

**Brevard
C.A.R.E.S.****Series:****Operating Procedures
FSP 9, RPM 7****COA: CM 8,****Procedure Name:****Closing Procedures****Procedure Number:****OP BC 1010****Revision #/Date:****(1)11/12/2012, (2) 11/14/2016, (3) 09/23/2020****Effective Date:****09/15/2009****Applicable to:****Brevard C.A.R.E.S.**

SUBJECT:**Brevard C.A.R.E.S. Program Case Closing Procedures****PURPOSE:**

This operating procedure outlines Brevard C.A.R.E.S. procedures for closing cases. This policy will clarify the protocols and steps taken by the Brevard C.A.R.E.S. staff to ensure prompt quality access for families to the services offered by the Brevard C.A.R.E.S. The proper application of this policy will ensure that Brevard C.A.R.E.S. meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE:

Brevard C.A.R.E.S. uses a planned and orderly process for case closure that begins at intake and clearly defines staff responsibility involving the assigned Family Partner, Coordinator, parent or legal guardian and others as appropriate.

I. Process for Cases Closing Prior to Family Team Conferencing:

Prevention Program: The Brevard C.A.R.E.S. staff member, assigned to the case will attempt to contact the family based on the information provided through the intake and referral process. If the information is incomplete or found to be inaccurate, the staff member will contact the referral source to request additional information and get clarification.

The assigned Brevard C.A.R.E.S. staff member will attempt to contact the family by phone a minimum of three times within the first 2 business days of receiving a referral. When possible, the assigned Brevard C.A.R.E.S. staff member and the referral source will attempt contact with the family at the time of the referral. This serves as the first attempt to engage the family and is documented in FSFN.

- If the caregiver refuses services during this joint attempt, the assigned Brevard C.A.R.E.S. staff member documents the refusal and the referral sources planned next steps in FSFN.
- If the first attempt is unsuccessful at reaching the caregiver, the assigned Brevard C.A.R.E.S. staff member documents the attempt in FSFN. The assigned Brevard C.A.R.E.S. staff member will attempt a total of 3 calls within the first two business days.

If the caregiver refuses services during a follow up attempt, the assigned Brevard C.A.R.E.S. staff member will document the refusal in FSFN and notify the referral source of the refusal and intent to close the referral as a refusal. This notification will be documented in FSFN.

If the assigned Brevard C.A.R.E.S. staff member is unsuccessful at reaching the caregiver in 3 attempts, the caregiver refuses services, or if the caregiver initially accepts but disengages prior to the completion of the Family Team Conference the assigned Brevard C.A.R.E.S. staff member schedules a close the loop staffing within 2 business days with the referring party and Supervisor for all families referred determined to be unsafe or safe but at high or very high risk who are unwilling to engage and participate.

If at any time during this process the family responds to the assigned Brevard C.A.R.E.S. staff member and would like to schedule a time for a Strength and Cultural Discovery or Family Team Conference, the Family Partner will follow protocol in procedures (OP BC 1001 and OP BC 1002). If during this process, the assigned Brevard C.A.R.E.S. staff member again loses contact with the family, the staff member will repeat the above process before closing the case. If the family receives a Strength Discovery and or any services, the staff member will complete a Discharge Summary. Copies of the Discharge Summary and all correspondence are placed in the client file. Once the case is to be closed, the staff member will transfer the case to a closed folder according to protocol including all relevant case documentation and provide the file to the Brevard C.A.R.E.S. Program Manager for closure in the C.A.R.E.S. database. Upon case closing, Brevard C.A.R.E.S. notifies any collaborating service providers.

II. Process for Cases Closing After Family Team Conferencing:

Once the Family Care Team has reached consensus that the family is ready for closure, a graduation celebration will be held at which time the Coordinator will explain to the family that they will be receiving a closing letter to retain for their records. All families exiting will have an aftercare and transition plan. Upon return to the office, the Coordinator will complete the Discharge Summary. They will also send a closing letter reflecting 'No further need of program services – successful graduation' to the family. Copies of each will be placed in the case record. The Coordinator will transfer the case to a closed folder according to the Brevard C.A.R.E.S. protocol and will provide the file to the Brevard C.A.R.E.S. Program Manager for closure in the CARES database. If at any time during the Family Team Conference process, the Coordinator becomes unable to contact the family. The steps outlined above in section 3 will be taken. Under the rare and exceptional circumstance that an individual or family is asked to leave the program Brevard C.A.R.E.S. makes every effort to link the individual or family with appropriate services. When a family third party benefits or payments end, Brevard C.A.R.E.S. will provide services until appropriate arrangements are made and, if terminated or withdrawal of service is probable due to non- payment, Brevard C.A.R.E.S. works with the person or family to identify other service options.

Categories for cases closing: Once the file is forwarded to the Brevard C.A.R.E.S. Program Manager for closure in the state automated child welfare information system, the case will be closed with one of the following category identifiers.

- Case Supervision Completed/Outcomes Achieved: Care Plan goals and outcomes have been achieved. Protective Factors and caregiver protective capacities are such that child safety is assured through internal means with the family. A safe home exists.

- Service Provision Completed : Some Care Plan activities and strategies have been completed. Protective Factors and caregiver protective capacities and functioning are sufficient, and motivation exist to allow external sources to provide and assure child safety
- Family Requests Services Close: The parent(s)/legal guardian(s) made decision to end their relationship with Brevard C.A.R.E.S. and a safe home exists.
- Service Refused by Family/No Legal Grounds: The parent(s)/legal guardian(s) made decision to end their relationship with Brevard C.A.R.E.S. Current safety factors or risk issues may exist, however do not place the child(ren) in immediate danger. There is insufficient evidence to initiate dependency proceedings to compel involvement.
- Family Whereabouts Unknown/Reasonable Efforts Made: The current whereabouts of the family and child are unknown and Brevard C.A.R.E.S. has made reasonable efforts to locate the family and child.
- Other: Child reached age of majority, child fatality no surviving minor siblings, closing disrupted(change in custody of child), loss of Florida jurisdiction, administrative closure.

III. Closure Process for All CARES cases

The Care Coordinator or Family Partner will complete the following:

- A. Complete CARES Discharge Summary and enter as a Termination Summary FSFN note. Discharge summary should have only one closure reason and be signed.
Prevention: applicable for cases with 2 or more FTC's, all SMST cases) Non-Judicial services will provide a detailed summary of the case to present for Close the Loop prior to closure. This summary will be documented in FSFN note.
- B. Close expired Mindshare authorizations
- C. Close the Loop Staffing.
- D. Local Call Outs will be collected for the last 6-months from LEO and summarized in a FSFN note and included in the Close the Loop Summary.

The file should be prepared for closure in the following manner:

- A. Case has been transferred to 2-pronged closure folder (Tan/Brown Folder)
- B. Notes of case activity
- C. Closure letter with valid closure reason D.
Authorizations/referrals are in the file
- E. Provider Progress notes and correspondence are in the file and summarized in FSFN Notes
- F. Satisfaction Survey Data Form is in the file, completed and signed/dated
- G. File Reviews are followed up with and signed and placed in the file
- H. Graduation Care Plan with updated Crisis Plan in file

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The Supervisor or designee will complete the following closure activities once the staff member has submitted the file for closure:

- A. Supervisory Reviews are signed/dated in the file
- B. Complete Final Supervisor Review as FSFN Note
- C. End date Living Arrangement/Family Support tab in FSFN
- D. Approve closure in FSFN & Mindshare

- F. Safety plan is closed and end dated.

BY DIRECTION OF THE EXECUTIVE DIRECTOR



KATHRYN PARKER
Executive Director
Brevard C.A.R.E.S., Inc

Signature Date: 04/13/2021