

ANNEMARIE FLANSBURG-SPIESS

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ORIENTATION TO CUSTODY CASE MANAGEMENT SERVICES

This form covers the scope and parameters of my role as a case manager. Please take the time to read it and then feel free to ask questions in our initial appointment.

My main role is to facilitate communication and help resolve conflict between parents, as it pertains to the well being, safety, and rights of the child/children to have access to each parent. This may include recommendations pertaining to the time spent with each parent, though I am not here to make recommendations about the structure of the Parenting Plan. My role is to help implement the agreed upon plan and to facilitate communication in regards to the plan. Depending on your needs, my duties may be increased or decreased by court order. Any court ordered duties will be included as an addendum to this document and will be specifically noted below.

When beginning case management services, it is helpful for me to get to know you and your situation. To this end, it is necessary for me to meet with each parent and child/children individually for at least 30 minutes to discuss your needs and concerns. It is important for me to meet with the child/children without parents present to begin building a trusting relationship without fear of repercussions from parents. Arrangements for this can be made to fit your needs and schedule.

In an attempt to buffer the child/children from the pain and upheaval of this custody action, I may promise them that what they talk about with me is confidential. This is necessary to ensure that the child/children feel comfortable bringing any concerns to me about their time with either parent. I will use my judgment on this on a case by case or issue by issue basis with each child. It is important to understand in advance that the child/children are my main concern and their interests come first.

In the course of resolving conflict, it may be necessary for me to collect information from other parties involved in the well being the child/children. I may collect information from other professionals involved in this case, including but not limited to: doctors, psychologists, representatives of the court, the Guardian ad Litem, school personnel, legal representatives, or others who may have information pertinent to the facilitation of communication and the safety of the child/children. I may consult other professionals to discuss the case, and the best interests of the child/children.

Before I begin any case management services, you will be asked to sign a "Release of Information" form. This allows me to discuss your situation with anyone who I think would be helpful to me in facilitating communication and making recommendations, if need be. It also allows me to talk to your attorney and submit recommendations to the court, if necessary. The laws of confidentiality might otherwise prevent me from doing so.

Once I have started my duties as your case manager, I cannot be a resource to you or anyone else involved in the case for advice, therapy, or support. These activities conflict with my role as a case manager. However, I strongly advise the parties to seek therapy elsewhere if they would find it beneficial. I encourage you to take care of yourself and will be happy to provide a referral upon request.

With regard to my fees, I charge \$50 an hour for face to face contact, phone calls, consultation with lawyers and other professionals involved in the case, recommendation preparation time, review of any materials submitted by you or your attorney, etc. You will also be charged for any missed or canceled appointments where 24-hour notice is not given. There is a retainer fee of \$500 that must be paid in full before services begin; \$100 is non-refundable. Once that retainer has been used down to \$100, it must be replenished back to \$500. In addition, each parent will be asked to buy a subscription to www.ourfamilywizard.com. This will streamline communication and the visitation calendar. It will also allow all parties to stay informed.

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Any unpaid balance for services rendered as your case manager which are overdue thirty days may be forwarded to a lawyer or agency for collections. Reasonable interest will accrue and fees for collections will be added to the balance. At this point in time, I cannot accept payment by credit or debit card. In the event that changes, you will receive a new copy of this financial information. A \$35.00 surcharge will be assessed for any returned checks.

The policies and procedures described in this form have been developed to help assure that I am able to direct my attention toward the best interests of the child or children involved. If after reviewing this information you have questions, please be sure to discuss them with me at our initial meeting when we can confer about the process and your needs more fully.

ADDITIONAL DOCUMENTATION:

SIGNATURE: _____ DATE: _____

PRINTED NAME: _____

Address

Phone

City, State, Zip

e-mail