

### Likely outcomes:

Stronger co-parenting skills.

Stable and long-lasting parenting plans.

Less court involvement.

Parties are able to resolve their differences.

Children are exposed to less conflict.