



Improved Outcomes for Children

Assessing Performance & Marking Progress

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Research
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Contact NCSC for

- ✓ Assistance adapting court performance measures to automated statistical systems
- ✓ Help with completing a workload assessment
- ✓ Assistance facilitating coordination of courts, child welfare agencies, and treatment providers
- ✓ Workshops to learn more about effective implementation of performance measures
- ✓ Guidance using performance data to implement change
- ✓ *And More*





Improved Outcomes for Children

Assessing Performance and Marking Progress

For more than 30 years, NCSC has worked for the courts as a researcher, information analyst, educator, and consultant, assisting with the development of improvement plans and evaluation of performance. *We invite your court to contact NCSC – the nation’s premier provider of court services – to receive assistance backed by a wealth of knowledge resources gleaned from national scope research and leadership initiatives. NCSC’s diverse team of experts is directed by court leaders, including the states’ chief justices and court administrators.*

Performance Assessment Experts

NCSC recognizes that for children, every day counts. We have a long history of working with state courts and child welfare agencies to ensure the safety, permanency, and well-being of children and families in the justice system. How quickly are courts processing cases involving children? What can they

do to improve their performance and ensure due process for children and families? Effective measurement of a court’s performance and assessment of its judicial workload resources require an understanding of courts and a combination of skill and expertise that can only be offered by a diverse organization like NCSC.

Accountability

NCSC offers your court the high level of accountable reporting necessary in today’s financially demanding environment, as well as the essential leadership vision to actually make a difference in children’s lives.



Success

Your court’s success in improving procedures will require close cooperation and collaboration between agencies and other justice system entities. NCSC stands ready to work for you and the state court systems throughout the nation to improve judicial administration.

NCSC Credentials

A complete resource guide to projects, technical assistance, evaluations, and articles and publications based on NCSC’s extensive contribution toward the improvement of child abuse and neglect proceedings is available for review at www.ncsconline.org. Highlights include work in the following areas:

Court Improvement

NCSC is a leader in improving outcomes for children and families through permanency planning and better dependency procedures. Compliance with AFSA, long-term success of families and children, and efficient procedures are part of the solutions NCSC offers. Evaluations and other services have been performed for courts around the country.

- The National Center for State Courts, in partnership with the American Bar Association’s Center on Children and the Law and the National Council of Juvenile and Family Court Judges under a grant from the David and Lucille Packard Foundation, is working to improve outcomes for abused and neglected children. The partners have been helping courts to measure their improvement by developing and testing a set of performance measures and by assessing workloads to ensure that judges have enough time to make prompt, thorough decisions. NCSC will publish a monograph on this topic; in the meantime, we encourage you to see the report of the *2000 Symposium on Improving Outcomes for Abused and Neglected Children* (NCSC, 2000).

- In a 2002 project funded by SJI, NCSC published a monograph describing best practices for expediting dependency appeals and a handbook designed to reach a wide audience of individuals involved in dependency cases. See Carol R. Flango and Ann Keith. *Expediting Dependency Appeals: Strategies to Reduce Delay* (NCSC, 2002).

Adoption and Foster Care

NCSC has participated in projects and technical assistance to verify adoption data, assist courts in foster care and adoption cases, improve adoption data collection, and assess state foster care procedures and outcomes.

Child Support

In May 2003, NCSC hosted the **Second National Symposium on Children, Courts and the Federal Child Support Enforcement Program**. The Symposium brought together state IV-D directors, state CSE system managers, state medicaid or SCHIP directors, members of the Conference of Chief Justices and Conference of State Court Administrators, trial court judges, and trial court administrators to disseminate information and provide direction regarding health care coverage available to custodial and noncustodial parents; parental disclosure requirements; and publicly funded coverage.

Custody

Staff compile resources about custody, custody modification standards, statistics, and trends; track issues at the state and federal levels; and respond to technical assistance on this topic.

Family Courts

NCSC has helped state courts assess, understand, and plan family courts through educational programs, research, and related work. From creating family-friendly environments with child waiting rooms and child care, to weighted caseload and workload studies, NCSC helps family courts achieve their goals.

Key Projects:

- In a 1999 SJI-funded project, NCSC studied the crucial need for courts to improve the management and adjudication of family cases and produced a monograph to assist courts in designing, implementing, and managing family case coordination systems regardless of the court structure. See Carol R. Flango, Victor E. Flango, and Ted Rubin. *How Are Courts Coordinating Family Cases?* (NCSC, 1999). See also Pamela Casey. *Court*

Responses to Individuals in Need of Services (NCSC, 2001).

- Staff examined practices in problem-solving courts, including restorative justice programs, to identify promising and potentially useful practices for possible implementation in California Collaborative Justice Courts.
- Pamela Casey, Hillery Efke, Dawn Rubio, Anne E. Skove, and Jeanne Tyler. *National Status of Promising Practices in Problem Solving Courts* (NCSC, 2002).

Family Violence

NCSC has long been a leader in family violence research. Our staff was among the first to study domestic violence courts.

Key Project:

- A 150-court survey conducted in 1997 catalogued programs and procedures established by courts to handle custody cases involving domestic violence. For more information see Susan Keilitz. *Domestic Violence and Child Custody Disputes: A Resource Handbook for Judges and Court Managers*. (NCSC, 1997).

Tribal Courts

NCSC has worked with tribal courts to help improve outcomes for children.

Clients and Sponsors

Arizona Supreme Court
Association of Brazilian Magistrates
Bureau of Indian Affairs
Bureau of Justice Assistance
California Judicial Council
Conference of Chief Justices
Conference of State Court Administrators

Connecticut Judicial Branch
David & Lucile Packard Foundation
Department of Health and Human Services
Louisiana Supreme Court
Maine AOC
Minnesota AOC
National Institute of Justice
New Hampshire AOC
New Jersey AOC
Office of Juvenile Justice and Delinquency Prevention
Office of Justice Programs
Office of Victims of Crime
Pennsylvania Protection from Abuse Database
Puerto Rico AOC
State Justice Institute
Utah 4th District Juvenile Court
Wisconsin AOC

Project Partners

ABA Center for Children and the Law
ABA Section for Dispute Resolution
American Indian Law Center
Caliber Associates, Inc.
Child Welfare League of America
David and Lucile Packard Foundation
National Council of Juvenile and Family Court Judges
Policy Consensus Initiative
Walter R. McDonald Associates

Contact Us

Contact NCSC's Knowledge & Information Service Office to obtain copies of any resources listed here. Visit www.ncsonline.org and click on "Information" or call 800-616-6164.



Judicial Education

NCSC helps court personnel improve skills and understanding in dealing with child abuse and neglect cases through its Institute for Court Management and Court Consulting Services divisions. Courses are available in classroom settings or via the Internet and can be customized for delivery in individual courts. In addition, NCSC offers a variety of workshops, symposia, and conferences each year. All events are listed on NCSC's Web site Calendar of Events.

- Courses such as *Fundamental Issues of Caseflow Management* can be customized to address your court's specific needs for professional development in handling child abuse and neglect cases. Courses are available in Juvenile and Family Court Caseflow Management.
- Customized training is frequently developed. An example of such is the 1999 *Statewide Judicial Education for Trial and Appellate Judges Regarding the Effects of ASFA on Child Protection Cases* workshop developed for the Wisconsin AOC.
- A conference is being planned for 2004: *Chiefs for Children: A Judicial Leadership Summit to Protect the Nation's Children*.

For more information on education and training opportunities, call NCSC's Institute for Court Management at 800-616-6160.

NCSC Staff Expertise

NCSC's staff has a wealth of practical knowledge, skills, and experience to offer those seeking to improve or evaluate how state courts handle child abuse and neglect cases. For assistance, contact Victor E. Flango, Vice President, NCSC Court Research and Technology Services, at 800-616-6109 (gflango@ncsc.dni.us) or Daniel J. Hall, Vice President, NCSC Court Consulting Services, at 800-466-3063 (djhall@ncsc.dni.us).

Pamela M. Casey, Ph.D.

Dr. Casey has conducted national-scope research projects on the measurement of trial court performance, public trust and confi-

dence in the court system, therapeutic jurisprudence, and the organization and provision of health, mental health, and social welfare services to court-related populations.

Denise O. Dancy

Ms. Dancy has been involved in organizations centered on child and family needs, advocacy, and court processes – including the Juvenile Courts' Citizens Advisory Committee, Friends of the Juvenile Court, as a Court Appointed Special Advocate; and People with Attentional and Developmental Disabilities Association. She has researched behavioral impact of long-term foster care in abuse and neglect cases.

S. Kay Farley

Ms. Farley is responsible for monitoring and analyzing congressional and federal government agency activity that would impact state court operations, with particular emphasis on issues related to children and families.

Carol R. Flango

Ms. Flango was the lead author of *How Are Courts Coordinating Family Cases?* (NCSC 1999), director of the Expediting Dependency Appeals research project, and co-author of *Expediting Dependency Appeals: Strategies to Reduce Delay*.

Victor E. Flango, Ph.D.

Dr. Flango leads NCSC's Research and Technology staff in national-scope, multi-jurisdictional projects and programs. He has directed projects dealing with adoption and foster care, child abuse and neglect, and court conduct of family cases.

Madelynn M. Herman

Ms. Herman provides technical assistance on child dependency, family courts, child custody, juvenile justice, and domestic violence topics.

Ann L. Keith, J.D.

Ms. Keith's research projects include Expediting Appeals for Dependency Cases and Family Courts with Criminal Domestic Violence Jurisdiction.

Lynn S. Levey, J.D.

Ms. Levey provides technical assistance related to the Violence Against Women Act, including Full Faith and Credit and firearms. Ms. Levey has worked on the GREEN-BOOK project, a national initiative designed to improve how the child protective services and domestic violence agencies

respond to families.

Dawn Marie Rubio, J.D.

Ms. Rubio joined NCSC as an attorney with expertise in family law, juvenile dependency, child welfare, domestic relations, domestic violence, drug courts, problem-solving courts, and court programs.

Anne Endress Skove, J.D.

Ms. Skove provides technical assistance in such areas as family courts, indigent defense, ADR, substance abuse, court futures, and caseload management. She is a certified mediator.

David C. Steelman, J.D.

In his 28-year career with NCSC, Mr. Steelman has led hundreds of projects for courts in dozens of states and six foreign countries in court organization; trial and appellate court caseload management; drug courts; family and juvenile courts; management of court reporting services; and management of traffic courts. Mr. Steelman is the author of *Caseflow Management: The Heart of Court Management in the New Millennium* (NCSC, 2000).

Martha Wade Steketee

Ms. Steketee has experience in child welfare, juvenile justice, and advocacy programs for children in the protection system. Recent work includes evaluating domestic violence case processing; evaluating initiatives to address child maltreatment and domestic violence; developing child and family welfare court caseload and judicial workload measures; and assessing practices of judges and courts in ensuring participation of victims in the court process.

Brenda K. Uekert, Ph.D.

Dr. Uekert specializes in criminal justice programs and coordinated community responses that include the justice system, social services, and local nongovernmental organizations. She directed several national evaluations of Violence Against Women Act programs, including the Grants to Encourage Arrest Policies program.

Richard Van Duizend, J.D.

Mr. VanDuizend's career in court improvement spans 30 years. He has led NCSC's International Programs Division and directed NCSC's Washington Office. Mr. Van Duizend has also worked for the State Justice Institute and the American Bar Association.