

SolidCircle identified and provided solutions to 12 major issues improving documentation, case processing, and communication.

The Challenge

- Neglect and Abuse cases often take too long to move through the system because the parties involved often don't have the information they need at the right time.

Consequences

- Parties often show up to hearings uninformed and unprepared as information is not shared in a timely manner between them (e.g. caseworkers and the Prosecuting Attorney), which results in delays and postponements.
- Children spend more time than necessary in protective homes.
- Incomplete petitions are often submitted by caseworkers to court staff increasing work time, the need for alternate service, and ultimately, court costs.
- Respondents and children have a bad court experience.
- All parties involved are frustrated and dissatisfied.

Our Approach

- SolidCircle completed a thorough analysis of the Neglect and Abuse case process resulting in multiple innovative solutions such as "See Them Serve Them."
- SolidCircle developed checklists for DHS, Court Staff, and the Prosecuting Attorney to more clearly define the roles and responsibilities of the parties involved in Neglect and Abuses cases. This helped provide for open lines of communication, appropriate document sharing, and accountability at all phases of the case process.

The Results

- Identified and provided solutions to 12 major issues regarding petitions, communication, address searches, service of documents, and sharing of documents.
- Provided greater insight, transparency, and oversight for the Neglect and Abuse case process.
- Reduction in alternate service with "See Them Serve Them."
- Improved customer perception of the court experience.
- Improved training documentation for new caseworkers.
- Improved the accuracy and completeness of petitions submitted to the court.
- Enhanced communication between DHS, Juvenile Services, Court Staff, and the Prosecuting Attorney.

Testimonials

"Juvenile Court worked with SolidCircle to improve the processing of Neglect and Abuse cases and they not only significantly improved the process, they helped improve communication and relationships between departments."

Paul R. Lindemuth, Assistant Director of Juvenile Services, Ottawa County, Michigan