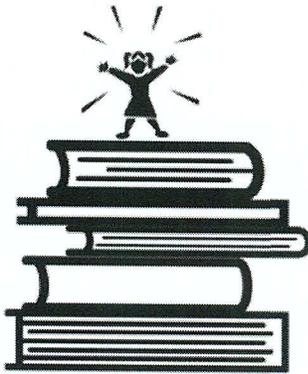


**STATE OF NEW MEXICO  
ADMINISTRATIVE OFFICE OF THE COURTS**

**ODYSSEY ABUSE AND NEGLECT CASE  
DATA QUALITY PROGRAM**



**APRIL 2015 – FINAL  
A PROJECT OF THE CHILDREN'S COURT IMPROVEMENT COMMISSION  
ODYSSEY ABUSE AND NEGLECT CASE DATA QUALITY PROGRAM**

## Instructions Regarding Abuse and Neglect Data Quality Program

### **PURPOSE:**

Child abuse and neglect cases are unique in a number of ways. Many hearings are required in these cases, and the time requirements are rigorously specified in state and federal law. In addition, the court procedures used in abuse and neglect cases are unlike the court procedures used in any other type of cases. For example, the respondents' dismissal from the case does not necessarily mean the case is closed. The case remains open until all the children have achieved a permanency outcome and are released from the case. The focus of the case is not on finding fault or awarding damages. Rather, the goal is to develop a plan that will provide for the safety, permanency, and well-being of the children.

The courts have a critical oversight role in ensuring compliance with state and federal laws. The courts must meet the requisite federal and state timelines for hearings; ensure that the parties are afforded their due process rights; and make a number of reasonable effort findings with regard to the actions taken by the Children, Youth and Families Department (CYFD) on behalf of children and families. Thus, courts must focus on case management, the quality of the process, and the district court's role in the outcomes for children and families.

New Mexico courts are required to produce federal and state mandated performance measures in order to assess whether the courts' efforts are in compliance with the relevant laws. Failure to comply can have serious consequences for the child and family, as well as financial consequences for the state. Therefore, the quality of the data can exert a powerful influence on many aspects of the child welfare system. Good quality data can help the judge and parties make good decisions. Promoting better outcomes for children and families starts by knowing, with confidence, what is really happening. The most serious effect of poor quality data is that children and families get less than optimal outcomes.

Given these potential consequences and the importance of quality data, the case management function that the court clerks' office performs is critical to the effectiveness and efficiency of the courts' oversight role. Providing valid and reliable data for the production of performance measures will create accountability across the child welfare system.

The Court Manager for each district court will be responsible for facilitating and overseeing the Abuse and Neglect Data Quality Program (ANDQP). While the Court Manager may delegate various components of this process, s/he will need to review documents to identify and correct data errors. If questions arise about editing specific data elements based on case documents, the Court Manager would determine what changes are needed. In some instances, the Court Manager may need to ask the judge for a determination or perhaps consult with the appropriate JID representative.

### **COMPONENTS:**

The mandatory ANDQP is comprised of two components, Odyssey Data Quality Management (DQM) Reports and Case File Audits. Each component is designed for the Court Manager (or their designee) to review, analyze, and correct key data elements throughout the life of an abuse and neglect case. The Abuse and Neglect Performance Measures will be regularly generated from

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Odyssey data, so it is vital that each component of the ANDQP is followed and documented as outlined in the procedures below.

### **DATA QUALITY MANAGEMENT REPORTS:**

The DQM reports are a set of ten separate reports that are generated from Odyssey, using the Enterprise Custom Reports (ECR) feature. Each report is designed to verify that a specific key data element has been correctly entered into Odyssey. Each report will result in a list of cases that are missing the key data element. The ECR will auto-generate a list in List Manager that courts can use to confirm and fix the identified errors.

#### How to Generate and Utilize the DQM Reports

The Court Manager or designee should be the person to generate the reports. The DQM reports should be produced every month. Best practice is to schedule the reports to automatically run monthly. Each report will auto-generate a list of the cases in List Manager. The Court Manager may have a designee(s) review and make data edits from the report generated lists. However, the Court Managers retain responsibility for ensuring the ECRs are generated, the indicated data errors are reviewed and fixed if necessary, and communicating with JID any issues that might arise from the reports.

Generally-

1. From the Left Navigation Bar in Odyssey, Select “Run an Enterprise Custom Report.”
2. Choose your court’s location node.
3. There will be a series of ten ECRs that begin with “JQ.” They are listed in alphabetical order.
4. Click on the first ECR, most likely the “JQ – Attorney Assignment” report.
5. Confirm that the node and user name is correct.
6. Very clearly NAME the list. Because it is likely the lists will be shared with other clerks, pick a name that makes the report very clear. For example, “JQ Attorney Assignment Errors”
7. Confirm that the Output Format is .PDF.
8. If this ECR is being run without using the Schedule feature, then click the Submit button. However, best practice recommends that the Schedule feature is used and the ECRs are formatted to run monthly.
9. You may review the .PDF report if you like. However, you may also go directly to List Manager to produce and share the list.
10. Click on List manager from the Left Navigation Bar.
11. Choose your court’s location node.
12. Select the Load link on the right side of the screen.
13. From the Load pop-up box, select the list you wish to share or work first. It is likely you will see numerous lists you named in the Abuse and Neglect ECRs.
14. Once you click on the list, Odyssey will create a list of cases. You may select the Copy feature to share that list with other clerks. Make sure when you copy a list that you name the list the same as the “master list” but add the recipient clerk’s initials as an extension to the list name. For example, “JQ Attorney Assignment Errors.JCW”
15. These lists function in the same manner as all lists within List Manager and are similarly managed.
16. Click on a case and go to the section of Odyssey that the case references. If you are not sure what to review in a case, please refer to the description of each ECR below for where and how to review and correct the reported error.

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17. While a list cannot be split up, two or more people can work from the same list. Best practice dictates that when a person has finished reviewing or editing a case, that the case is deleted from the list. However, the Court Manager is free to manage the list and review process as they see necessary.

### The DQM Reports

**Attorney Assignment-** Every active Party should have an active attorney assigned to them. That active attorney should have the correct “attorney type” connection.

PARTY TYPE	ASSOCIATED ATTORNEY TYPE
Petitioner (CYFD)	DEPARTY- Department Attorney
Respondent	RSATTY- Respondent Attorney
In the Matter of Child (party type for the child)	GAL- Guardian Ad Litem or YA- Youth Attorney (for children over the age of 14)

Of course it is possible that the generic ATTY- Attorney type has been used. This will not produce an error on the DQM. However, when you perform the Case File Audits you may find that you have to change an attorney type if used in the wrong manner.

\*Where to Review in Odyssey\* Party Tab; identify the active party that does not have an active attorney assigned to them.

\*How to Correct or review in Odyssey\*

If the active party appears to have never had an attorney, review the documents in the beginning of the case. It is highly unusual that a party would never have an attorney or a Pro Se designation. Children in a case should always have a GAL or Youth Attorney assigned to them at the start of the case.

A more likely occurrence is an active party with an inactive attorney. Click on the inactive attorney and identify the date and reason that attorney was marked inactive. Go to the docketing events that are on or about the date the attorney was marked inactive. See if there was an event like substitution of appearance or some other indication of substitution of counsel. If it is still not clear, see if you can identify a consistent attorney that is now appearing on behalf of the party.

**Case Auto-Style-** The case style has been approved and implemented on a state wide basis. When a case is created the case style is auto-generated, and the “Auto Style” box is checked by default. However, as case parties are removed from the case it is possible for the case style to “disappear” in Odyssey, resulting in courts making individual determinations about what the case style should be on each case. This creates a statewide lack of consistency between the legal record and the Odyssey record. In order to avoid this problem, once the case is created in Odyssey the “Auto Style” box should be unchecked.

\*Where to Review in Odyssey\* Detail Tab, Style section

\*How to Correct or review in Odyssey\* Uncheck the Auto Style box, located under the Case Style box.

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**Child Hearing-** Not every hearing is applicable to every child on a case. In order to accurately analyze key performance measures children must be related to specific hearings. This is done using the Party field under the Supplemental Hearing Information section in either the Modify Hearing Information section or when Scheduling Hearings. The Training Guide details this process, and it is verified in both case file audits. This DQM reports on cases that have active children that are related to relevant hearings under the Supplemental Hearing Information section.

\*Where to Review in Odyssey\* Hearing Tab

\*How to Correct or review in Odyssey\* Enter the data under the Supplemental Hearing Information. It is possible that the case judge's TCAA can help identify the relevant party if it is not clear from the record. Use this list for the type of hearings children are expected to be related to.

**FOR CHILDREN:**

4575 Initial Permanency Hearing, 4576 Subsequent Permanency Hearing, 4572 Permanency Hearing, 4561 Termination of Parental Rights hearing, 4548 Relinquishment Consent Hearing, 4599 Discharge Hearing

**Child Placement-** Being able to account for the type and length of each child's placements during the life of a case is vital to evaluating the pace of their permanency. This report is not as detailed as the permanency review required in the Case File Audits. However, it will alert the court if a child on a case has no placements entered in Odyssey.

\*Where to Review in Odyssey\* Placement Tab and the Party Tab

\*How to Correct or review in Odyssey\* Compare the Party Tab and the Placement tab to identify the child that does not have a Placement Record. Go to the Party Information Sheet that was entered with the Petition. It is possible to have multiple Party Information Sheets if there was an Amended Petition. Locate the Child who does not have a placement record. Enter the placement information provided on the Party Information Sheet.

**Hearing Results-** Every hearing that has a date in the past, and was not rescheduled or cancelled, should have a hearing result. A hearing without a result should be a VERY rare occurrence.

\*Where to Review in Odyssey\* Hearing Tab

\*How to Correct or review in Odyssey\* When this error appears, depending on local practice, call the case judge's TCAA. Ask if they can determine the hearing result. Or look for a TAP event code.

**Judgment Per Child-** Placement in safe, legally permanent homes as soon as possible is a driving goal in these cases. Being able to analyze the type of permanency a child achieves and the length of time till permanency helps the courts identify best practices and areas that need improvement. In Odyssey, the permanency outcomes for each child will be accounted for in the Judgment Section of the Disposition Tab. The Training Guide explains in great detail the need and method for entering in this information. In addition, the Case File Audit upon the case closing will also require a review of this process. If the proper method of entering the data is being followed and Case File Audits are being conducted as required, this report should rarely produce an error. The DQM report is confirming every child on all cases closed from 10/1/13 forward has judgments entered.

\*Where to Review in Odyssey\* Disposition Tab

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\*How to Correct or review in Odyssey\* Follow instructions on the Case Closed Case File Audit to fix this error.

**Party Relationship-** One or more children can be involved in a case, but not everything that happens in a case will apply equally to every child. It is important to be able to establish and identify connections between the children and the various respondents in order to measure performance by individual child. The Training Guide explains in great detail how to use the Party Information Sheet at case initiation to enter the party relationships between children and respondents into Odyssey. In addition, the Pre-Adjudicatory Case File Audit will verify that the Party Relationship has been entered. If the proper method of entering in the data is being followed and Case File Audits are being conducted as required, this report should rarely produce an error. The DQM report is confirming every child on a case has a connected relationship with at least one respondent.

\*Where to Review in Odyssey\* Party Tab

\*How to Correct or review in Odyssey\* Follow instructions in the Training Guide on entering Party Relationships to fix this error.

**Respondent Hearing-** Not every hearing is applicable to every respondent on a case. In order to accurately analyze key performance measures respondents must be related to specific hearings. This is done using the Party field under the Supplemental Hearing Information section in either the Modify Hearing Information section or when Scheduling Hearings. The Training Guide details this process, and it is verified in both case file audits. This DQM reports on cases that have active respondents that are related to relevant hearings under the Supplemental Hearing Information section.

\*Where to Review in Odyssey\* Hearing Tab

\*How to Correct or review in Odyssey\* Enter data under the Supplemental Hearing Information. It is possible that the case judge's TCAA can help identify the relevant party if it is not clear from the record. Use this list for the type of hearings Respondents should be related to.

**FOR RESPONDENTS:**

4500 Adjudicatory Hearing, 4584 Adjudicatory/ Dispositional Hearing, 4586 Plea Conference, 4511 Dispositional hearing, 4592 Initial Judicial Review, 4520 Judicial Review, 4561 Termination of Parental Rights hearing, 4548 Relinquishment Consent Hearing

**Return of Service-** The New Mexico Children's Code uses the "date of service on the respondents" as the commencement date for numerous standards related to the timeliness of hearings. Thus, the accurate entry of a respondent's Service Date on the Service Tab is vital to producing performance measures. The Training Guide goes into great detail on how to account for and document the various methods by which a respondent may be served. Return of service is also verified in both case file audits. If the proper method of entering in the data is being followed and case file audits are being conducted as required, this report should rarely produce an error. This DQM is another check on this key data element.

\*Where to Review in Odyssey\* Service Tab, Event Tab, and Hearing Tab

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\*How to Correct or review in Odyssey\* Follow instructions in the Training Guide on how to identify the various methods of Return of Service in Odyssey. If there is no obvious Event Code, look at the Minute Entry for the custody hearing. If the respondent is marked as having attended, enter the date of the custody hearing as the Service Date.

**Service Initiation-** Every Respondent MUST have service initiated under the Service Tab. Because these cases are sealed, the issue between Odyssey Tab case information and Case Lookup do not apply. Use of the Service Tab in this case type is mandatory. The Training Guide details how to initiate service, and review of this process is part of the Pre-Adjudicatory Case File Audit. If the proper method of entering in the data is being followed and case file audits are being conducted as required, this report should rarely produce an error. The DQM report is verifying that every respondent on a case also has a summons initiated under the Service Tab.

\*Where to Review in Odyssey\* Service Tab

\*How to Correct or review in Odyssey\* Follow the Training Guide instructions on initiating service to fix the error.

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### **CASE FILE AUDITS:**

There are two separate audit procedures outlined. The first is a Pre-Adjudicatory Case File Audit, designed to verify key data elements are entered into Odyssey before the cases progresses past the adjudicatory and dispositional phase. Auditing a file in the early stages of a case will help ensure accuracy in data processing as well as reduce future work by clerks necessitated by data corrections. The second procedure, the Closed Case File Audit, is designed to review the complete case record to ensure that key data elements are entered accurately in Odyssey.

The abuse and neglect performance measures generated from Odyssey includes both open and closed cases at all stages of a case. Because of this, both case file audits are mandatory. The procedures and tools outlined below must be followed. Although courts are allowed to add additional data elements to review in their audits, they are not allowed to exclude any pre-defined elements. These audits are designed to review data elements that are not easily captured in the DQM reports. Auditing the files helps ensure the performance measures are more precise, and help to provide the judges and court staff with complete and accurate case information.

#### Case File Audit Procedure

The Court Manager for each court will be responsible for facilitating and overseeing the case file audits. The Court Manager may delegate the audit process. The Court Manager or designee will be comparing case documents to Odyssey data in order to review and correct data errors. The Court Manager will also be required to sign the Audit Checklist verifying the audit has been completed. Thus, if questions arise about editing specific data elements based on case documents, the Court Manager should make the determination, or may ask the judge for a determination.

Each case file audit has a different checklist designed to verify specific case information has been entered correctly into Odyssey. The Court Manager or designee must verify the required data elements and complete the checklist. The form must then be scanned into Odyssey and event code **9545 CRT: Abuse and Neglect Case File Audit** docketed. The event code is the same for either audit. If there is an issue that relates to a specific data element, that issue may be entered on an additional sheet and scanned with the checklist. Remember, these checklists do NOT become part of the record and are for administrative purposes only.

**Pre-Adjudicatory Case File Review:** To be conducted 45-60 days after a case has been opened.

**Closed Case File Audit:** To be conducted 7-14 days after a case closes.

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**Odyssey Abuse and Neglect Case File Audit Checklist- Pre-Adjudicatory**

Date of Audit: \_\_\_\_\_ Person Completing Audit: \_\_\_\_\_

Date Case Opened: \_\_\_\_\_ Case Number: \_\_\_\_\_

Court Manager's Name: \_\_\_\_\_  
Please do not edit or delete any sections.  
Court Manager must sign and date bottom of audit.

**Use Note:** This case file review is to be performed approximately 45-60 days after the case has been opened. When completed, scan form and docket event code; 9545  
**CRT: Abuse and Neglect Case File Audit**

	<b>DATA ELEMENT</b>	<b>YES</b>	<b>NO</b>	<b>FIXED</b>
1	Confirm that the opening auto-docket events in Odyssey match the initial case filings. Delete or add events as needed.			
2	Auto-Case style box, on the Detail Tab, is unchecked			
3	Review the Case Initiation Coversheet and confirm all the data on the coversheet has been entered into Odyssey.			
4	Every Child's case party record has a relationship in the Connection box to at least one Respondent.			
5	Verify that all active parties have active attorneys			
6	Verify that attorneys for all children have an attorney type of either GAL or YA			
7	Verify that all active respondent's attorneys have an attorney type of RSATTY			
8	Confirm that every child on the case has a record on the Placement Tab. If there have been any Notices of Placement Change filed, review and verify the change on the Placement tab.			
9	Review the Service Tab. Verify that every Respondent has had service initiated under the service tab.			
10	Review each Respondent's Service Detail box. If the Service Date field is blank, review the file for a related return of service. If not found, look at custody hearing attendees. If the respondent attended the custody hearing, complete the Service Date field with the hearing date.			
11	Verify that every Respondent who has been served is related to the Adjudicatory Hearing under the Supplemental party field.			
12	If this case is an ICWA case make sure the special conditions flag is marked for the appropriate parties. If there is an ICWA representative make sure they are entered as a party on the case			

Court Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk Completing Audit: \_\_\_\_\_

Date: \_\_\_\_\_

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**Odyssey Abuse and Neglect Case File Audit Checklist- Case Closing**

Date of Audit: \_\_\_\_\_ Person Completing Audit: \_\_\_\_\_

Date Case Closed: \_\_\_\_\_ Case Number: \_\_\_\_\_

Court Manager's Name: \_\_\_\_\_

**Use Note:** This case file review is to be performed approximately 7-14 days after the case has been closed. When completed, scan form and docket event code; 9545 CRT: Abuse and Neglect Case File Audit

Please do not edit or delete any sections.  
Court Manager must sign and date bottom of audit

	<b>DATA ELEMENT</b>	<b>YES</b>	<b>NO</b>	<b>FIXED</b>
1	Confirm that the pre-adjudicatory case file audit was completed. If not, PERFORM THAT AUDIT FIRST.			
2	Review the Case Party Dismissal Sheet(s). If there are multiple CPD sheets, Verify the party release docketing for each person. Make sure event codes are related to the correct parties.			
2 A	For each Child: review their Party Dismissal sheet and confirm that there is an accurate judgment on the disposition tab for them. EVERY child should have a judgment.			
2 B	For each Child: review their Party Dismissal sheet AND all Notices of Placements. Make sure that Every Child's record on the Placement Tab is an accurate reflection of the record.			
2 C	For each Respondent: review the Party Dismissal sheets. Only if they were dismissed before the date of the case close should they have been dismissed from the case. Verify			
3	Verify service for all respondents has been completed appropriately. If this was confirmed for ALL respondents before adjudication, you may initial the yes box and skip this.			
4	Confirm that EVERY HEARING has a result code. If not consult with TCAA/Judicial Staff			
5	Review the filings and confirm that every Adjudicatory, Dispositional or Plea Hearing has the relevant respondent(s) related to that hearing. This can be found on the Modify Hearing Screen, at the bottom, under the Supplemental Hearing Information. Look at the Party Box.			
6	Review the filings and confirm that every Initial Judicial Review (the first review hearing after the ADJ/Dispo) has the relevant respondent(s) related. This can be found on the Modify Hearing Screen, at the bottom, under the Supplemental Hearing Information. Look at the Party Box.			
6 A	For ALL other Judicial Review hearings the related parties may be Respondents and/or Children. But each Judicial Review hearing should be related to a party			

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7	Review the filings and confirm that ALL Permanency Hearings are related to the correct CHILDREN. This can be found on the Modify Hearing Screen, at the bottom, under the Supplemental Hearing Information. Look at the Party Box.			
8	Review the filings and confirm that every TPR/Relinquishment hearing has BOTH the relevant respondent(s) AND the relevant children related. This can be found on the Modify Hearing Screen, at the bottom, under the Supplemental Hearing Information. Look at the Party Box.			
9	If a Child has been Adopted, verify that the correct petition, notice and placement codes have been used correctly. Verify that the procedures for docketing an adoption have been followed.			
10	If this case is an ICWA case make sure the special conditions flag is marked for the appropriate parties. If there is an ICWA representative make sure they are entered as a party on the case. Confirm that ICWA codes have been used if available.			

Court  
 Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk Completing Audit: \_\_\_\_\_

Date: \_\_\_\_\_