



Delinquent, Unruly,
Tobacco & Traffic Cases
Training Manual

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JUVENILE CASES



- Cases	Top	Add
Traffic - 92JC1-2018-TRF-1 (Case Filed)	Ingalls, Laura(Case 4) - Defendant from 8/15/2018 thru present	
Tobacco - 92JC1-2018-TOB-1 (Case Filed)	Ingalls, Laura(Case 3) - Defendant from 8/15/2018 thru present	
Status/Unruly - 92JC1-2018-JS-1 (Case Filed)	Ingalls, Laura(Case 2) - Defendant from 8/15/2018 thru present	
Delinquency - 92JC1-2018-JD-1 (Case Filed)	Ingalls, Laura(Case 1) - Defendant from 8/13/2018 thru present	

A new case is added each time allegations of a new offense is brought to your office. Violations do not open a new case, they are added to whichever case they have allegedly violated.

To add a new case, click the **Add** link at the end of the line.

If the case is highlighted in yellow, it remains open. To open a specific case, click on the bold case type description.

To add a case

Case type:* JD - Delinquency ▾
Access:* Normal Confidential Sealed Expunged:* Yes No
Assigned/home court: JC1 - Juvenile Court ▾
Name: **Laura Ingalls**
Role:* DEF - Defendant ▾
Referring agency:* MPD - Martin Police Department ▾
Start date: 8/16/2018 📅

- **Case Type** – choose the appropriate type of case
- **Access** – Normal is the default. If a person has authority to view this type of case, then they can view this particular case. Confidential and sealed means anyone who doesn't have authority to view confidential or sealed cases can't see this case regardless of what type of case it is.
 - The Confidential case option isn't being used in Tennessee.
 - A Judge may order a case sealed where only a few employees who have access to view sealed cases would be able to view it.

- **Expunged** – If the court orders this case expunged, the designated person who has authority to expunge cases would click yes. Once a case is expunged no one can see it.
- **Assigned/home court** - This will default to JC1 unless you are a court with multiple Judges. You may need to choose between JC1, JC2, JC3, etc.
 - This section is used for many reasons including determining how many cases are assigned to a particular judge, assigning the case number correctly, and allowing you to print pending notice or serve court orders by specific judge.
- **Name** – this should already show the name of the person.
- **Role** – The Role should default to the appropriate role, but you can choose the appropriate role for this person in this case. In cases where the child is alleged to have committed an offense, the Role is Defendant. In D&N and Civil cases the child's Role is Child.
- **Referring Agency** – Select the agency or person that referred this case to you. The person who is signing the petition, citation or complaint.
- **Start Date** – This is the date the petition, citation or complaint was brought to your office. If that date is unknown, use the file stamp date on the original petition, citation or complaint.
 - If you do not enter a date, it will put today's date in there. If today isn't the correct date, it causes errors when trying to add the rest of the case information.

Click the **Update** button to save your work.

Now that you have successfully added a case, you have more sections available.

[Read more about Adding a Case](#)

Names associated with the case (Case Name)



- Names associated with the case Top Add						
Name	Case	Role	Start date	End date	Warrant	Attribute
Laura Ingalls (1)	5	Defendant	8/16/2018 1 day		Yes	

When a juvenile case is added, the only name associated with the case is the Defendant. If parents are ordered to pay costs of any kind, the person ordered to pay is added with a Role of “Responsible Party”.

The responsible party names will be automatically added by the court order or the “Return from Court” documents, but to manually add a Responsible Party, click the Add button at the end of the line and add them. The Court would be the referring agency for them and the start date would be the date they were ordered to pay fees.

Names currently assigned to the case



- Names currently assigned to the case Top Get from another Add			
Name	Role	Notice	Represents
Trae Vaughn	Petitioner	No	
Dollar General Store	Victim	No	
Mark Melton	PO	No	

This section is where we will list all professional people assigned to work on this case as well as any victims.

To add a new name, click the **Add** link at the end of the line. To edit a name, click on the **ROLE** of the person you wish to edit.

To add a name assigned to the case

If the name you are adding is a person with a Quest ID, such as the YSO or Probation Officer, simply put their Quest user ID in the name/ID field. Quest knows everything else about them.

Name/ID:* <input type="text" value="mark"/>	Represents
Agency: <input type="text" value="-- Select --"/>	<input type="checkbox"/> Laura Ingalls
OR <input type="button" value="Get name"/>	<input type="checkbox"/> Caroline Ingalls
Role: <input type="text" value="-- Select --"/>	<input type="checkbox"/> Charles Ingalls
Start date: <input type="text" value=""/>	<input type="checkbox"/> Mary Ingalls
End date: <input type="text" value=""/>	<input type="checkbox"/> Trae Vaughn

Click the **Update** button to save your work.

If the name you are adding is NOT a Quest person, such as a Victim, click on the **Get name** button and do a name search for that person. If their name has already been added to Quest, just click on their name to add them. If no matches are found, you must add their name to Quest. Remember to add their address and contact information for easy access.

You will need select their Role in the case. If they are an attorney or GAL, who represents a specific person, please select who they represent.

Click the **Update** button to save your work.

[Read more about Case Assignment](#)

To remove a name assigned to the case

- Names currently assigned to the case			Top	Get from another Add
Name	Role	Notice	Represents	
Trae Vaughn	Petitioner	No		
Dollar General Store	Victim	No		
Mark Melton	PO	No		

If a person is no longer involved in this case, for example, Mark Melton is no longer the Probation Officer, click on the ROLE of that person to get into the Case Assignment Detail screen. Add an End Date. This will end their involvement in this case.

Name: **Mark Melton**
 Role: PO - Probation Officer
 Start date: 8/16/2018 End date: 8/16/2018

Click the **Update** button to save your work.

To see everyone who has ever been assigned to the case, click on the **assigned to the case** link to see the List Case Assignments screen.

Case Attributes



- Case attributes [Top](#)

[Edit](#)

[Lives with mother only](#)

[Does not receive Special Education](#)

Case attributes are a statistical area. In addition to the State reporting statistics, each county have have their own attributes they may want to track, such as “gang related” or “hate crime” or whatever you would like.

To add or edit a case attribute, click the [Edit](#) link at the end of the line.

Simply click the appropriate choice.

Click the [Update](#) button to save your work.

Living Arrangement at Start of Case (select 1)

- Lives in group home
- Lives in institution
- Lives in residential treatment
- Lives independently
- Lives with adoptive parent(s)
- Lives with both parents
- Lives with father and stepmother
- Lives with father only
- Lives with foster parent(s)
- Lives with mother and stepfather
- Lives with mother only
- Lives with other relative
- Other living arrangement
- Unknown living arrangement

Case Status History



- Case status history	Close case	Top	Add
4/30/2018 - Closed; Successfully Completed Informal Adjustment			
1/26/2018 - Informal Adjustment			
1/5/2018 - Case Filed			

This is an area where we can list the important dates associated with this case.

To add a new case status, click the **Add** link at the end of the line.

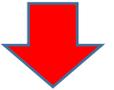
Status date: 1/26/2018
Status:*
Status reason:

- **Status date** – Enter the date of the status.
- **Status** – Choose the appropriate status.
- **Status reason** – Choose the appropriate reason. Reasons are set up to explain specific status options. Any status can have reasons but not all do.

Click the **Update** button to save your work.

[Read more about Case Status History](#)

Case Number History



- Case number history Top	Add
2018JD000002	

This is where your docket or case number is stored.

To add a case number, click the **Add** link at the end of the line. To edit a case number, click on the case number displayed.

Case number: *

Simply type in the case number you are assigning to this case or if you would like the system to generate the next available number, click the **Generate** button at the bottom of the screen.

Click the **Update** button to save your work.

If you allow Quest to generate numbers, the number will be formatted like this:

Case number: 92JC1-2018-JD-2

You can do a name search on this case number by typing in 18jd2

[Read more about Case Number History](#)

Deadlines



- Open [Deadlines](#) for Weakley County Juvenile Court Services [Top](#) [Add](#)
8/21/2018 9:21:11 AM - [Check Diversion Status](#)

Deadlines are reminders to you do something.

To add a new deadline, click the **Add** link at the end of the line. To edit a deadline, click on the existing deadline you wish to edit.

To add a deadline

Deadline date/time:*

Deadline type:*

Responsible agency:

Finished date/time:

- **Deadline date/time** – Enter the date and time the deadline is due.
- **Deadline type** – Select the type of deadline you would like to be reminded of.
- **Responsible agency** – You can select which agency is responsible for this reminder or leave it empty. The Case Detail screen displays the deadlines for your agency. If an agency isn't associated with a deadline, all agencies will see it.
- **Finished date/time** – Once the deadline is completed, you can edit the deadline to add a finished date/time.

Click the **Update** button to save your work.

Deadlines are displayed on your caseload screen, as well as under **Menu | Miscellaneous | Deadlines Assigned**.

[See more about Deadlines](#)

Warrants



- Warrants [Top](#) [Add](#)
Laura Ingalls - Case: 92JC1-2018-JD-1 - Attachment issued 8/15/2018; Active 1 day

If a parent or a child has some sort of warrant or attachment issued for their arrest, we can add it here.

To add a new warrant, click the **Add** link at the end of the line. To edit a warrant, click on the warrant you wish to change.

To add a warrant

Active date: 
Type:* 
Inactive reason:  Date: 

Select all applicable cases*

- 92JC1-2018-JD-1
- 92JC1-2018-JS-1
- 92JC1-2018-TOB-1
- 92JC1-2018-TRF-1
- 92JC1-2018-JD-2

Select all applicable people*

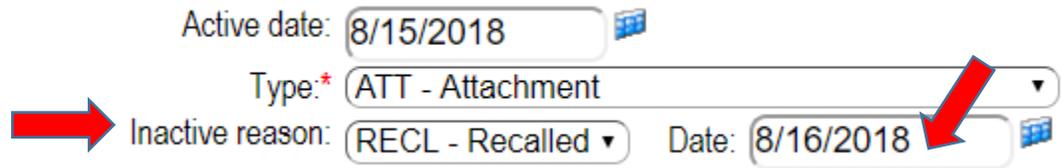
- Dollar General Store
- Caroline Ingalls
- Charles Ingalls
- Laura Ingalls
- Mary Ingalls

- **Active Date** – enter the date the judicial officer ordered a warrant be issued for person.
- **Type** – Select the type of warrant being issued.
- **Case** – select the case(s) in which the warrant is being issued.
- **People** – Select the person this warrant is for. One warrant per person as they may be inactivated at different times.

Click the **Update** button to save your work.

To show a warrant served or recalled

Once the warrant becomes inactive, you can click on the existing warrant to edit it.



Active date: 8/15/2018
Type*: ATT - Attachment
Inactive reason: RECL - Recalled Date: 8/16/2018

- **Inactive reason** – after the person has been picked up on the warrant or if the warrant is recalled, select the appropriate reason.
- **Date** – Date the warrant was served or recalled.

Click the **Update** button to save your work.

To see a list of all the active and inactive warrants for a person, click on **Menu | Case | Warrants**.

List Warrants Laura Ingalls (File# 1)

Updates completed successfully

Case	Type	Active date	Inactive reason	Inactive date
Add a new warrant				
92JC1-2018-JD-1	Attachment	8/15/2018	Recalled	8/16/2018

[See more about Warrants](#)

Case related Incidents



- Case related incidents Top	Get from another Add
8/16/2018 8:37:37 AM - Law Enforcement referred by Martin Police Department 1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor	

Incidents is where we put the arrest or referral information.

To add a new Incident, click the **Add** link at the end of the line. To edit, click on the first line of the incident.

To add an incident

- **Incident date/time** – Add the date and time the information was brought to your office. This should be the same date as the start date.
- **Incident type** – Select the type of incident this is.
- **Referring agency** – Select the agency or type of person who is signing the petition, citation or complaint.
- **Location** – If desired, you can put in a valid street address of where the alleged offenses occurred, and you will be able to produce a report that will tell you where the crimes are happening.
- **Geocode** – N/A
- **Incident ID** – If your law enforcement department has a number associated with their involvement in this incident, you can put their number here.
- **Cases** – Select the case this incident should appear. This should already be deleted for you.
- **Notes** – N/A
- **Officer** – Click on the **Get officer name** button to do a name search for the person signing the petition, citation or complaint. It does not need to be a law enforcement officer.
- **Officer role** - Petitioner

Incident date/time: 8/16/2018 8:37:37 am

Incident type:* LAW - Law Enforcement

Referring agency:* MPD - Martin Police Department

Location: 8535 TN-22, Dresden, TN 38225

Geocode:

Incident ID: 18-9865 Blood alcohol

Cases: Laura Ingalls: Case 5 - Defendant - Delinquen
 Laura Ingalls: Case 4 - Defendant - 92JC1-20
 Laura Ingalls: Case 3 - Defendant - 92JC1-20
 Laura Ingalls: Case 2 - Defendant - 92JC1-20
 Laura Ingalls: Case 1 - Defendant - 92JC1-20

Notes:

Officer: Trae Vaughn

Officer role: PET - Petitioner

Officer: User/Person ID -- Select --

OR Get officer name

Officer role: -- Select --

Click the **Update** button to save your work.

Incident Statute Detail

After you have entered the basic information about the incident, it will take you to this screen where you can add the specific charges.

Count:

Conspiracy/attempt indicator:

Statute.*

Date/time occurred:

Location occurred:

Geocode:

Citation number:

Item type:

Item amount: Limit: Measure:

- **Conspiracy/attempt indicator** – select the appropriate option if this is applicable.
 - Accessory after the fact, Conspiracy to commit, Criminal attempt to commit, Criminal Responsibility, Facilitation of, Solicitation of
- **Statute** – Type in a partial word for the alleged offense, then press the **Tab** button on your keyboard to narrow the results to only those that match the partial word.
 - Click on the drop down box to see the results. Select the best one. Pay close attention to which one you select as some may be M (for Misdemeanor) and some may be F (for Felony). If in doubt, choose the lessor offense.

Statute.*

Date/time occurred:

Location occurred:

Geocode:

- **Date/time occurred** – We dated the incident as the date the information was received in your office. If you want to put the date and time this alleged offense actually occurred, you can add it here.
- **Location occurred** – We put the location of the offense on the first page, so unless you want to add a different location, you can leave this blank.
- **Geocode** – N/A

- **Citation number** – If this particular offense has a citation number, you can add it here.
- **Item type** – This is helpful if the allegation is speeding or truancy, you can select either of those.
- **Item amount** – If the item type was “Speed (MPH)”, your item amount would be what speed they were allegedly going. If the item type was Unexcused absences, the item type would be the number of unexcused absences.
- **Limit** – In the speeding example, limit would be what the speed limit was in that location. If it was truancy, you would leave this empty
- **Measure** – For speeding it would be Miles per hour, for truancy it would be days.

Click the **Update** button to save your work.

Item type: ▾
 Item amount: Limit: Measure: ▾

Item type: ▾
 Item amount: Limit: Measure: ▾

8/15/2018 7:01:51 AM - Law Enforcement referred by Dresden Police Department
 1 - Unruly Behavior (TCA 37-1-102), a Status Offense
 2 - Truancy (TCA 49-6-3007), a Status Offense (Unexcused Absences - 16 Days)

[See more about Incidents](#)

Filed statutes



- Filed statutes Top		Get from another Add	
Count	Petition	Plea	Disposition
1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor; Filed 8/16/2018	18-000005		Open

Filed statutes represent the charges brought before the court. These allegations may differ from the original petition due to plea agreements, etc. The allegations from the incident will automatically be added as filed statutes, but you may need to add additional ones.

To add a new filed statute, click the **Add** link at the end of the line. To edit, click on the statute you wish to change.

To add a Filed statute

Count: Suffix:

Conspiracy/attempt indicator:

Statute:* List statutes containing:*

Citation number:

Item type:

Item amount: Item limit: Measure:

Classification:

Filed date: Petition:

Plea: Date:

Disposition: Date:

- **Count** – you can skip, it will automatically start numbering from 1.
- **Suffix** – You can add an A for amended. (See to add an amended statute)
- **Conspiracy/attempt indicator** – select the appropriate option if this is applicable.
 - Accessory after the fact, Conspiracy to commit, Criminal attempt to commit, Criminal Responsibility, Facilitation of, Solicitation of
- **Statute** – Type in a partial word for the alleged offense, then press the **Tab** button on your keyboard to narrow the results to only those that match the partial word.
 - Click on the drop down box to see the results. Select the best one. Pay close attention to which one you select as some may be M (for Misdemeanor) and some may be F (for Felony). If in doubt, choose the lessor offense.

- **Citation number** – If this particular offense has a citation number, you can add it here.
- **Item type** – This is helpful if the allegation is speeding or truancy, you can select either of those.
- **Item amount** – If the item type was “Speed (MPH)”, your item amount would be what speed they were allegedly going. If the item type was Unexcused absences, the item type would be the number of unexcused absences.
- **Limit** – In the speeding example, limit would be what the speed limit was in that location. If it was truancy, you would leave this empty
- **Measure** – For speeding it would be Miles per hour, for truancy it would be days.
- **Classification** -
- **Filed date** – the date these allegations were filed.
- **Petition** – some counties have petition numbers on each petition. If your petition has a number on it that differs from the case number, you can add it. Otherwise Quest will assign the next numerical petition number to it.

Click the **Update** button to save your work.

To add an Amended statute:



- Filed statutes		Top	Get from another Add
Count	Petition	Plea	Disposition
1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor; Filed 8/16/2018	18-000005		Amended
1A - Theft of property over \$500 (TCA 39-14-103), a Felony; Filed 8/16/2018	18-000006		Open
2 - Criminal trespass (TCA 39-14-405), a Misdemeanor; Filed 8/16/2018	18-000006		Open



Whichever count you are amended should be entered in the count, so in this example we amended count 1.

Suffix should say A, so this is count 1A.

Add the new statute.

Click the **Update** button to save your work.

Add a disposition of "Amended" to count 1.

Count: Suffix:

/attempt indicator:

Statute:* List statutes containing:*

Citation number:

Item type:

Item amount: Item limit: Measure:

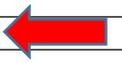
Classification:

Filed date: Petition:

Plea: Date:

Disposition: Date:

Filed Statute Disposition

- Filed statutes Top			Get from another Add
Count	Petition	Plea	Disposition
1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor; Filed 8/16/2018	18-000005		Amended
1A - Theft of property over \$500 (TCA 39-14-103), a Felony; Filed 8/16/2018	18-000006		Open 
2 - Criminal trespass (TCA 39-14-405), a Misdemeanor; Filed 8/16/2018	18-000006		Open

The Disposition of a filed statute is the disposition of the allegation, not the case. When the court rules on the allegations you can click on the word “open” to enter the disposition for each charge.

To add a disposition

Count	Plea	Date	Disposition	Date
Add a new count				
1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor	-- Select --		AMEN - Amended	8/16/2018
1A - Theft of property over \$500 (TCA 39-14-103), a Felony	G - Guilty	8/16/2018	G - Guilty	8/16/2018
2 - Criminal trespass (TCA 39-14-405), a Misdemeanor	NG - Not Guilty	8/16/2018	D - Dismissed	8/16/2018

- **Plea** – You can select how they plead for each count. If they did not enter a plea, leave it empty.
- **Date** – enter the date of the plea.
- **Disposition** – Select the appropriate disposition for each offense.
- **Date** – Enter the date of the hearing.

Click the **Update** button to save your work.

Count	Petition	Plea	Disposition
1 - Shoplifting/Theft of merchandise (TCA 39-14-146), a Misdemeanor; Filed 8/16/2018	18-000005		Amended
1A - Theft of property over \$500 (TCA 39-14-103), a Felony; Filed 8/16/2018	18-000006	Guilty	Guilty
2 - Criminal trespass (TCA 39-14-405), a Misdemeanor; Filed 8/16/2018	18-000006	Not Guilty	Dismissed

**The date entered on a filed statute disposition puts the case on the monthly state statistical report
This example will put this case on the August report.**

Requirements



- Requirements		Top	Add		
Assigned	Requirement	Start	Status	Status date	
8/16/2018	County Probation Supervised	8/16/2018 2 days			
8/16/2018	Anger Management provided by Centerstone	8/16/2018 2 days			
8/16/2018	Public Service Work	8/16/2018 2 days	(Balance: 40.00)		
8/16/2018	Restitution	8/16/2018 2 days	(Balance: \$750.00)		

Requirements represent everything a child must do to successfully be released from the jurisdiction of the court. As the different requirements are completed, we add a status and status date to indicate that they have been completed.

To add a new Requirement, click the **Add** link at the end of the line. To update a Requirement, click on the Assigned **Date** link associated with the requirement you wish to update.

To add a Requirement

Requirement type:*

Requirement code:*

Provider:

Assigned date: Start date:

Scheduled end date: New end date:

Status: Status date:

Cases:* Laura Ingalls: Case 5 - Defendant - 92JC1-2018-JD-2 (Active; Case Filed)

- **Requirement Type** – Select the type of requirement you are adding.
- **Requirement Code** – Select the appropriate code.
- **Provider** – If you are adding a type of requirement that has outside providers, you can select which provider will be providing this service.
- **Assigned date** – Date the child was ordered to do this.
- **Scheduled end date** – the anticipated end date, if applicable.
- **Cases** – Click the cases this requirement applies to.
- **Notes** – You could put in notes about this requirement, If desired.

Click the **Update** button to save your work.

Requirement Types

- **Commitment/Custody** – This is used when the child is put into DCS Custody.
 - **DCS Commitment - Delinquent/Unruly** - for a delinquent child who is committed to DCS for an indeterminate amount of time.
 - **DCS Commitment – Determinate** - only used when the child is committed for a determinate time to DCS.
 - **DCS Commitment - Suspended/stayed** - when the child has been committed to DCS but the commitment has been suspended pending completion of other requirements.
 - **Trial Home Visit** – When a child is in DCS custody but is living in the home on a trial home visit.
- **Custody** – Used when the child is removed from the home and placed with a relative or other individual.
- **Financials** – Lists all the costs, fees, fines, restitution that has been ordered.
- **Investments** – Used for trust investments.
- **Permanency** – Used to track the different permanency plans that have been ratified and the final permanency placement of the child in DCS foster care cases.
- **Probation / Supervision Level** – used to track the different types of supervision the child is under.
- **Special Conditions** – Lists all the special conditions the child must complete.
- **Termination** – Used to track when parental rights have been terminated.

For any out of home requirement, remember to go to the Relatives section and indicate that the parent no longer has custody.

[See more about Requirements](#)

To Update a Requirement

To update a requirement, click on the Assigned **Date** link. You can update a requirement to add a note or to show that it was completed.

Requirement type: [Special Conditions](#)
 Requirement code: [Anger Management](#)
 Provider:
 Assigned date:  Start date: 
 Scheduled end date:  New end date: 
 Status:  Status date: 

- **Status** – if this requirement has been completed, choose the appropriate status.
- **Status date** – choose the date of the status, such as the day they successfully completed.
- **Notes** – you can add notes about this requirement if you wish.

Click the **Update** button to save your work.

- Requirements Top					
Assigned	Requirement	Start	Status		Status date
8/16/2018	County Probation Supervised	8/16/2018 2 days			
8/16/2018	Anger Management provided by Centerstone	8/16/2018	Successfully Completed		8/17/2018
8/16/2018	Public Service Work	8/16/2018 2 days	(Balance: 40.00)		
8/16/2018	Restitution	8/16/2018 2 days	(Balance: \$750.00)		

Community Service Work

- Requirements		Top			Add
Assigned	Requirement	Start	Status	Status date	
4/4/2018	Community Service	4/4/2018 91 days	(Balance: 5.00)		

Click on the Assigned **Date** link on the community service requirement. This will take you to the Requirement Detail screen. Scroll to the bottom of this screen to the Requirement transactions. Click on the **Options** link. Then click Add a transaction.

- Requirement transactions		Descending	Top			Options
Date	Type	Number	Memo	Amount		
4/4/2018 11:18:10 AM	Assessment		Assessment for community service	10.00		
4/4/2018 11:23:32 AM	Debit/Credit		Community Service Performed	5.00		

Transaction Detail

Date: 

Type:* ▼

Amount:*

Payment method: ▼

Payor/payee:

Address:



Transaction number:

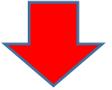
Memo:

Reference number:

- **Date** – enter the date the participant worked the hours.
- **Type** - Select community service hours worked.
- **Amount** – enter the number of hours worked
- **Memo** – you can add the location where work was performed if desired.

Click the **Update** button to save your work.

Codefendants/Associated Cases



- Codefendants/Associated Cases Top Add
Codefendant - Mary Ingalls (Case: 1; 92JC1-2018-JD-3; Defendant; F#: 3) [See case](#)

If you have a codefendant or a sibling and you wish to associate the cases, you can add the other case to this case, and they will be linked to each other. You can quickly jump back and forth between the cases by clicking the **See case** link.

Association type:*
Associated case:*

Association type:*
Associated case: [Mary Ingalls](#)
Case:*

- **Association type** – Select the appropriate type
- **Associated case** – Click the **Get name** button to do a name search on the person you wish to associate to this case.
- **Case** – After you have clicked on the person's name, you must select which of their cases is associated to this case.

Click the **Update** button to save your work.

If the incident id number is the same for multiple incidents, the system will automatically add those people as codefendants.

[See more about Associated Cases](#)

Facility Stays

- Facility stays [Top](#) [Add](#)

8/15/2018 12:15:59 PM thru Present (Location: Middle Tennessee Juvenile Detention Center; Classification: Not applicable; Privilege: Not Applicable; Duration: 1 min)

The facility stay area is where we track children who have been detained in secure detention. We can also track detention alternatives such as electronic monitoring or home detention here.

To add a new stay, click the **Add** link at the end of the line. To edit an existing stay, click on stay you wish to edit.

To add a Facility Stay

Facility Stay	
Start date/time: <input type="text" value="8/15/2018 12:25:13 pm"/>	Location:* <input type="text" value="MTJD - Middle Tennessee Juvenile Detention Center"/>
Classification:* <input type="text" value="N/A - Not applicable"/>	Bed: <input type="text" value="-- Select --"/>
Property location: <input type="text"/>	Privilege level:* <input type="text" value="N/A - Not Applicable"/>
Reason	
Case: <input type="text" value="1 - Defendant - 92JC1-2018-JD-1 (Active; Case Filed)"/>	Reason:* <input type="text" value="CO - Court Order"/>
Referring agency:* <input type="text" value="CRT - Weakley County Juvenile Court"/>	
Release	
End date/time: <input type="text"/>	Reason: <input type="text" value="-- Select --"/>
By: <input type="text" value="Quest User ID"/>	

- **Start date/time** – date and time the child was detained.
- **Location** – what facility the child was placed.
- **Classification** – N/A
- **Privilege Level** – N/A
- **Case** – select the case the child is being held for.
- **Reason** – Court order
- **Referring agency** – Select your court.

Click the **Update** button to save your work.

[See more about Facility Stay](#)

To release from facility stay

When a child is released from detention, you must release end the facility stay. Click on the existing facility stay.

Facility Stay	
Start date/time: 8/15/2018 12:15:59 PM	Location: MIDDLE TN
Classification:* N/A - Not applicable ▾	Privilege level:* N/A - Not Applicable ▾
Property location: <input type="text"/>	
Release	
End date/time: 8/15/2018 12:29:56 pm 	Reason: CT - Released by Court Order ▾
By: <input type="text" value="Quest User ID"/>	

- **End date/time** – Date the child was released.
- **Reason** – Released by Court Order
- **By** – if you leave this empty it will put in your user id, which is fine.

Click the **Update** button to save your work.

- Facility stays [Top](#) [Add](#)
8/15/2018 12:15:59 PM thru 8/15/2018 12:29:56 PM (Last Location: Middle Tennessee Juvenile Detention Center; Duration: 13 mins)

Events (hearings/appointments)



Event date/time	Event type	Court	Disposition
8/16/2018 9:00 AM	Adjudicatory Hearing	Judge Bradberry	

Events are all the hearings or appointments for this case. To add a new event, click the **Add** link at the end of the line. To edit or dispose of an event, click on the **event date/time** link. Events that are red are in the past but haven't been "disposed" yet.

To add a court event

Event date/time:* 8/16/18 9:00 am  Choice: 0
3-Monthly

Event type:* ADJU - Adjudicatory Hearing

Court: JHB - Judge James H. Bradberry's Courtroom

Estimated length in minutes:* 1

Location:

Schedule for: Laura Ingalls: Case 5 - Defendant - 92JC1-2018-JD-2 (Active;

- **Event date/time** – The date and time of the hearing. You can type the date/time as shown above or you can click the blue calendar at the end of that field to select the date and time.
- **Event type** – Select the type of hearing you are scheduling.
- **Court** – Select the court that will be hearing this.
- **Estimated length in minutes** – leave this as 1 minute. On the monthly calendar it will display the number of cases rather than how many minutes are scheduled for that day.
- **Location** – not applicable unless you this hearing is happening someplace out of the ordinary and you want to make a note of it.
- **Cases** – Select the children this hearing is about.

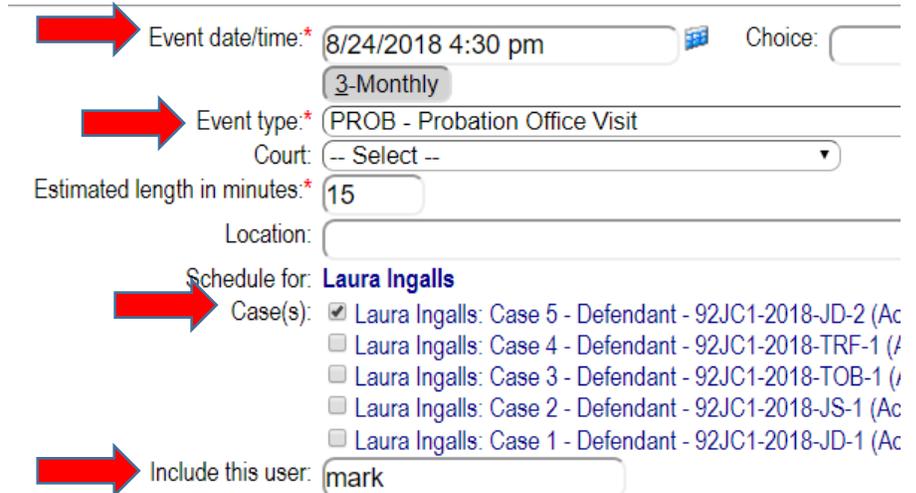
Click the **Update** button to save your work.

[Read more about Events](#)

To add a non-court event

You can schedule office visits, home visits, or any other type of appointment. You can add your name to the event and it will appear on your calendar. Some counties have a “court” named “probation office” or whatever their department is called so you can pull up a court docket for everyone coming into the office that day.

Since this is on your calendar, if you want to track how many minutes you’ve allotted for this appointment you can, or you can leave it at 1 minute so you can track how many cases are scheduled.



The screenshot shows a form for creating a calendar event. Red arrows point to the following fields:

- Event date/time.***: 8/24/2018 4:30 pm
- Event type.***: PROB - Probation Office Visit
- Estimated length in minutes.***: 15
- Case(s)**: A list of cases with checkboxes, where the first case is checked.
- Include this user:**: mark

Other visible fields include: Choice: (empty), 3-Monthly (dropdown), Court: -- Select -- (dropdown), Location: (empty), and Schedule for: **Laura Ingalls**.

[See more about Person Calendar](#)

To dispose of an event

Event date/time	Event type	Court	Disposition
8/24/2018 4:30 PM	Probation Office Visit		
8/16/2018 9:00 AM	Adjudicatory Hearing	Judge Bradberry	

If you have a typo or a piece of incorrect information, you can edit the event, or if a hearing is being rescheduled, cancelled, or heard you can dispose of it. To dispose of an event means that the event has been taken care of, it is no longer pending. Events that are past and have not been disposed will appear in red.

Click on the event date/time of the hearing you wish to edit or dispose.

Event date/time:* Thursday Cho

Event type:*

Scheduling agency: [Weakley County Juvenile Court Services](#)

Court:

Estimated length in minutes:*

Location:

Disposition:

Disposition date/time:

- **Disposition** – Select the appropriate “disposition” of this hearing. Either Heard by Judge, Rescheduled, etc., whichever applies.
- **Disposition date/time** – this is the date and time the hearing was disposed. If you leave this empty it will put in the current date and time. If that isn’t accurate you can type in the correct date/time.

Click the **Update** button to save your work.

Documents



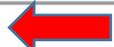
- Documents/docket entries	View CCS	Top	Add docket entry	Add document
(View)	🔗	8/23/2018 1:05:07 PM - ADJUDICATORY/DISPOSITIONAL ORDER (Pending filing; Approved - 8/23/2018)		
(View)	🔗	8/16/2018 2:54:58 PM - Petition - Delinquent/Unruly (Filed - 8/16/2018)		

Documents can be filings that are scanned into Quest or they can be documents created in Quest. An example of a document you will create in Quest is the “Adjudicatory/Dispositional Order” document. Documents not only pull information FROM Quest, they can add information INTO Quest.

To add a new document, click the **Add** link at the end of the line. To edit a document, click on the name of the document.

To add a document

Document date/time:

Template:* List templates containing:  

▾

Send notice Normal Confidential Sealed

Document for:* Laura Ingalls: Case 5 - Defendant - 92JC1-2018-JD-2 (Active; Adjudicated; Delinquent)

- List templates containing – Type in a partial word of the document you wish to create, in this example “adjud”. Press the TAB button on your keyboard. This will narrow the list of templates to only those that contain the word return.
 - Choose the template you want from the drop-down options.
- Document for – only choose the defendant, not any responsible parties.

Click the **Update** button to save your work.

All documents work the same way. There is a question across the top, followed by a row of buttons, followed by options. Sometimes there are links at the bottom of the box.

Select the hearing these notes are from: **Question**

Updates completed successfully

Sel	Date/time	Event type	Court	Disposition
<input checked="" type="checkbox"/>	7/3/2018 9:00 AM	Preliminary/Probable Cause Hearing (72 Hour) Carrie Ingalls (11; Case: 1; Unassigned)	Coffee County Court	

Select a link to update information

Caroline Ingalls (3; Case: 3; Unassigned) **Person detail** **Case** **List events** **New event**
 Carrie Ingalls (11; Case: 1; Unassigned) **Person detail** **Case** **List events** **New event**
 Charles Ingalls (4; Case: 3; Unassigned) **Person detail** **Case** **List events** **New event**
Links

- **Update:** Moves you forward through the questions and saves your answers.
- **Cancel:** Will take you out of the document, leaving it incomplete for you to work on later.
- **Refresh:** Will erase everything you have typed or clicked on the screen.
- **Backward:** Moves you backwards through the questions.
- **Top:** Takes you to the very top of the document questions or the very first question.
- **Preview:** Allows you to view the document to see what you have so far. It is HIGHLY recommended that if you are in a large document you preview frequently. If you have many questions and you don't preview and you get to the end and find you have a typo or error on a question near the top, you will have to press the BACKWARD button many times to get back to that question to fix the problem, then UPDATE forward to get back to where you were.
- **Finish:** The finish button appears when you have reached the end of the document. Once you hit the finish button, the document is completed and you may not be able to edit it.

Keep answering the questions until you come to the end of the document.

[Read more about Documents](#)

To edit an incomplete document

If you had to cancel to get out of a document before you were able to finish it, you can continue working on it by clicking on the name of the incomplete document.

- Documents/docket entries View CCS Top Add docket entry Add document
8/2/2018 9:18:01 AM - D&N Return from Court (Incomplete)



This will take you into the Document Detail screen.

Click the **Edit Text** button to get back into the document and continue working on it.

Document Detail

Document date/time: 8/2/2018 9:18:01 AM
Template: RFC-DN -

Status: Incomplete By: Karlene Thompson
 Send notice Normal Confidential Sealed
Order book: Page:
From event: -- Select --

Document names/cases			Add
Caroline Ingalls (3; Case: 3; Unassigned)	Person detail	Case	Documents
Carrie Ingalls (11; Case: 1; Unassigned)	Person detail	Case	Documents
Charles Ingalls (4; Case: 3; Unassigned)	Person detail	Case	Documents

Notices Edit
None

Notes Add
None

Update Cancel Refresh New Delete Edit text Assign

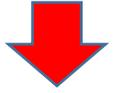


You will get a message once a week about documents that have not been “finished” warning you that this document will be deleted if not completed. Incomplete documents will be deleted after 30 days. Do something with the document, then delete the message.

- The following document will be deleted on 9/2/2018 if it is not completed: **D&N Return from Court --Select--**
--> Added by Karlene Thompson on 8/2/2018 9:37:35 AM

To add a scanned document

We can add scanned documents, such as D&N Petitions and Court Orders, to cases as well as create them. Please put your scanner on the smallest image size possible. Scan your document. Documents can be saved as a .pdf or a .tif. Save the scanned document on your computer somewhere where you can find it.



- Documents/docket entries View CCS Top Add docket entry Add document
None

To add a scanned document, click the **Add Document** link at the end of the line.

Document Detail

Document date/time:

Template:* List templates containing: scan

S-ODN - Scanned Order regarding D&N ▾

Scanned Order regarding D&N

Send notice Normal Confidential Sealed

Document for:* **Carrie Ingalls**

- Case(s):
- Carrie Ingalls: Case 1 - Child - Depend/Neglect (Active; Case Filed)
 - Caroline Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)
 - Charles Ingalls: Case 3 - Respondent - Depend/Neglect (Active; Case Filed)

Click the **Update** button to save and continue.

Answer the questions.

What is the name of the Order being scanned?

(50 characters or less)

Updates completed successfully

Update Cancel Refresh

Adjudication Order

If you answer Yes, it will walk you through more questions, allowing you to update the filed statute disposition, add requirements, add next court date, add a case status, etc.

Do you need to update the case?

List; select 0 or 1

Updates completed successfully

Update Cancel Refresh

Selected

Yes

Click the **Choose File** button to Find your saved scanned Document and pull it into Quest.

Click the **Update** button to save and continue.

Click the **Finish** button. You can then click the **Cancel** button to return to the case detail screen.

Select the document to import:

Updates completed successfully

Update Cancel Refresh

Attachment to upload (TIFF or PDF):*

No file chosen

