

Greene Case Study Materials

CPS Case File

Last Name of Case:			Greene		
Legal Number(s):			08-5-54321-5		
Child(ren)'s Name	DOB	Age	Ethnicity	Sex	Current Placement Location
Marky Greene	02/15	8 years	Cauc.	M	Home of bio mother & father

Current Caretaker(s)	Address	Phone
Bio Mother: Judy Greene Bio Father: Roy Greene	4810 Old Mill Rd	281-555-5454

Attorneys for:	Attorneys	Phone Numbers
Mother	Darlene Wright	281-555-6000
Father	Walt Harris	281-555-8727
CPS	Robin Jackson	281-555-6552
Marky	Alexa Rodgers	281-555-9948

Case History

Two weeks ago: A call was made to the CPS hotline by the kindergarten teacher and school nurse at Parkside Elementary. The callers stated that one of their students, Marky Greene, often comes to school with poor hygiene, that much of his clothing is not his size, and that he's just come in with his third case of head lice in three months.

This CPS caseworker (CW) interviewed the child's parents, Judy and Roy Greene. The family is Caucasian; the parents are in their late twenties. Per medical records, the mother was diagnosed with bipolar disorder as a senior in high school. The Greene family moved here from a few states away. They have no extended family living nearby.

CW found conditions in the home deplorable but not dangerous. CPS decided to file a petition for neglect but to allow the child to remain at home for the time being.

Both parents attended the Show Cause hearing. It was determined that the child's placement will continue in their home until the three-month review hearing. The parents were ordered to cooperate with the CPS service plan. The judge directed them to work hard to resolve the concerns and emphasized that Marky was now under the court's jurisdiction. He ordered CPS not to hesitate to take physical custody should conditions in the home or family deteriorate.

CASA History: Case Initially Assigned to:	You and your team	Date Assigned:	Today
		Date Terminated:	N/A
Current CASA volunteer:	You and your team	Date Assigned:	Today
Initial CPS Caseworker:	Ryan Headon		
Current CPS Caseworker:	Ryan Headon		

Case History, Cont'd.

Court-Ordered Services

For the Child:

Educational needs met as appropriate

For the Father:

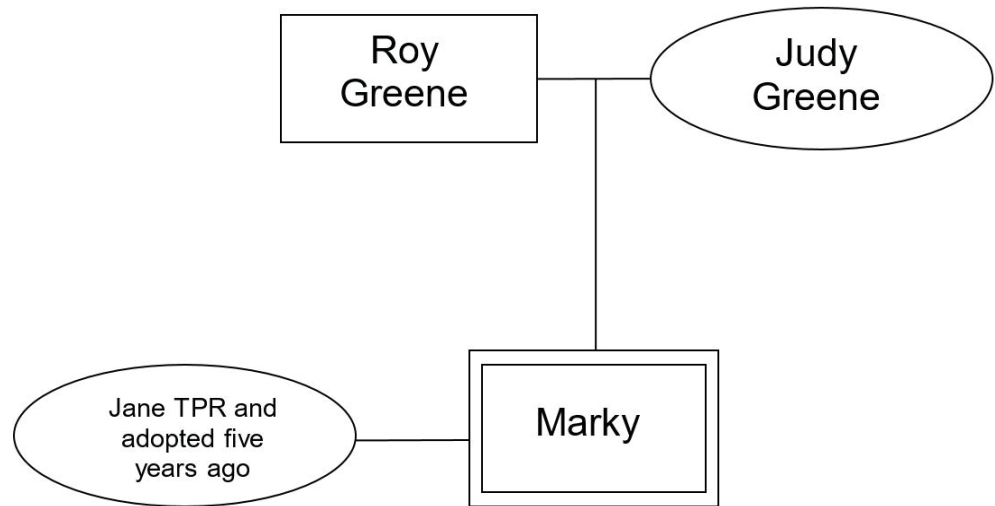
Complete a psychological evaluation and follow recommendations

For the Mother:

Complete a psychological evaluation and follow recommendations

Who do you want to interview first?

Greene Family Genogram



The Questioner's List

Questions to consider periodically:

- Where else could we get information that would be useful?
- What are the barriers to case closure?
- Have we engaged all relatives?

Questions to consider before finalizing court recommendations:

- Are our court recommendations child focused?
- Have we covered every need of the child in this case?
- Did we appropriately consider the minimum sufficient level of care (MSL) in forming our recommendations for this case?
- Do our recommendations ask for what is appropriate, whether or not it is readily available?
- Is our work clear, diplomatic and non-judgmental?

Marky Greene: First Contact

Setting: Parkside Elementary School

CASA Notes: The child appeared clean and appropriately dressed.

Hi. My teacher told me someone wanted to talk to me.

Yes, I like school.

I don't like when kids make fun of me.

They call me "weirdo" sometimes. And push me in the hallway.

I like math.

I don't like reading time. I go to a different room during reading time and work with Ms. Thomas. Matthew and Paul say I have to go to the dummies' room.

My parents are nice to me. My dad's not around a lot. Sometimes Mom likes to play games with me, and we stay up late and have fun. But other times she doesn't feel well and spends all her time in bed. Then I make up games to play by myself. Or I try to make food for my mom.

- What are your impressions of Marky's relationship with his parents?
- Who do you want to talk to now?

Marky Greene: Second Contact

You decide to see Marky again before writing your court report. Some things just aren't adding up and you want to see what he'll say about them. He tells you that:

School is still going fine. He really likes his mentor. "Coach is—that's what I call him—I mean, Mr. Smith's a great soccer coach! And he's really fun too. He's so smart!"

He's worried about the new puppy because he's not sure his parents really know how to take care of a dog. "We had a gerbil once and it died."

He doesn't remember having a sister.

His dad goes to work every day—always has.

His family has always moved houses a lot.

His dad likes to go to the corner bar and play the poker machine. "I tell him not to do it, but he doesn't listen to me. Sometimes he loses all the money we have."

Yes, his mom can have a temper, "But she doesn't mean anything by it." And, no, she doesn't hit him, "Well, not very hard."

"Is this going to get my parents in trouble?"

- How will you answer his final question?
- What difference does this interview make to the case?

Former Landlords of the Greenes

When groups ask for this interview, also give them the three court records for this case.

You call the Southeast Real Estate Management Company and they refuse to speak with you about the Greenes. They acknowledge that they did rent to the Greenes last year and that they had to be evicted due to not paying rent—both facts available on the civil records you now have.

Then you call Sharon Dickens, who had a rent problem with the Greenes two years ago. She is more than willing to talk to you. She said she never had any trouble with renters before—that she'd been renting that old farmhouse for years, but “Roy and Judy, boy, they were something else!”

Ms. Dickens tells you they seemed nice, if a little odd, when she rented the place to them, but things went downhill quickly. She always watches the old place from the road because she passes it on her way to work. The place started to look messy, with stuff in the yard. When she stopped by to pick up the rent, sometimes nobody answered even though the car was there. Other times, Roy opened the door, but he didn't seem to want her in the house. And since they had the rent, cash in hand, she just picked it up and went on her way for the first three months or so. “Then the excuses started! Roy said he hadn't been paid that week. He said they had to take Marky to the doctor—he's a real nice kid. He said anything to explain why they didn't have the money on time. Finally I did get in the house and it was horrendous. I told them they had to clean it up, immediately.

“Then, right after that, Roy called to say the water wasn't working. My husband went over to check it out and he found the pump cover off the pump. The cover looked like it had been run over by a truck. The pump was just turned off—I guess that's how Roy “fixed” it. The yard had tire tracks all over, like they'd been spinning wheelies for the fun of it. The grass was all dug up. My husband was furious. That's when we filed on them.”

Ms. Dickens tells you she doesn't know what to think about the Greenes. She asks you what's going on now. “Are they in trouble?”

Former Landlords of the Greenes, Cont'd.

- How do you answer her question?
- What have you learned from this interview and the civil records you retrieved?

Intensive In-Home Family Therapist: Monica Morales

You are able to meet with Monica Morales in person. She is casually dressed and explains that she has an appointment that afternoon. In most cases, she schedules one- to two-hour sessions three times a week, “spent with the family on their home turf. These families are in danger of losing custody of their children. They have multiple problems to address and need very concrete support. It’s not armchair therapy, that’s for sure.” She responds to your questions about the Greene family and tells you that:

One of her first projects was to take Marky and his mom to the thrift store to get some clothes for Marky that fit him. Mrs. Greene seemed uninterested in finding clothes for Marky. “I had to redirect her and keep her focused on the task we went there to accomplish. Marky helped with the shopping and he is proud of his new clothes.”

Marky told her he enjoys taking baths and showers. He loves going to school looking “like a regular person.” They dealt with the head lice and will treat him again after 10 days. “Before I came into the house, the shower had become a clothes storage closet for clothing no one was even wearing. I’m not sure how they were bathing, but I think Roy used the hose out back.”

“I will be with the family for about six weeks. If a family doesn’t respond in that amount of time, it’s not considered appropriate to keep providing my wrap-around intensive services. If they don’t turn this around, Marky could end up being placed in foster care.

"Judy’s temper is concerning. She has little impulse control and reacts with anger when she feels threatened, which is often. I am working with her on ways to self-regulate and cope with stress. We’re also learning to discipline effectively without hitting. It’s actually good that the puppy is there because he gives us plenty of opportunities to practice.”

Marky almost never needs discipline. He’s more likely to be scolding his parents. He’s a classic “parentified” child, one who is more responsible than the adults in the home. He takes on more responsibility than a child should. He will need to learn how to be a kid.”

Intensive In-Home Family Therapist: Monica Morales, Cont'd.

“I know they have financial problems but I’m not sure why. Roy makes a good paycheck and the trailer rent is low, but they struggle to make ends meet. We’ll be working on a budget soon.”

- What difference does this information make to the case?
- What are your follow-up questions?

Parents: Judy and Roy Greene

You go out to the family's home at Falk's Family Park on Saturday. Marky is out with his new mentor, Ben Smith, but both parents are home. The trailer smells a little like urine, especially near the bathroom door. The place doesn't appear to be a health hazard but you see roaches, both dead and alive. You explain who you are and what your role is as a CASA volunteer.

They got Marky a puppy and named it Butch. The puppy is very energetic, and Mrs. Greene smacks it frequently in an ineffective attempt to control the animal. Mr. Greene tells you that he builds roads and works for Charles Carp Construction. He's been with them for a year. Mrs. Greene's not working right now. They have lived at Falk's for about six months.

You ask them why CPS came into their lives. Mrs. Greene says, "It's not right! They can't take him from us! I won't let them!" She is suddenly very upset. "Calm down now, honey," Mr. Greene tells her. "Nobody is taking anybody." He turns to you. "We love Marky—he's our boy. I just don't know if Judy can take this stress from CPS. We've been married almost 10 years, you know."

You ask what happened with CPS and Mr. Greene takes a matter-of-fact tone: "They come over to the house and it was dirty. It was really bad, not like today. I told Judy to clean up, but she wasn't feeling great and couldn't do it. They said we didn't have any food. Well, of course we didn't—it was Friday. We always shop on Friday when I get home from work with my paycheck. I don't know why they have to get in our business! So we had to clean the house all weekend and show them we had food on Monday. Now they want that lady, Ms. Monica, to be over here all the time. It's ridiculous. We know how to take care of our kid."

You ask how they came to move here from their previous state of residence. Mr. Greene looks guarded and he keeps his answer short. All he tells you is that they wanted a change and they heard that it was nice here, with plenty of work.

You remind him about the court date and he says, "Why do we have to go to court? We didn't do anything wrong." You decide to leave any explanation to the CPS worker and other professionals working with the Greens.

- What difference does this information make to the case?
- What are your follow-up questions for these parents or others involved in the case?

School Nurse & Marky's Teacher

School Nurse: The school nurse repeats what the CPS worker told you, that Marky had a concerning lack of appropriate hygiene, several stints of head lice, no clothes that fit him, sometimes circles under his eyes like he wasn't sleeping, and had a significant number of absences from school. She also said:

"He's looking somewhat better cared for recently. He has clothes -- and they're clean!" She has checked him a couple times and the head lice seem to be gone, and he's been consistent in his school attendance.

The school administration has told her that Marky's mother has a big temper, but she's never met her. "Marky's a real sweet kid, maybe a little slow. He's always polite." She feels bad for him. School records show that when it was time for Marky to enter kindergarten, he hadn't had his inoculations and they had to call CPS in to make the family comply.

Marky's Teacher: The nurse transfers your call to Marky's room so you can speak with his third-grade Special Ed teacher. She tells you that:

Marky is a really sweet kid but kind of serious for an eight-year-old. He does okay in arithmetic but is struggling to learn how to read. He almost never gets his homework turned in. It seems to disappear if he takes it home.

"Yes, he has an IEP,* but it might need to be updated. We're a little behind on doing those. I think Marky may have a specific learning disability instead of a low IQ. If it was low IQ, he shouldn't be doing so well with his figures."

The kids used to tease him a lot for looking funny. She tried to address that, but it's hard—kids can be so cruel, and after all he *did* look funny. He's looking much better these days.

"Yes, sometimes he has circles under his eyes—not lately—and he's come in with bruises too, but he always has a good explanation for those and they aren't that bad. His parents have not been to the school.

So what happened? Did his mother do something? Is he in foster care now?"

- How do you answer her questions?
- If you suspect that Marky's IEP needs to be updated, to whom should you report that concern? How will you advocate for an update?

* IEP: Individualized Education Plan.

CPS Caseworker Ryan Headon: First Contact

You speak with Ryan Headon on the phone. Ryan got the case from the CPS investigator last month. Ryan tells you that:

“Mr. and Mrs. Greene say that Marky doesn’t have a developmental disability, but he is enrolled in Special Ed at school. I’ve asked for intensive in-home family services, and I think we might get lucky on that. Monica Morales just closed a case so she’s available.”

Mrs. Greene has worked in the past but is currently unemployed. The family lives in a trailer park out on the edge of town called Falk’s Family Park. The investigator found the state of their trailer to be concerning, with trash covering the floor, empty food cartons and swarms of fruit flies, etc. He said the place was really unclean and there was no edible food in the home. He interviewed Marky and felt that the child seemed to be under a great deal of stress. Marky actually said, “I’m so tired! I need a break.”

“Apparently, the parents did not react well to CPS being there. The affidavit says that Mrs. Greene yelled a lot and only quieted down when they threatened to take Marky into foster care. It’s a borderline case, you know. We may still have to remove him from the home.”

Ryan tells you that he did a combined records search and found the Greens had a CPS case three years ago. When it was time for Marky to go to kindergarten, they had no proof of inoculations for him and they refused to cooperate with the school system. The Greens said he’d had his shots but would not give the name of the doctor or clinic. CPS was called. Marky had to have his shots again; problem solved, case closed.

He also found reference to the fact that the Greens had been on food stamps for six months about a year ago. CPS has processed an emergency pharmacy voucher so the family could get Marky treated for head lice.

- What are the issues in this case?
- What are your follow-up questions, and to whom do you wish to direct them?

CPS Caseworker Ryan Headon: Second Contact

Ryan says he has been out to see the Greenes. He asked them about drug use and drinking, and they denied both. So far, he has no reason to think they're not being truthful about this.

Ryan asked the family about extended family support. Mr. Greene told him his only family is a brother, "living far away from here. We don't stay in touch." Ryan asked Mrs. Greene where her mother lived and Mrs. Greene said, "She's dead!" But he's been in touch with CPS where the Greenes used to live and Judy's mother is not dead—she still lives in their hometown and has a long history with CPS. She also has mental health issues and had five children, all grown now. Some of them were in out-of-home placements some of the time, including Mrs. Greene, who reported that her foster father tried to have sex with her when she was 14. She married Mr. Greene right after she turned 16, with her mother's permission. Roy was 26 at the time, and although he was also a high school dropout, he was a steady worker, always employed doing labor of some kind.

Mr. and Mrs. Greene also have history with that state's CPS. They had a child five years ago, who came into care for neglect when she was eight months old. The Greenes were facing possible eviction for non-payment of rent. They were not cooperative with CPS. When the CPS worker explained to them that CPS might end up having to terminate rights for this baby—and explained what that meant—Mrs. Greene got mad, swung, and punched the caseworker. The CPS worker wasn't badly hurt and CPS decided not to press charges, but the next time the Greenes were supposed to visit with their baby they didn't show up. CPS never heard from them again. The court terminated their parental rights and the baby has been adopted.

Ryan asked why they took the baby and left Marky in the home and CPS said that Marky wasn't being neglected at the time. Ryan asked if drugs or alcohol were an issue in this family, and they said not so far as they knew.

- What difference does this information make to the case?
- What are your follow-up questions?

CPS Caseworker Ryan Headon – Second Contact, Cont'd.

File No. <u>020VM534</u>		STATE OF NORTH CAROLINA	
COMPLAINT IN SUMMARY EJECTMENT		<input checked="" type="checkbox"/> <u>IMAGINARY</u> County	
G.S. 7A-216, 7A-232, Ch. 42, Art. 3 and 7 Name And Address Of Plaintiff SOUTH EAST REAL ESTATE MANAGEMENT CO. 3709A UNIVERSITY DR. DURHAM, NC 27707		In The General Court Of Justice District Court Division-Small Claims 1. The defendant is a resident of the county named above.	
Social Security No./Taxpayer ID No.		2. The defendant entered into possession of premises described below as a lessee of plaintiff Date Of Possession (Include Location) <u>611-B Six Chapel Road - City, NC 277XX</u>	
County <u>DURHAM</u> Telephone No. <u>919-419-1200</u>		Rate Of Rent \$ <u>520.00</u> per <input checked="" type="checkbox"/> Month <input type="checkbox"/> Week Date Rent Due <u>9-01-02</u> Date Lease Ended <u>7-01-03</u>	
VERSUS		3. <input checked="" type="checkbox"/> The defendant failed to pay the rent due on the above date and the plaintiff made demand for the rent and waited the 10-day grace period before filing the complaint. <input type="checkbox"/> The lease period ended on the above date and the defendant is holding over after the end of the lease period. <input type="checkbox"/> The defendant breached the condition of the lease described below for which re-entry is specified. <input type="checkbox"/> Criminal activity or other activity has occurred in violation of G.S. 42-63 as specified below.	
Name And Address Of First Defendant <u>Roy Greene 611-B Six Chapel Rd City, NC 277XX</u>		Description Of Breach/Criminal Activity (give names, dates, places and illegal activity)	
County <u>IMAGINARY</u> Telephone No. <u>919-123-4567</u>		4. The plaintiff has demanded possession of the premises from the defendant, who has refused to surrender it, and the plaintiff is entitled to immediate possession.	
Name And Address Of Second Defendant		5. The defendant owes the plaintiff the following: Description Of Any Property Damage	
County		Amount Of Damage (If Known) \$ _____ Amount Of Rent Past Due \$ <u>546.00</u> Total Amount Due \$ <u>546.00</u>	
Name And Address Of Plaintiff's Attorney Or Agent SOUTH EAST REAL ESTATE MANAGEMENT CO. 3709A UNIVERSITY DR. DURHAM, NC 27707		6. I demand to be put in possession of the premises and to recover the total amount listed above and daily rental until entry of judgment plus interest and reimbursement for court costs.	
Date <u>9-17-02</u> Signature Of Plaintiff/Attorney/Agent <u>Sandra G. Hill</u>		CERTIFICATION WHEN COMPLAINT SIGNED BY AGENT OF PLAINTIFF	
I certify that I am an agent of the plaintiff and have actual knowledge of the facts alleged in this Complaint		Date <u>9-17-02</u> Signature <u>Sandra G. Hill</u>	
AOC-CVM 201 Rev. 10/95		113-0-11	

CPS Caseworker Ryan Headon: Second Contact, Cont'd.

File No. <u>02CVM233-11</u> COMPLAINT TO RECOVER POSSESSION OF PERSONAL PROPERTY <input type="checkbox"/> PLAINTIFF A SECURED PARTY <input type="checkbox"/> PLAINTIFF NOT A SECURED PARTY G.S. 7A-232; 25-9-503		STATE OF NORTH CAROLINA <u>IMAGINAWAY</u> County In The General Court Of Justice District Court Division-Small Claims	
Name And Address Of Plaintiff <u>Baird Sales, Inc.</u> <u>518 E. Third Street</u> <u>City, NC 27314</u>		WHEN PLAINTIFF IS A SECURED PARTY The defendant is a resident of the county named above. I have a security interest in the personal property described in the attached security agreement. The total current value of this property is as shown below. The defendant has defaulted in the payment of the debt which the property secures or has otherwise breached the terms of the security agreement giving me the right to claim immediate possession of the property described below. I demand recovery of this property and reimbursement for court costs.	
Social Security No./Taxpayer ID No. <u>No. 3518907</u>		Description Of Personal Property In Which You Have A Secured Interest (Attach Copy Of Security Agreement) <u>4- Universal Tiger Paw tires 245-60-14</u>	Total Value Of Property To Be Recovered \$ <u>222.83</u>
County <u>IMAGINAWAY</u>		Date <u>4-25-02</u>	Signature Of Plaintiff Or Attorney <u>[Signature]</u>
VERSUS		WHEN PLAINTIFF IS NOT A SECURED PARTY	
Name And Address Of First Defendant <u>Roy Greene</u> <u>42681 Old Farm Rd</u> <u>City, NC 27xxx</u>		The defendant is a resident of the county named above. The defendant has in his possession the personal property described below which belongs to me. I am entitled to immediate possession of the property, but the defendant has refused on demand to deliver it to me. The defendant has unlawfully kept possession of this property since the date listed below and has thereby deprived me of its use. The damage due me for the loss of use and physical damage to the property is set out below. I demand recovery of this property and damages in the total amount set out below, plus interest and reimbursement for court costs.	
County <u>IMAGINAWAY</u>		Telephone No. <u>123-4567</u>	Description Of Personal Property You Own Which Is In Possession Of Defendant \$
Name And Address Of Plaintiff's Attorney		Date Defendant Possessed Property	Damage Due For Loss Of Use \$
Date		Physical Damage To Property \$	Total Amount Of Damages \$
Signature Of Plaintiff Or Attorney		Signature Of Plaintiff Or Attorney	
AOC-CVM-202 Rev. 10/93		Original-File Copy-Each Defendant Copy-Attorney/Plaintiff (Over)	

CPS Caseworker Ryan Headon: Second Contact, Cont'd.

<p>01CYM29</p> <p>COMPLAINT IN SUMMARY EJECTMENT</p> <p>G.S. 7A-216, 7A-232; Ch. 42 (Art. 3 and 7)</p>		<p>STATE OF NORTH CAROLINA</p> <p><u>IMAGINARY</u> County</p> <p>In The General Court Of Justice District Court Division-Small Claims</p>	
<p>Name And Address Of Plaintiff</p> <p>Sharon Dickens 5375 Old Farm Rd City, NC 28xxx</p>		<p>1. The defendant is a resident of the county named above.</p>	
<p>Social Security No./Taxpayer ID No. 239-86-1234</p>		<p>2. The defendant entered into possession of premises described below as a lessee of plaintiff.</p>	
<p>County IMAGINARY</p>		<p>Description Of Premises (Include Location) Off of Cornith Rd, 1/2 mi on left, Old Farm Rd # 4268</p>	
<p>Telephone No. 828-1234567</p>		<p>Rate Of Rent \$275.00 per <input checked="" type="checkbox"/> Month <input type="checkbox"/> Week Date Rent Due 1-5-0 Date Lease Ended NONE</p>	
<p>Name And Address Of Defendant 1</p> <p>ROY GREENE 4268 Old Farm Rd City, NC 28xxx</p>		<p>3. <input checked="" type="checkbox"/> The defendant failed to pay the rent due on the above date and the plaintiff made demand for the rent and waited the 10-day grace period before filing the complaint.</p> <p><input type="checkbox"/> The lease period ended on the above date and the defendant is holding over after the end of the lease period.</p> <p><input type="checkbox"/> The defendant breached the condition of the lease described below for which re-entry is specified.</p> <p><input type="checkbox"/> Criminal activity or other activity has occurred in violation of G.S. 42-63 as specified below.</p>	
<p>County 2 IMAGINARY</p>		<p>Description Of Breach/Criminal Activity (give names, dates, places and illegal activity)</p>	
<p>Telephone No. 123-4567</p>		<p>4. The plaintiff has demanded possession of the premises from the defendant, who has refused to surrender it, and the plaintiff is entitled to immediate possession.</p>	
<p>Name And Address Of Defendant 2</p>		<p>5. The defendant owes the plaintiff the following:</p>	
<p>County</p>		<p>Description Of Any Property Damage RENT FOR 1-5-01 & DAMAGE TO MY RAMP HOUSE & LAWN.</p>	
<p>Name And Address Of Plaintiff's Attorney Or Agent</p>		<p>Amount Of Damage (If Known) \$ 500.00 Amount Of Rent Past Due \$ 275.00 Total Amount Due \$ 775.00</p>	
<p>Telephone No.</p>		<p>6. I demand to be put in possession of the premises and to recover the total amount listed above and daily rental until entry of judgment plus interest and reimbursement for court costs.</p>	
<p>Date 1-16-01</p>		<p>Signature <u>Sharon Dickens</u></p>	
<p>CERTIFICATION WHEN COMPLAINT SIGNED BY AGENT OF PLAINTIFF</p>		<p>I certify that I am an agent of the plaintiff and have actual knowledge of the facts alleged in this Complaint.</p>	
<p>Date</p>		<p>Signature</p>	
<p>AOC-CVM-201, Rev. 10/99 ©1999 Administrative Office of the Courts</p>		<p>10/ver</p>	

Greene Case Debrief Questions

- What concerns do you have about Marky's care?
- What did you think of the decision to provide in-home services rather than removing Marky from the home?
- What is the minimum level of progress needed for Marky to stay in the home after three months?
- Did you recommend that the parents be required to improve the physical conditions of the home? Why or why not?
- How did the mental health needs of the parents affect the way you approached this case?
- After the psychological evaluation, how is the family going to come up with money for any treatment prescribed?
- Were some interviews more beneficial than others? How would you prioritize the people you want to speak with?
- What other agencies might DFPS collaborate with on this case? Are there other community services that can be involved to assist this family?