



# Dependency & Neglect Cases Training Manual

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## Add child

Add Relatives (including siblings)  
Add Case

## D&N CASES



- Cases	Top	Add
<b>Dependency/Neglect (Case Filed)</b>		
Ingalls, Laura(Case 1) - Child from 6/29/2018 thru present		
Ingalls, Caroline(Case 1) - Respondent from 6/29/2018 thru present		
Ingalls, Charles(Case 1) - Respondent from 6/29/2018 thru present		

To add a new case, click the **Add** link at the end of the line.

If the case is highlighted in yellow, it remains open. To open a specific case, click on the bold case type description.

Case type:\*

Access:\*  Normal  Confidential  Sealed Expunged:\*  Yes  No

Assigned/home court:

Name: **Laura Ingalls**

Role:\*

Referring agency:\*

Start date:

- **Case Type** – choose the appropriate type of case
- **Access** – Normal is the default. I don't think you would ever choose any of the others.
- **Expunged** – If the court orders this case expunged, you would click yes.
- **Assigned/home court** - Choose the appropriate court for this case.
- **Name** – this should already show the name of the person.
- **Role** – The Role should default to child, but you can choose the appropriate role for this person in this case.
- **Referring Agency** – Select the agency or person that referred this case to you. Normally this is DCS, parent, other relative, attorney, etc.
- **Start Date** – This is the date of the file stamp on the original D&N Petition.

Click the **Update** button to save your work.

Now that you have successfully added a case, you have more sections available.

[Read more about Adding a Case](#)


## Names associated with the case (Case Name)



- Names associated with the case							Top	Add
Name	Case	Role	Start date	End date	Warrant	Attribute		
Laura Ingalls (2)	1	Child	6/29/2018 35 days					
Caroline Ingalls (3)	1	Respondent	6/29/2018 35 days					
Charles Ingalls (4)	1	Respondent	6/29/2018 35 days					


The siblings, biological parents and any other person named as a Respondent in the D&N Petition should be added to the Names associated with the case.

The names will be automatically added by the “Scanned D&N Petition” or the “Add existing D&N case” documents, but to manually add a Respondent, click the Role **Child** link. Then click the **New** button. New is a copy button that will give you a new case name.

Case name:\*  

Role:\*

Referring agency:\*

Start date:   End date:

- **Case name** – Click the **Get name** button to do a name search on the sibling or parent. Click their name to add them to this screen.
- **Role** – change the Role to match the new name’s role. Parents are Respondents.
- **Referring Agency** – by clicking the New button, we have copied the Referring agency from the child’s information.
- **Start date** – Should reflect the same date as the child’s information.

Click the **Update** button to save your work.

Click the **New** button again to add more Children or Respondents. Once you have added all Children and Respondents, click the **Cancel** button to return to the Case Detail screen.

## Names currently assigned to the case



Name	Role	Notice	Represents
<a href="#">Cindy Miller</a>	GAL	No	
<a href="#">Lisa Watkins</a>	Case Manager	No	
<a href="#">Jill Overton</a>	SBC Coordntr	No	

This section is where we will list all professional people assigned to work on this case, GAL, Case Managers, Attorneys, etc. To add a new name, click the **Add** link at the end of the line. To edit a name, click on the ROLE.

## To add a name assigned to the case

If the name you are adding is a person with a Quest ID, such as you, simply put your Quest user ID in the name/ID field. Quest knows everything else about you. Click that you represent the child(ren) or all the names associated with the case will appear on your caseload.

Name/ID:\*

Agency:

OR

Role:

Start date:  End date:

**Represents**

- Laura Ingalls
- Caroline Ingalls
- Charles Ingalls
- Mary Ingalls

Click the **Update** button to save your work.

If the name you are adding is NOT a Quest person, such as a GAL, DCS Case Worker, or Attorney, click on the **Get name** button and do a name search for that person. If their name has already been added to Quest, just click on their name to add them. If no matches are found, you must add their name to Quest. Remember to add their address and contact information for easy access.

Name/ID:\*

Agency:

OR

Role:

Start date:  End date:

Send notice:  Yes  No

Notes:

**Represents**

- Laura Ingalls
- Caroline Ingalls
- Charles Ingalls
- Cindy Miller
- Lisa Watkins
- Jill Overton

You will need select their Role in the case. If they represent someone, such as an attorney or GAL, please select who they represent.

Click the **Update** button to save your work.

[Read more about Case Assignment](#)

## To remove a name assigned to the case

- Names currently assigned to the case			Top	Get from another Add
Name	Role	Notice	Represents	
<a href="#">Will Smith</a>	<a href="#">Appt Atty</a>	No	<a href="#">Caroline Ingalls</a>	
<a href="#">Cindy Miller</a>	<a href="#">GAL</a>	No	<a href="#">Laura Ingalls</a>	
<a href="#">Lisa Watkins</a>	<a href="#">Case Manager</a>	No		

If a person is no longer involved in this case, for example, Cindy Miller is no longer the GAL, click on the ROLE of that person to get into the Case Assignment Detail screen. Put an End Date. This will end their involvement in this case.

Name: [Cindy Miller](#)

Role: [GAL - Guardian Ad Litem](#)

Start date: [7/5/2018](#) End date: [7/5/2018](#)

**Represents**

- [Laura Ingalls](#)
- [Caroline Ingalls](#)
- [Charles Ingalls](#)

Click the **Update** button to save your work.

To see everyone who has ever been assigned to the case, click on the **assigned to the case** link to see the List Case Assignments screen.

**assigned to the case** Top

Start date	End date	Name	Role	Notice	Represents
<a href="#">Add a new case assignment</a>					
<a href="#">7/5/2018</a>		<a href="#">Will Smith</a>	<a href="#">Appt Atty</a>	No	<a href="#">Caroline Ingalls</a>
<a href="#">7/5/2018</a>	<a href="#">7/5/2018</a>	<a href="#">Cindy Miller</a>	<a href="#">GAL</a>	No	<a href="#">Laura Ingalls</a>
<a href="#">7/5/2018</a>		<a href="#">Lisa Watkins</a>	<a href="#">Case Manager</a>	No	

## Case Attributes



- Case attributes	Top	Edit
Lives with father only		
Does not receive Special Education		

To add or edit a case attribute, click the **Edit** link at the end of the line. Case attributes is a statistical area for the state. Simply click everything that applies.

Click the **Update** button to save your work.

## Case Status History



- Case status history	Close case	Top	Add
2/12/2018 - Adjudicated; Dependent & Neglected Child			
9/15/2017 - Case Filed			

This is the area that will list all the milestone dates associated with this case. This is a statistical area. To add a new case status, click the **Add** link at the end of the line.

Status date: 2/12/2018  
Status:\* ADJ - Adjudicated  
Status reason: D&N - Dependent & Neglected Child

- **Status date** – Enter the date of the status.
- **Status** – Choose the appropriate status.
- **Status reason** – Choose the appropriate reason. Reasons are set up to explain specific status options. Any status can have reasons but not all do.

Click the **Update** button to save your work.

[Read more about Case Status History](#)



## Case Number History



- Case number history [Top](#) [Add](#)  
[2017DN000020](#)

This is where your docket or case number is stored. To add a case number, click the **Add** link at the end of the line. To edit a case number, click on the case number displayed.

Case number:\*

Simply type in the case number you are assigning to this case.

Click the **Update** button to save your work.

[Read more about Case Number History](#)

## Deadlines



- Open [Deadlines](#) for Weakley County Juvenile Court Services [Top](#) [Add](#)  
[11/27/2018 12:00 AM - Foster Care Review Board due](#)

Deadlines are reminders to you do something. Deadlines can be automatically added by Rules or by Documents. For example, when a child is placed into DCS custody, a deadline called “Foster Care Review Board due” is added with a due date in 90 days.

After you have done whatever the deadline is reminding you to do, simply click on the deadline and add a Finished date/time. You can type a T for current date/time.

Deadline date/time: [11/27/2018 12:00 AM](#)  
Deadline type: [Foster Care Review Board due](#)  
Responsible agency:   
Finished date/time:

Click the **Update** button to save your work.

[Read more about Deadlines](#)

## Filed statutes



- Filed statutes		Top	Options		
Name	Count	Petition	Plea	Disposition	
Laura Ingalls	1 - D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000008		Open	
Laura Ingalls	2 - D&N - Severely Abused/Sexually Abused Child (TCA 37-1-102(b)(23)), a Civil; Filed 7/27/2018	18-000008		Open	
Mary Ingalls	1 - D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000003		Open	
Mary Ingalls	2 - D&N - Severely Abused/Sexually Abused Child (TCA 37-1-102(b)(23)), a Civil; Filed 7/27/2018	18-000003		Open	
Mary Ingalls	3 - D&N - Educational Neglect (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000003		Open	

Filed statutes are the allegations on the case. If the allegation is severe abuse, add that as count 1 but also add a count 2 of Dependent/Neglected/Abused child.

If there are multiple names associated with the case, such as multiple children and or respondents, you can add filed statutes for any of them, so you click on the Options button to add, then select the person to whom you wish to add a filed statute.

Count:  Suffix:

Conspiracy/attempt indicator: -- Select --

Statute:\* List statutes containing:\*

Citation number:

Item type: -- Select --

Item amount:  Item limit:  Measure: -- Select --

Classification: -- Select --

Petition:

Plea: -- Select -- Date:

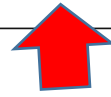
Disposition: -- Select -- Date:

- **Statute** – Type in a partial word, such as D&N then press the **Tab** key on your keyboard so narrow the TCA statutes down to only those that contain the phrase D&N.
  - Click on the drop-down arrow to choose the appropriate allegation.
- **Filed date** – This is the date the petition was file stamped.

Click the **Update** button to save your work.

## Filed Statute Disposition

- Filed statutes <a href="#">Top</a>				Options
Name	Count	Petition	Plea	Disposition
Laura Ingalls	1 - D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil; Filed 6/29/2018	18-000001		Open



When the court rules on the allegations you can click on the word “open” to enter the disposition.

### Filed Statutes Case number: 5919JC-2018-DN-1 Laura Ingalls (File# 2)

Count	Plea	Date	Disposition	Date
<a href="#">Add a new count</a>				
1	D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil	<input type="text" value="-- Select --"/>	<input type="text" value="GR - Granted"/>	<input type="text" value="8/2/2018"/>
2	D&N - Severely Abused/Sexually Abused Child (TCA 37-1-102(b)(23)), a Civil	<input type="text" value="-- Select --"/>	<input type="text" value="D - Dismissed"/>	<input type="text" value="8/2/2018"/>

- **Disposition** – Select the appropriate disposition.
- **Date** – Enter the date of the hearing.

Click the **Update** button to save your work.

- Filed statutes <a href="#">Top</a>				Options
Name	Count	Petition	Plea	Disposition
Laura Ingalls	1 - D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000008		Granted
Laura Ingalls	2 - D&N - Severely Abused/Sexually Abused Child (TCA 37-1-102(b)(23)), a Civil; Filed 7/27/2018	18-000008		Dismissed
Mary Ingalls	1 - D&N - Dependent/Neglected/Abused Child (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000003		Open
Mary Ingalls	2 - D&N - Severely Abused/Sexually Abused Child (TCA 37-1-102(b)(23)), a Civil; Filed 7/27/2018	18-000003		Open
Mary Ingalls	3 - D&N - Educational Neglect (TCA 37-1-102(b)(12)), a Civil; Filed 7/27/2018	18-000003		Open

## Requirements



- Requirements		Top	Options			
Name	Assigned	Requirement	Start	Status	Status date	
Laura Ingalls	8/29/2018	DCS Commitment - Custody (D&N)	8/29/2018 2 days			
Laura Ingalls	8/30/2018	Permanency Plan - Relative Placement	8/30/2018 1 day			
Charles Ingalls	8/30/2018	Administrative Fee - Court Appointed Counsel	8/30/2018 1 day	(Balance: \$50.00)		
Caroline Ingalls	8/30/2018	Administrative Fee - Court Appointed Counsel	8/30/2018 1 day	(Balance: \$50.00)		

Requirements are a statistical area that show everything the parties are required to do to successfully be released from the jurisdiction of the court, and in D&N cases, also provide information needed for reports. Each name associated with the case may have their own requirements.

To add a new Requirement, click the **Options** link at the end of the line. Choose the person for whom you wish to add a requirement. To update a Requirement, click on the Assigned **Date** link associated with the requirement you wish to update.

## Requirement Types

- **Commitment/Custody** – This is used when the child is put into DCS Custody.
  - **DCS Commitment - Custody (D&N)** – means the child is in DCS custody for a D&N case.
  - **Extension of Foster Care** – after a child has turned 18 but continues to receive DCS services.
  - **Gift of Court** – Use when the court has bench ordered a child to DCS custody for D&N allegations and a D&N petition has NEVER been filed.
  - **Trial Home Visit** – When a child is in DCS custody but is living in the home on a trial home visit.
- **Custody** – Used when the child is placed with a relative or other individual.
- **Permanency** – Used to track the different permanency plans that have been ratified and the final permanency placement of the child in DCS foster care cases.
- **Termination** – Used to track when parental rights have been terminated.
- **Financials** – fees that have been ordered to be paid by that person.

For any out of home requirement, remember to go to the Relatives section and indicate that the parent no longer has custody.

## To add Commitment/Custody Requirements



- Requirements		Top			Add
Assigned	Requirement	Start	Status	Status date	
5/4/2018	Trial Home Visit	5/4/2018	Successfully Completed	8/2/2018	
8/10/2017	DCS Commitment - Custody (D&N)	8/10/2017	Released	8/2/2018	

When a child is placed in DCS custody we will add a Commitment requirement.

### Requirement Detail

istry.

Requirement type:\*

Requirement code:\*

Provider:

Assigned date:

Start date:

Scheduled end date:

New end date:

Status:

Status date:

Cases:\*  Laura Ingalls: Case 2 - Child - 5919JC-2018-DN-1 (Active; )

Mary Ingalls: Case 1 - Child - 5919JC-2018-DN-1 (Active; C

Caroline Ingalls: Case 2 - Respondent - 5919JC-2018-DN-

Charles Ingalls: Case 2 - Respondent - 5919JC-2018-DN-1

- **Requirement Type** – Commitment/Custody
- **Requirement Code** – DCS Commitment – Custody (D&N).
- **Assigned date** – Date the child was placed in DCS custody.
- **Scheduled end date** – the anticipated end date, if applicable.
- **Cases** – Click the child who went into custody. If both children went into DCS custody, you can add one requirement with both names on it. However, if one child is released before the other you have a problem. If that happens, you will need to add another requirement and separate the child. Best practice – add one requirement per child.




Click the **Update** button to save your work.

If the child starts a trial home visit, add another Commitment requirement with a code of trial home visit. You can add a scheduled end date out 90 days. Do not end the DCS commitment until the trial home visit has been successful and the child is released from DCS custody.

## To add Custody Requirements



- Requirements Top					Options
Name	Assigned	Requirement	Start	Status	Status date
Carrie Ingalls	4/26/2016	Placement with Relative/Other Individual	4/26/2016 831 days		

 Requirement type.\*: CUST - Custody  
 Requirement code.\*: 20 - Placement with Relative/Other Individual  
 Provider: -- Select --  
 Assigned date: 4/26/16 Start date:   
 Scheduled end date:  New end date:   
 Status: -- Select -- Status date:   
 Cases.\*:  Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Fil  
 Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active  
 Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active;  
 Default payee:   
 Notes:

- **Requirement Type** – Custody
- **Requirement Code** – Placement with Relative/Other Individual
- **Assigned date** – Date the child was placed into custody
- **Scheduled end date** – the anticipated end date, if applicable.
- **Cases** – Click the child who went into custody. Best practice – add one requirement per child.
- **Notes** – If desired you could put in the notes with whom the child is placed.

Click the **Update** button to save your work.

- Requirements Top					Options
Name	Assigned	Requirement	Start	Status	Status date
Carrie Ingalls	8/10/2017	DCS Commitment - Custody (D&N)	8/10/2017 358 days		
Carrie Ingalls	4/26/2016	Placement with Relative/Other Individual	4/26/2016	Failed to Complete Successfully	8/10/2017

It is possible that arrangement didn't work out and the child was removed from that placement and placed into DCS custody, you can close the placement requirement. Or maybe the child was reunified with the parents making the placement Successful.

## To add Permanency Requirements



Assigned	Requirement	Start	Status	Status date
7/9/2018	Permanency Plan - Relative Placement	7/9/2018 25 days		
5/22/2017	Permanency Plan - Reunification	5/22/2017	Permanency Plan Modified	7/9/2018

When a Permanency Plan is ratified by the Court, it is added as a Permanency Requirement. You may have more than one permanency plan ratified, you can add them all. As plans get modified, you can close the ones that are no longer valid. By the end of the case, when permanency has been reached, all plans should say modified but the one that was achieved, it should say “Permanency Finalized.”

One of the statistics that we keep is how long from the filing of the D&N Petition until Permanency is achieved. We compare the date the case is opened to the date of the requirement status that says “Permanency Finalized.”

The screenshot shows a form for adding a permanency requirement. Red arrows point to the following fields:

- Requirement type: PERM - Permanency
- Requirement code: RE - Permanency Plan - Reunification
- Assigned date: 5/22/17
- Cases:  Carrie Ingalls: Case 1 - Child - Depend/Neglect (A

- **Requirement Type** – Permanency
- **Requirement Code** – Choose the appropriate permanency code.
- **Assigned date** – Date the permanency plan was ratified by the Court.
- **Scheduled end date** – the anticipated end date, if applicable.
- **Cases** – Click the child for whom this permanency plan applies. Best practice – add one requirement per child.

Click the **Update** button to save your work.





## To add Termination Requirements




- Requirements Top						Options
Name	Assigned	Requirement	Start	Status	Status date	
Carrie Ingalls Charles Ingalls	8/2/2018	Termination of Parental Rights	8/2/2018	Successfully Completed	8/2/2018	

Termination Requirements are added to the D&N case when parental rights have been terminated.

 Requirement type.\*

 Requirement code.\*


Provider:

 Assigned date:


Start date:

Scheduled end date:

New end date:

 Status:

Status date:

 Cases.\*
 

- Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Filed)
- Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)
- Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)

- **Requirement Type** – Termination
- **Requirement Code** – Termination of Parental Rights
- **Assigned date** – Date rights were terminated
- **Scheduled end date** – not applicable.
- **Status** – Choose successfully completed
- **Status Date** – Date rights were terminated.
- **Cases** – Click the child and the parent(s) whose rights were terminated. If mom and dad are terminated on different dates, you will add a requirement for child and dad with one date and add another requirement for child and mom with the date mom's rights were terminated.


Click the **Update** button to save your work.

Remember, when parental rights are terminated go to the Relative section, change Mother to Terminated Rights Mother and change the custody status to Parental Rights Terminated.



- Relatives Top	
Name	Type
Caroline Ingalls (3 - Parental rights terminated)	Term Rts Mother No financial info
Charles Ingalls (4 - Parental rights terminated)	Term Rts Father No financial info



## To Update a Requirement

- Requirements Top					Options
Name	Assigned	Requirement	Start	Status	Status date
Laura Ingalls	8/29/2018	DCS Commitment - Custody (D&N)	8/29/2018 2 days		
Laura Ingalls	 8/30/2018	Permanency Plan - Relative Placement	8/30/2018 1 day		

To update a requirement, click on the Assigned **Date** link. You can update a requirement to add a note or to show that it was completed or modified.

Requirement type: Permanency  
Requirement code: Permanency Plan - Relative Placement  
Provider: -- Select --  
Assigned date: 8/30/2018 Start date: 8/30/2018  
Scheduled end date: New end date:  
 Status: PPM - Permanency Plan Modified Status date: 8/30/2018  


- **Status** – if this requirement has been completed, choose the appropriate status.
- **Status date** – choose the date of the status, such as the day they successfully completed.
- **Notes** – you can add notes about this requirement if you wish.

Click the **Update** button to save your work.

## Events (hearings)




Event date/time	Event type	Court	Disposition
7/19/2018 1:00 PM	Permanency Hearing	Judge Bussart	Heard by Judge
10/16/2017 9:12 AM	Motion Hearing	Judge Bussart	Cancelled
6/19/2017 9:00 AM	Permanency Hearing	Judge Bussart	Heard by Judge
1/23/2017 9:00 AM	Ratification Hearing on Permanency Plan	Judge Bussart	Resch By Court
12/19/2016 9:00 AM	Dispositional Hearing	Judge Bussart	Heard by Judge
11/21/2016 9:00 AM	Dispositional Hearing	Judge Bussart	Completed
8/11/2016 1:00 PM	Ratification Hearing on Permanency Plan	Judge Bussart	Heard by Judge
8/11/2016 1:00 PM	Adjudicatory Hearing	Judge Bussart	Heard by Judge
6/30/2016 1:00 PM	Preliminary Hearing	Judge Bussart	Heard by Judge
4/26/2016 9:00 AM	Preliminary Hearing	Judge Bussart	Heard by Judge

Events are all the hearings or appointments for this case. To add a new event, click the **Add** link at the end of the line. To edit or dispose of an event, click on the **event date/time** link.

### To add an event

#### Event Detail

is a new entry.

Event date/time:\*   Choice:

Event type:\*

Court:

Estimated length in minutes:\*

Location:

Schedule for: **Carrie Ingalls**

Case(s):  Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Filed)  
 Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)  
 Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)

- **Event date/time** – The date and time of the hearing. You can type the date/time as shown above or you can click the blue calendar at the end of that field to select the date and time.
- **Event type** – Select the type of hearing you are scheduling.
- **Court** – Select the court that will be hearing this.
- **Cases** – Select the children this hearing is about.

Click the **Update** button to save your work.

[Read more about Events](#)

### *Timelines of D&N hearings*

1. **Preliminary hearing** (PREM) (aka "temporary custody hearing", "72-hour hearing"): Within 72 hours of removal date
2. **Adjudication hearing** (ADJU): Within 30 days (TN standards) of removal date
3. **Disposition hearing** (DISP): Within 15 days (TN standards) of adjudication hearing date
  - a. If the Adjudicatory and Disposition happen at the same hearing, change the event type to Adjudicatory/Dispositional Hearing (ADJD).
4. **Ratification Hearing on Permanency Plan** (RATH): Within 60 days of custody
  - a. If a Ratification and a Permanency Hearing take place change the event type to Ratification / Permanency Hearing (RAT)
5. **Review Hearing** (REV): 1st review is w/in 90 days of custody; subsequent reviews are w/in 6 months of previous review. These often occur more frequently.
6. **Permanency hearing** (PERM): Within 12 months of removal, and every 12 months thereafter, though they may occur more frequently.

## The Court Docket

The Court Docket is where you can see everything that is scheduled for a specific court on a specific date.

Menu | Court | Court Docket

### List Court Docket

Filter: Court:* <input type="text" value="19JC - Davidson County Court"/>	Date:* <input type="text" value="8/17/2018"/>	<input checked="" type="checkbox"/> AM <input checked="" type="checkbox"/> PM <input type="text" value="Start time"/> <input type="text" value="End time"/>
<input type="checkbox"/> Detained only <input type="checkbox"/> Added today only	<input type="checkbox"/> Include disposed	
Display: <input type="checkbox"/> Alphabetical <input type="checkbox"/> Names and cases only	<input type="checkbox"/> Separate by case type	<input type="checkbox"/> Details <input type="checkbox"/> Notes
Print: <input type="checkbox"/> Case barcode <input type="checkbox"/> Blank lines		

Hearing	Name	Case	Statute	Case assignments
<b>1. 9:00A (1 mins)</b> Adj/Dispo	INGALLS, LAURA (2/2-CH) DOB: 2/15/2017 Age: 1	5919JC-2018-DN-1 Depend/Neglect Referred by: Dept Child Srvc	1 - D&N - Dependent/Neglected/Abused Child/C - Granted 2 - D&N - Severely Abused/Sexually Abused Child/C - Dismissed	PET - Department of Children's Services M - Caroline Ingalls AF - Charles Ingalls

**SBC Stakeholder Meeting on 8/17/2018 at 11:00 AM in Davidson County Court (1 mins)**

<b>Totals for the listed events:</b>		
Hearings: 1	People: 1	Remaining minutes: 1

- **Court** – Select the court whose calendar you wish to view.
- **Date** – Enter the date you wish to view.
- For best results unclick all other options.

Click the **Submit** button to view the results.


[Read more about Court Docket](#)

## To dispose of an event

If you have a typo or a piece of incorrect information, you can edit the event, or if a hearing is being rescheduled, cancelled, or heard you can dispose of it. To dispose of an event means that the event has been taken care of, it is no longer pending.

Click on the event date/time of the hearing you wish to edit or dispose.

- Last 20 Events <a href="#">Top</a> <span style="float: right;"><a href="#">Add</a></span>			
Event date/time	Event type	Court	Disposition
<a href="#">8/3/2018 9:00 AM</a> 	Preliminary/Probable Cause Hearing (72 Hour)	Coffee	

Event date/time:\*   Friday Choice:

Event type:\*  ▾


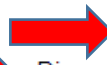

Scheduling agency: [Tennessee Administrative Office of the Courts](#)

Court:  ▾

Estimated length in minutes:\*

Location:

Disposition:  ▾

  Disposition date/time:  

- **Disposition** – Select the appropriate “disposition” of this hearing. Either Heard by Judicial Officer, Rescheduled, etc., whichever applies.
- **Disposition date/time** – this is the date and time the hearing was disposed. if you leave this empty it will put in the current date and time. If that isn’t accurate you can type in the correct date/time.

Click the **Update** button to save your work.

Events that are past and have not been disposed will appear in red.

- Last 20 Events <a href="#">Top</a> <span style="float: right;"><a href="#">Add</a></span>			
Event date/time	Event type	Court	Disposition
<a href="#">7/3/2018 9:00 AM</a>	Preliminary/Probable Cause Hearing (72 Hour)	Coffee	

## Documents



<a href="#">- Documents/docket entries</a>	<a href="#">View CCS</a>	<a href="#">Top</a>	<a href="#">Add docket entry</a>	<a href="#">Add document</a>
(View)	7/2/2018 2:53:36 PM	- Scanned Affidavit of Indigency/Thomas Beard		
(View)	6/29/2018 11:20:25 AM	- Preliminary Hearing Order		
(View)	6/27/2018 8:54:20 AM	- Subpoena/Custodian of Records/Anita Brown		
(View)	6/19/2018 3:25:46 PM	- Order Appointing Guardian Ad Litem (Approved - 6/19/2018)		
(View)	6/18/2018 10:35:57 AM	- Scanned - CPS Referral		
(View)	6/15/2018 12:23:50 PM	- Summons		
(View)	6/15/2018 12:20:40 PM	- Summons		
(View)	6/15/2018 9:05:09 AM	- Scanned Petition - Dependency & Neglect		

Documents can be filings that are scanned into Quest or they can be documents created in Quest. An example of a document you will create in Quest is the “D&N Return from Court” document. Documents not only pull information FROM Quest, they can add information INTO Quest.

To add a new document, click the **Add** link at the end of the line. To edit a document, click on the name of the document.

### To add a document

Document date/time:

Template:\* List templates containing:

Send notice  Normal  Confidential  Sealed

Document for:\* **Carrie Ingalls**

Case(s):  Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Filed)  
 Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)  
 Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)

- **List templates containing** – Type in a partial word of the document you wish to create, in this example “return”. Press the TAB button on your keyboard. This will narrow the list of templates to only those that contain the word return.
  - Choose the template you want from the drop-down options.
- The line below the drop down shows the name of the document. You can customize this line and have it say anything you want.

Click the **Update** button to save your work.

All documents work the same way. There is a question across the top, followed by a row of buttons, followed by options. Sometimes there are links at the bottom of the box.

Select the hearing these notes are from: **Question**

Updates completed successfully

Sel	Date/time	Event type	Court	Disposition
<input checked="" type="checkbox"/>	7/3/2018 9:00 AM	Preliminary/Probable Cause Hearing (72 Hour) Carrie Ingalls (11; Case: 1; Unassigned)	Coffee County Court	

Select a link to update information

Caroline Ingalls (3; Case: 3; Unassigned) **Person detail** **Case** **List events** **New event**  
 Carrie Ingalls (11; Case: 1; Unassigned) **Person detail** **Case** **List events** **New event**  
 Charles Ingalls (4; Case: 3; Unassigned) **Person detail** **Case** **List events** **New event**
**Links**

- **Update:** Moves you forward through the questions and saves your answers.
- **Cancel:** Will take you out of the document, leaving it incomplete for you to work on later.
- **Refresh:** Will erase everything you have typed or clicked on the screen.
- **Backward:** Moves you backwards through the questions.
- **Top:** Takes you to the very top of the document questions or the very first question.
- **Preview:** Allows you to view the document to see what you have so far. It is HIGHLY recommended that if you are in a large document you preview frequently. If you have many questions and you don't preview and you get to the end and find you have a typo or error on a question near the top, you will have to press the BACKWARD button many times to get back to that question to fix the problem, then UPDATE forward to get back to where you were.
- **Finish:** The finish button appears when you have reached the end of the document. Once you hit the finish button, the document is completed and you may not be able to edit it.

Keep answering the questions until you come to the end of the document.

[Read more about Documents](#)

## To edit an incomplete document

If you had to cancel to get out of a document before you were able to finish it, you can continue working on it by clicking on the name of the incomplete document.

- Documents/docket entries View CCS Top Add docket entry Add document  
8/2/2018 9:18:01 AM - D&N Return from Court (Incomplete)



This will take you into the Document Detail screen.

Click the **Edit Text** button to get back into the document and continue working on it.

### Document Detail

Document date/time: 8/2/2018 9:18:01 AM  
Template: RFC-DN -  
  
Status: Incomplete By: Karlene Thompson  
 Send notice  Normal  Confidential  Sealed  
Order book:  Page:   
From event: -- Select --

Document names/cases				Add
Caroline Ingalls (3; Case: 3; Unassigned)	Person detail	Case	Documents	
Carrie Ingalls (11; Case: 1; Unassigned)	Person detail	Case	Documents	
Charles Ingalls (4; Case: 3; Unassigned)	Person detail	Case	Documents	

**Notices** Edit  
None

**Notes** Add  
None

Update  Cancel  Refresh  New  Delete  Edit text  Assign



You will get a message once a week about documents that have not been “finished” warning you that this document will be deleted if not completed. Incomplete documents will be deleted after 30 days. Do something with the document, then delete the message.

- The following document will be deleted on 9/2/2018 if it is not completed: **D&N Return from Court --Select--**  
--> Added by Karlene Thompson on 8/2/2018 9:37:35 AM



## To add a scanned document

We can add scanned documents, such as D&N Petitions and Court Orders, to cases as well as create them. Please put your scanner on the smallest image size possible. Scan your document. Documents can be saved as a .pdf or a .tif. Save the scanned document on your computer somewhere where you can find it.



- Documents/docket entries View CCS Top Add docket entry Add document  
None

To add a scanned document, click the **Add Document** link at the end of the line.

## Document Detail

Document date/time:

Template:\* List templates containing: scan

S-ODN - Scanned Order regarding D&N ▾

Scanned Order regarding D&N

Send notice  Normal  Confidential  Sealed

Document for:\* **Carrie Ingalls**

- Case(s):
- Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Filed)
  - Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)
  - Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)

Click the **Update** button to save and continue.

Answer the questions.

What is the name of the Order being scanned?

(50 characters or less)

Updates completed successfully

Update  Cancel  Refresh

Adjudication Order

If you answer Yes, it will walk you through more questions, allowing you to update the filed statute disposition, add requirements, add next court date, add a case status, etc.

Do you need to update the case?

List; select 0 or 1

Updates completed successfully

Update  Cancel  Refresh

Selected

Yes

Click the **Choose File** button to Find your saved scanned Document and pull it into Quest.

Click the **Update** button to save and continue.

Click the **Finish** button. You can then click the **Cancel** button to return to the case detail screen.

Select the document to import:

Updates completed successfully

Update  Cancel  Refresh

Attachment to upload (TIFF or PDF):\*  No file chosen



## Cheat Sheets

### Adding a D&N Case

1. Add a case to the child in the child's Person Detail screen.
2. Inside the Case Detail screen, add the case number.
3. Add a document called: **Add Existing D&N Case**. Answer all the questions, FINISH the document. This document will do the following:
  - a. Add the children, petitioner and respondent to the Names Associated.
  - b. Add DCS as the petitioner if selected
  - c. Add Names Assigned to the case if selected
  - d. Add the Filed Statutes for the children.
  - e. Add the Commitment and Custody Requirements.
  - f. Add the next event if selected.
4. If this is a new D&N case, you can add a document called: **Scanned Petition - D&N**. It will walk you through a series of questions and update the case based on your responses.

### Updating a D&N Case after Court:

1. Add a document called: **D&N Return from Court**. Answer all the questions, FINISH the document. This document will do the following:
  - a. Add a Filed Statute Disposition.
  - b. Add Requirements.
  - c. Add a Case Status.
  - d. Prompt you to add the next hearing date.
  - e. Remind you to change the custody status of relatives, if applicable, and verify addresses.

### Closing a D&N Case:

1. Make sure all requirements are closed by adding a requirement status and status date to each.
2. Add a case status of Closed.

[Link to D&N Return from Court Cheatsheet](#)