



Ohio SACWIS Project
CM16 Process Case Closure
Checklist (UC322)
Version 1.4

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Revision Log

Version	Date	A/D/C (Add, Delete, Change)	Author	Document Section #	Description
1.0	08/11/2004		Caroline Roy		Initial version
1.1	08/12/2004	A/D/C	M. Stubbs	All	Amended Version
1.2	8/13/04		T Bendert		Revisions from use case session
1.3	9/20/2004		C. Roy		Revision
1.4	10/15/2004		C. Roy		Revision prior to RRD
					RRD Session

Table of Contents

Revision Log	3
Table of Contents	4
1 Description	5
2 Characteristic Information	5
3 Basic Flow.....	6
3.1 Usage Examples and Narratives.....	6
3.2 Main Success Scenarios	6
Alternate Flows.....	7
4 Important and Required Fields.....	8
5 Special Requirements.....	9
6 Notes, Background Information, User Interface Ideas	10

1 Description

This use case is the process to close an ongoing case. This use case describes the process to view and respond to a checklist of rules-based requirements of items to be completed before a Case can be closed. The process should display the items and the completion status of each. It should allow for the user to navigate to the work item represented in the checklist, complete the work, and return to the checklist in order to update or view updated checklist. The checklist should display as long as there is at least one uncompleted item. The checklist should be triggered automatically by the system, or by a user request to view the checklist.

2 Characteristic Information



Name	CM16 Process Case Closure Checklist (UC322)
Scope	 Business – Case Management
Level	 - Primary Task
Actor(s)	Worker, Supervisor
Stakeholders and Interests	<ol style="list-style-type: none"> 1. County Agencies 2. PCSA workers 3. Private Agencies 4. IV-E Agencies 5. ODJFS
Pre-conditions	A Case is opened in SACWIS and assigned to a worker.
Post-conditions	After completing the case closure checklist the worker will be able to proceed forward with the closure request.
Trigger(s)	System determines that a case close request has occurred while one or more checklist items remain incomplete; or, the Worker requests the system to display the checklist.
Requirements Addressed	RFP171, RFP172, RFP254, RFP258, RFP319, RFP321, RFP326

Figure 1 - CM16 Process Case Closure Checklist (UC322)

3 Basic Flow

3.1 Usage Examples and Narratives

Scenario 1: Process Case Closure Checklist: The worker has initiated the case closure process and the system requires the worker to complete the closing history checklist, required by rule, before the case can be closed.

3.2 Main Success Scenarios

Scenario 1: Process Case Closure Checklist.

1. The worker asks the system to close an existing open case via CM17 Maintain Case Status (Summary) and Closure Information (UC89).
2. The system displays a Case Record Checklist of activities that must be completed prior to closing the case, along with a due date/completed/incomplete/updated by indicator for each item. (MSS)
3. The worker optionally prints the checklist.
Steps 4 through 7 may be repeated:
4. The worker selects to navigate to the incomplete work item.
5. The system displays the associated work item processing information.
6. The worker enters the missing/incomplete information for the work item and saves the changes.
7. The system updates the checklist. (MSS)
8. The worker returns to the checklist of activities to view the list of completed checklist activities.
9. The system will search the case to make sure all checklist required work items have been completed.
10. The system verifies that all the checklist items have been completed.
11. The worker completes case closure process via CM 17 Maintain Case Status Summary and Closure Information

Alternate Flows

2a. *Case Category = Child Abuse and Neglect (MSS)*

2b. *Case Category = Dependency (MSS)*

2c. *Case Category = Family in Need of Services (MSS)*

2d. *Case Category = Information and/or Referral (MSS)*

2e. *Case Subcategory = Voluntary Protective Supervision (MSS)*

2f. *Case Subcategory = Court Ordered Protective Supervision (MSS)*

2g. *Case Subcategory = Custody (MSS)*

2h. *Case Subcategory Adoption. CM20 Track Adoption Process*

2i. *The worker can not complete all the checklist items, but still wants the case processed for closure.*

4 Important and Required Fields

MSS or AF Step	Fields
MSS 1 Step 2	<p>Checklist Items:</p> <ol style="list-style-type: none"> 1. open assessments, 2. ongoing or pending Case Plan, Adoption Case Evaluation, and Safety Plan. These plans must have a status of (plug in the statuses that the team created for the FAPM pow's). 3. case participants with a legal status that places their custody with the Department/Agency 4. unevaluated eligibility changes, 5. open payments (payments that are scheduled but have not been issued), 6. Open placements/episodes (the one exception being for In Home Services for a TPR case). 7. Open AFCARS ticklers 8. All CAPMIS ticklers must be addressed (family assessment, safety assessment, case review, reunification assessment) 9. Notify Family and collaterals (as appropriate) in writing of Case 10. Closure 11. Submit a Case Evaluation or case note (as appropriate) to your supervisor for approval. 12. Case Plan Amendment (if applicable) 13. accepted CA/N reports without an assessment/investigation initiated 14. ongoing or pending Case Plan, Permanency Plan, Adoption Case Evaluation, and Safety Analysis & Plan. These plans must have a status of Terminated. 15. case participants with a legal status that places their custody with the Department/Agency 16. unevaluated eligibility changes, 17. open payments (payments that are scheduled but have not been issued), 18. open placements/episodes (the one exception being for In Home Services for a TPR case). 19. Open AFCARS ticklers 20. Submit a Case Evaluation or case note (as appropriate) to your Supervisor for approval. 21. Notify Family and collaterals (as appropriate) in writing of Case Closure 22. Final Safety Assessment (if appropriate) 23. Final Family Assessment (if appropriate)

	24. Final case notes (family and service providers) 25. No active client services 26. No pending supervisor approvals 27. No active ticklers
AF 2a.	Case Category = Child Abuse and Neglect Checklist
AF 2b.	Case Category = Dependency Checklist
AF 2c.	Case Category = Family in Need of Services Checklist
AF 2d.	Case Category = Information and/or Referral Checklist
AF 2e.	Case Subcategory = Voluntary Protective Supervision Checklist
AF 2f.	Case Subcategory = Court Ordered Protective Supervision Checklist
AF 2g.	Case Subcategory = Custody Checklist
MSS 1 Step 7	Fields to Display on Screen <ul style="list-style-type: none"> • Open Date • Closed Date • Case Number • Open reason • Closed reason • Maintain hyperlink • Case Record Location (actual hard copy file) • County location (where opened and where closed) • Case Record Status • Last updated by information • Last updated Date

Figure 2 - Important Fields

5 Special Requirements

Business Rule: if there are any open/pending items the case closure will be denied. i.e.

- accepted CA/N reports without an assessment/investigation initiated

6 Notes, Background Information, User Interface Ideas

Requirements allocated to this common use case	
<u>Primary Responsibility</u>	
RFP258	<i>Original Wording:</i> The system must provide the capability to track a case through the life of the case including contact log, dictation (progress on goals/activities), and case closure. Contact log and dictation must be able to be sorted by various parameters (date, type, worker, etc.). <i>Reviewed 8/13/04:</i> No changes
RFP254	<i>Original Wording:</i> The case plan function must track a case through the life of the case, including closure. <i>Reviewed 8/13/04:</i> No changes
RFP319	<i>Original Wording:</i> Client case status (e.g. open, close, referral, case) <i>Reviewed 8/13/04:</i> No changes
RFP321	<i>Original Wording:</i> Family case status (e.g. open, close, referral, case) <i>Reviewed 8/13/04:</i> No changes
RFP326	<i>Original Wording:</i> Case closure elements <i>Reviewed 8/13/04:</i> No changes
<u>Secondary Responsibility</u>	
RFP171	<i>Original Wording:</i> Case resolution/disposition <i>Reviewed 8/13/04:</i> No changes
RFP172	<i>Original Wording:</i> Case open/close status <i>Reviewed 8/13/04:</i> No changes

Figure 3 – Requirements Table

The following figures illustrate how Closure Checklist activity is monitored and displayed in the Wisconsin SACWIS system. The screen shots do not represent the design of the Ohio SACWIS system.

Example A

EXAMPLE SCREEN SHOT

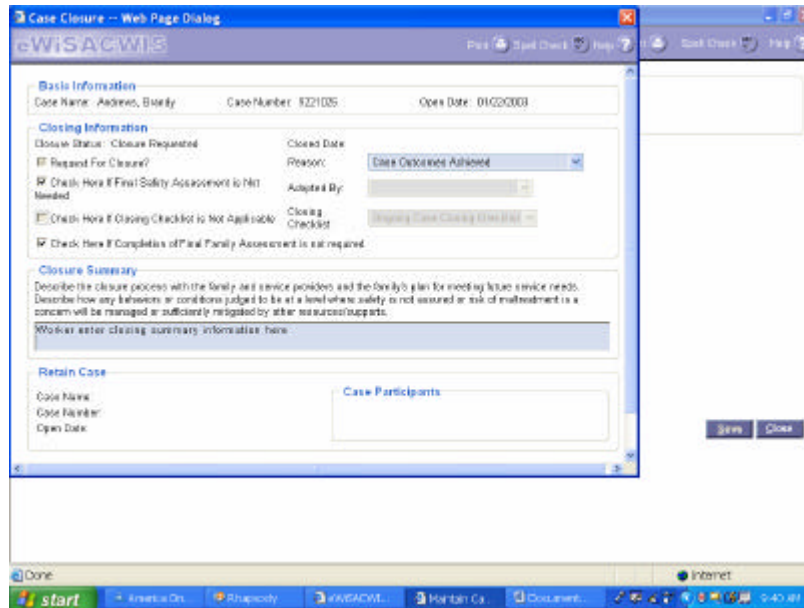


Figure 4 – Screen Shot A

Example B

EXAMPLE SCREEN SHOT

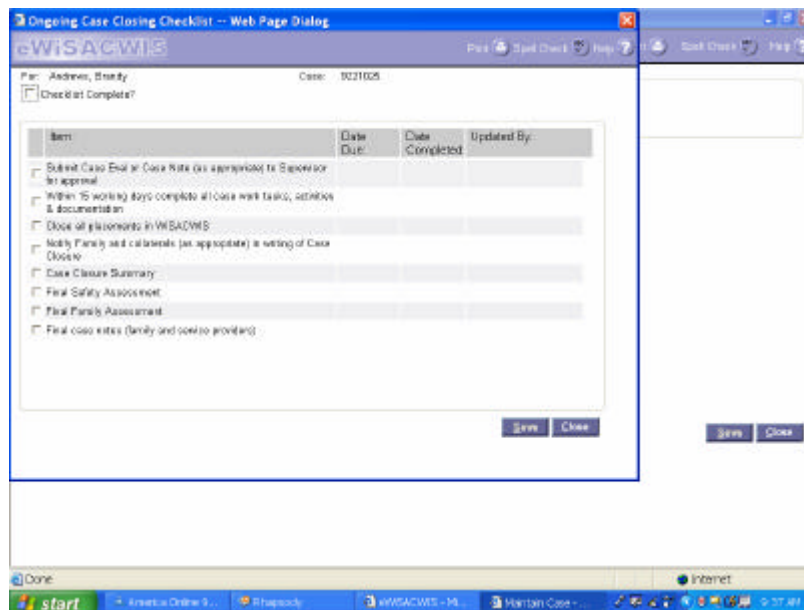


Figure 5 – Screen Shot B

Example C

EXAMPLE SCREEN SHOT

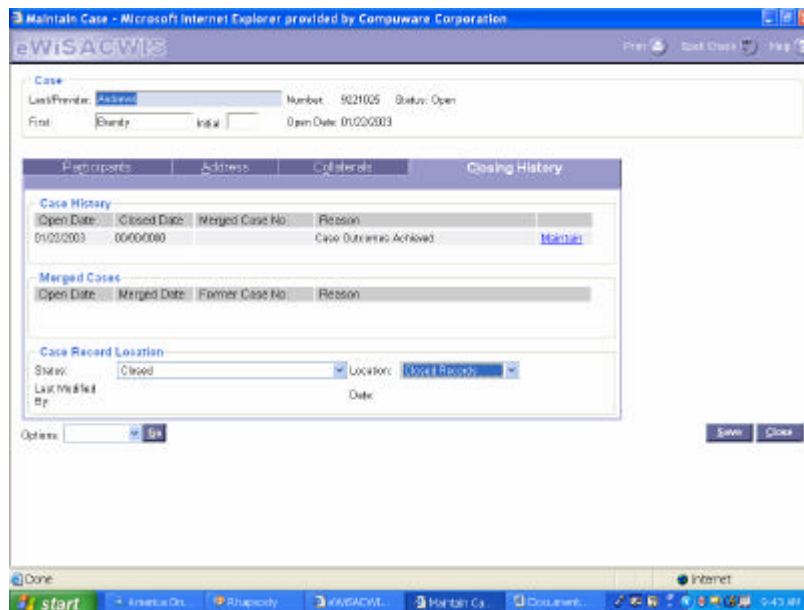


Figure 6 – Screen Shot C