



## Introduction

The Intensive Case Management (ICM) service is a post-judgment service to help divorced, or never-married parents who do not live together, learn how to make their court-ordered parenting plans work. The focus of this service is to teach parents the skills they need to help them reach more lasting parenting agreements. This will happen by learning better ways to talk to each other and work together. When this happens the parents will be better able to solve their own differences and lessen the need to return to court.

### Likely outcomes:

- stronger co-parenting skills
- stable and long-lasting parenting plans
- less court involvement
- parents being able to solve their own differences
- children exposed to less conflict

## How it Works

The ICM service is provided by the Judicial Branch – Court Support Services Division – Family Services Office; your participation is voluntary. To become involved in the ICM service there must be a current post-judgment motion before the court about an existing

parenting access schedule. Family Services will conduct a screen to see if your case is appropriate for this service. If it is, both parents will be asked if they want to participate. If both parents do, the court will order the referral to the ICM service. Once referred, the parents will be assigned to a Family Relations Counselor (FRC) who will work with them and manage their conflicts throughout the process. The service provided by the FRC is free of charge.

The FRC will work closely with parents to try to improve the way they act towards each other. The role of the FRC is to:

- provide help and education about how to co-parent in a positive way
- help parents learn new ways to problem solve with each other
- help parents to understand that what they say and do impacts how the other parent will act towards them
- encourage team work between the parents

## What You Can Expect

Parents are involved in the ICM service for up to six months. During this time, you will be asked not to file any new Court motions regarding your parenting plan without first trying to resolve the conflict with your FRC.

During the course of the ICM service, you and your child's other parent will have at least two office visits with the Family Relations Counselor. Other office visits will be scheduled as needed. Most of your contact with your FRC will be over the phone during business hours.

Parents will also have to complete the on-line Skills for Cooperative Parenting program. This is a five session educational program that will teach new skills to help you better manage your communication with the child's other parent. Your FRC will remind you of these new skills as they continue their work with you. The Skills for Cooperative Parenting has a cost per parent that is paid directly to the on-line provider. If you cannot afford to pay for the program you should contact the provider to discuss this concern. All decisions regarding the program cost will be up to the provider. There is also an opportunity for the parents to voluntarily sign-up for additional on-line sessions. Some community-based contracted supportive resources are also available that your FRC may ask you to attend if they think you could benefit from them. These resources will have either no or low cost.

Finally, there will be two scheduled court dates when you and your FRC will meet with a Judge. The purpose of these meetings is to let the court know about the progress you are making and to enter any parenting plan agreements you and your child's other parent reach as court orders.