

Ohio SACWIS Project

CM10 Record Case Services

Version 3.2

May 16, 2005

Prepared for:



Prepared by:

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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	08/09/2004	A/D/C	M. Stubbs	All	Amended Version
1.2	8/18/04	A/D/C	Caroline Roy/Terri Bendert		Amended from Use Case Session - 8/12/04 Combined CM07 and CM09 – Retained CM07
1.3	08/20/2004		S. Graham		Revised
1.4	9/20/2004		C. Roy		Revision
1.5	9/27/2004		C. Roy/Susan Drummond		Revision
1.6	9/29/2004		C. Roy		Updated during Use Case Session
1.7	9/30/2004		C. Roy		Updated during Use Case Session
1.8	10/15/2004		C. Roy		Revision Prior to RRD
1.9	10/25 & 26/2004		C. Roy		RRD Session
2.0	11/15/2004		Caroline Roy		RRD Final Version
2.1	03/29/2005	A/D/C	M. Stubbs	All	Pre-JAD Version
2.2	04/05/2005	A/D/C	M. Stubbs	All	Pre-JAD Version
3.0	04/06/2005	A/D/C	S. Hollingshead	All	Final JAD Version
3.1	04/21/2005	C	M. Stubbs	All	Post JAD revisions
3.2	05/16/2005	A/C	M. Stubbs	Section 3-6	Design Review Revisions (Navigation and Business Rules)

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1 Description

This use case describes the steps a worker takes to document initial and all subsequent Case Services information for Case Members. The use case also documents the steps a Caseworker takes to end Case Services and discharge Case Services episodes.

2 Characteristic Information



Name	CM10 Record Case Services Information
Scope	 Business – Case Management
Level	 - Primary Task
Actor(s)	<p>Caseworker - A generic term for an agency employee who can be assigned to tasks that are common to all caseworkers.</p> <p>Agency Service Authorization Worker – This term is used to describe the agency employee who is responsible for authorizing services and payments in OH SACWIS.</p> <p>Worker - This is a generic term for someone with general access to SACWIS having the capability to read and perform tasks that all employees will be able to perform.</p>
Stakeholders and Interests	<ol style="list-style-type: none"> 1. Service Provider 2. Child(ren) 3. Parent/guardian/custodian 4. Case Participants 5. Guardian ad litem 6. Court appointed special advocate 7. Kin/relative who is providing care for the child 8. The pre-adoptive parent 9. Child’s attorney 10. Court 11. Tribe - Extended Family (ICWA) 12. PCPA 13. PCSA 14. Local CDJFS 15. Substitute Caregivers 16. ODJFS 17. State ICPC Worker
Pre-conditions	A Open Case Record exists in OH SACWIS
Post-conditions	Child Case Services information has been recorded.
Trigger(s)	The Caseworker requests the System add a Case Services Record.
Requirements Addressed	RFP37.2, RFP80, RFP80.1, RFP80.2, RFP80.3, RFP80.4, RFP196, RFP197, RFP263, RFP277, RFP294, RFP295, RFP296, RFP297, RFP298, RFP329, RFP341, RFP352, RFP376.4

Figure 1 – Characteristic Information

3 Basic Flow

3.1 Usage Examples and Narratives

- Example 1: Worker needs to navigate the Case Services List Page.
Example 2: Worker wishes to filter list page criteria.
Example 3: Caseworker wishes to add a Case Services Record.
Example 4: Caseworker wishes to edit a Case Services Record.
Example 5: Worker wishes to view a Case Services Record.
Example 6: Caseworker wishes to match a Provider to the Child's service needs.
Example 7: Caseworker wishes to unlink Provider from the Case Services Record.
Example 8: Caseworker wishes to add a Service Review Record.
Example 9: Caseworker wishes to edit a Service Review Record.
Example 10: Caseworker wishes to delete a Service Review Record.
Example 11: Worker wishes to view a Service Review Record.
Example 12: Caseworker wishes to maintain Service Ending information.
Example 13: Worker wishes to view Service Ending information.
Example 14: Authorized Agency Service Authorization Worker wishes to maintain service authorization information.
Example 15: Caseworker wishes to view Service Authorization.

3.2 Main Success Scenarios

Scenario 1: Navigate Case Services List Page

1. Worker request System present Case Services List page.
2. System presents Case Services List page.
3. Caseworker optionally executes one of Scenarios 2-4, 12-13 and 15 Worker optionally executes Scenarios 5 and 13. Authorized Agency Service Authorization Worker optionally executes Scenario 14.

Scenario 2: Filter List Page

1. Worker enters search/filter criteria.
2. Worker requests System 'Filter'.
3. System presents filtered view of the Case Services Records list.

Scenario 3: Add Case Services Record

1. Caseworker selects Case Member and requests System add Case Services Record.
2. System presents Case Services Record; defaulting to the Service Information page.
3. Caseworker enters information.
4. Caseworker optionally executes Scenario 6 and/or 7.

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5. Caseworker optionally requests System view selected Provider Record.
6. System optionally presents Provider Overview page for Provider (See RM32-View Provider Overview).
7. Caseworker optionally views information.
8. Caseworker optionally requests System closes page.
9. System optionally closes page and returns to Service Information Page.
10. Caseworker optionally requests System present Service Review page.
11. System optionally presents Service Review page.
12. Caseworker optionally executes Scenario 8-11.
13. Caseworker requests System save record.
14. System validates and saves record; returns to the Case Services List Page.

Scenario 4: Edit Case Services Record

1. Caseworker requests System edit selected Case Services Record.
System presents selected Case Services Record; defaulting to Service Needs page in edit mode.
2. Repeat Steps 3-14 of Scenario 3.

Scenario 5: View Case Services Record

1. Worker requests System view selected Case Services Record.
2. System presents Case Services Record in view mode.
3. Worker optionally views information.
4. Worker requests System close record.
5. System closes record; returns to the Case Services List Page.

Scenario 6: Link Provider to Service Record

1. Caseworker requests System Link provider to Service Record.
2. System presents Match Provider page (RM19a-Match Client with Provider) pre-filled with Service Information, Agency Information and Child Information.
3. Caseworker executes Scenario 2 of RM19a.

Scenario 7: Unlink Provider from a Case Services Record

1. User requests System unlink Provider Record.
2. System asks user "Are you sure you want to unlink this Provider Record, OK or Cancel?"
3. User selects 'OK'.
4. System deletes the selected Provider Record.

Scenario 8: Add Service Review Record

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1. Caseworker requests System add Service Review Record.
2. System presents Service Review Details page.
3. Caseworker enters information.
4. Caseworker requests System OK information.
5. System verifies and accepts information; returns to Service page.

Scenario 9: Edit Service Review Record

1. Caseworker requests System edit Service Review Record.
2. System presents Service Review Details page in edit mode.
3. Caseworker repeats Steps 3-5 of Scenario 8.

Scenario 10: Delete Service Review Record

1. User requests System delete Service Review Record.
2. System asks user "Are you sure you want to unlink this Service Review Record, OK or Cancel?"
3. User selects 'OK'.
4. System deletes the selected Service Review Record.

Scenario 11: View Service Review Record

1. Worker requests System view Service Review Record.
2. System presents Service Review Details page in view mode.
3. Caseworker views information.
4. Caseworker requests System closes page.
5. System closes page and returns to Service page.

Scenario 12: Maintain Service Ending Information

1. Caseworker requests System display Service Ending page.
2. System presents the Service Ending page.
3. Caseworker enters information.
4. Caseworker requests System save information.
5. System validates and saves information; returns to the Case Services List Page.

Scenario 13: View Service Ending Information

1. Worker requests System view display Service Ending page.
2. System presents the Service Ending page.
3. Worker views information.
4. Worker requests System close page.
5. System closes page and returns to the Case Services List Page.

Scenario 14: Maintain Service Authorization Information in Service Record

1. Agency Service Authorization Worker requests System display Service Authorization page.
2. System presents the Service Authorization page. (See FM05-Maintain Service Authorizations).
3. Agency Service Authorization Worker enters information.
4. Agency Service Authorization Worker requests System save information.
5. System validates and saves information; returns to the Case Services List Page.

Scenario 15: View Service Authorization Information in Service Record

1. Caseworker requests System display Service Authorization page.
2. System presents the Service Authorization page. (See FM05-Maintain Service Authorizations).
3. Caseworker views information.
4. Caseworker requests System close page.
5. System closes page and returns to the Case Services List Page.

4 Alternate Flows

The View Scenario mentioned in this use case has no alternate flows.

2a AF Condition 1.

3a.1 System presents a data validation error message alerting the Worker that fields were entered incorrectly. The Worker can return to area needing correction.

3a-4a AF Condition 1.

13a.1 Caseworker requests System apply information.

14a.1 System verifies and saves information and does not close page.

3b-4b AF Condition 2.

13b.1 Caseworker requests System cancel information.

14b.1 System cancels information and closes page; returns to Case Services List Page.

3c-4c AF Condition 3.

14c.1 System presents a data validation error message alerting the Caseworker that required fields were entered incorrectly. The Caseworker can return to area needing correction.

7a AF Condition 1.

3a.1 Caseworker selects 'Cancel'.

4a.1 System does not unlink record.

8a AF Condition 1.

4a.1 Caseworker requests System cancel information.

5a.1 System cancels information and closes page; returning to Service Page.

8b AF Condition 2.

5b.1 System presents a data validation error message alerting the Caseworker that required fields were entered incorrectly. The Caseworker can return to area needing correction.

10a AF Condition 1.

3a.1 User requests System cancel delete.

4a.1 System does not delete information and returns user to Service Review List Record.

12a AF condition 1.

4a.1 Caseworker requests System cancel information.

5a.1 System cancels information and closes page; returns to Case Services List Page.

12b AF Condition 2.

5b.1 System presents a data validation error message alerting the Caseworker

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that required fields were entered incorrectly. The Caseworker can return to area needing correction.

14a AF Condition 1.

4a.1 Agency Service Authorization Worker selects request System Cancel information.

5a.1 The System cancels information and returns to Case Services Record.

14b AF Condition 2.

5b.1 The system presents a data validation error message alerting the Agency Service Authorization Worker that specific fields were entered incorrectly. Agency Service Authorization Worker can return to area needing correction.

5 Important and Required Fields

MSS or AF Step	Fields
MSS3 Step 2	<p><u>Service Needs Page</u></p> <p>Case Member The names of the member identified as client in need or receiving services of services</p> <p>Substitute Caregiver The names of the current provider (placement services) for any the case member identified for need or receipt of service</p> <p>Effective Date The effective date that the service need was identified</p> <p>Status The status of the Case Service record</p> <p>Service Category The service category associated to the service record</p> <p>Service Type The service type associated to the service record</p> <p>Service Group The service group (goal of service provision) under which the service is being provided</p> <p>Begin Date The begin date for delivery of services</p> <p>End Date The end date for termination of services</p> <p>Estimated End Date The estimated end date for service provision</p> <p>Provider Information Information specific to the resource identified for provision of services</p>
MSS3 Step 11	<p><u>Service Review Page</u></p> <p><u>Service Activity Review List</u> List of all the service reviews performed for the service record</p>
MSS8 Step 3	<p><u>Service / Activity Review</u></p> <p>Review Date The date of the review record.</p> <p>Additional Comments Narrative information regarding the Service / Activity Review</p> <p><u>Barriers to Service</u></p> <p>Barriers Exist Yes or No response to identification of barriers to provision of service</p> <p>Barrier Type The type of barrier that exist for provision of the service</p> <p>If Yes, Please Explain Narrative field used to capture information related to the barrier information</p>
MSS12 Step 2	<p><u>Case Services Ending Page</u></p> <p>End Date The date that child Case Services with the Provider ended</p> <p>End Reason The reason the Case Services has been ended</p> <p>Additional Comments Narrative field used to capture any additional comments related to the</p>

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	Case Services ending
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Figure 2 - Important Fields

6 Special Requirements

6.1 Case Members Rule

Case Members list on the Case Services List page will only pre-fill current case members for the associated case.

6.2 Current Substitute Caregiver(s) Rule

Current Substitute Caregiver(s) list on the Service Information page will only pre-fill the provider associated with current placement for the selected Case Member.

6.3 Service Category-Service Type Filter Rule

The Service Type(s) and Service Group(s) will be filtered based on the Services Category field. The Service Type field will display the Service Descriptions set up by the employing agency of the logged in worker via the FM02-Maintain Services process.

6.4 Service Authorization Notification Rule

The System will determine based on the Service Attribute 'Unpaid Service' whether or not service authorization is necessary. In instances where, Service requires Authorization the System will present the Authorization link on the List Page for the record once complete.

The System should send an alert to the Agency Service Authorization Worker for each Case Services Record when the 'Service Authorization Required' checkbox is selected (system derived). The System should state "A new Case Services record has been completed for "Insert Case Member Name in the Insert Case Name/Case ID Case. Please review the Case Member's Service Record to determine Service Authorization).

The System should also send an alert to the Agency Service Authorization Person for each Case Services Record that has ended. The System should state "The Case Services for (Insert Case Member Name in the Insert Case Name/Case ID Case has been ended. Please review the Case Member's Service Record to determine Service Authorization."

6.5 Link Provider Rules

The System should pre-fill the following information from the Service Record into the identified fields of the Provider Match page.

From the Services Page	Will pre-fill the Provider Match Page
Service Category	Service Category
Service Type	Service Type

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The Employing Agency Type of the logged on worker	Agency Type
The Employing Agency of the logged on worker	Agency

The System will not allow the user to modify the Service Category or Service Type fields.

In addition, once the provider is returned back to the Case Service Record, the Service Category and Service Type fields will be frozen and the Service Begin Date will be enabled and required. The System will only allow one provider to be linked to the Placement Record.

6.6 Provider Search and Selection Rules

The System should only allow the user to select (1) Provider that meets the following criteria:

1. The Provider Status is 'Active'.
2. The Service Status is 'Active' and the employing agency of the logged in worker is associated to the active service credential record.

6.7 Service Record Delete Rule

Only Service Records in 'Needed' and 'Planned' status can be deleted. Any services attached to an approved piece of work cannot be deleted. Otherwise, the Delete functionality will not be available.

For Service Review Records, only the most current record can be deleted prior to Saving the Case Service record.

6.8 Service Ending Functionality

The Service Ending functionality will only be presented for 'Provided' Service Records. When a Service Ending record has been saved the information will be frozen for edit purposes and cannot be deleted. The End Date of the Record will populate the Service End Date of the Service Record.

6.9 Service / Activity Review Date Rule

The review date for a newly added Service / Activity Review must be greater than or equal to the last review date.

6.10 Completed Case Services Record Rule

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When a user sets the status of the Case Services Record to 'Provided' all information in the Case Service Record will become frozen with the exception of the Service Review functionality. In addition, the Unlink Provider Information functionality will not be enabled upon completion of the record.

On the List Page, the End Service Link and the Service Authorization Link will be presented by the system.

7 Notes, Background Information, User Interface Ideas

Definitions

Case Management Services: activities performed by the PCSA or private child placing agency (PCPA) for the purpose of providing, recording and supervising services to a child and his parents, guardian, custodian, caretaker, or substitute caregiver.

Counseling Services:

- General counseling services performed by a PCSA or by the shelter for victims of domestic violence to assist a child, a child's parents, a child's sibling in alleviating identified problems that may cause or have caused the child to be an abused, neglected or dependent child
- Psychiatric or psychological therapeutic counseling services provided to correct or alleviate any mental or emotional illness or disorder and performed by a licensed psychiatrist, licensed psychologist or person licensed under Chapter 4754 of the Revised Code to engage in social work or professional counseling.

Diagnostic services

- Medical, psychiatric or psychological services performed by a licensed physician, psychiatrist, psychologist, licensed professional counselor with clinical endorsement or a licensed independent social worker for the purpose of evaluating an individual's current physical, emotional, or mental condition.

Help Me Grow – early intervention services: means services provided to a child under age three which can include developmental evaluations and assessments, speech and hearing services, family training and counseling, home visits, occupational or physical therapy, social and psychological services and service coordination.

Emergency Shelter: The short-term crisis placement of any child who is threatened or alleged to be abused, neglected or dependent to an extent that there is imminent risk to the child's life, physical or mental health or safety.

Home Health Aide Services: The personal care and maintenance activities provided to individuals for the purpose of promoting normal standards of health and hygiene.

Homemaker Services: The professionally directed or supervised simple household maintenance or management services provided by trained homemakers or individuals to families in their own homes.

Protective Day Care Services: Services provided for a portion of the twenty-four hour day for the direct care and protection of children who have been harmed or threatened with harm or who are at risk of abuse, neglect or exploitation due to a psychological or social problem, or physical or mental handicap of a caretaker parent or whose health or welfare is otherwise jeopardized by their home environment.

Placement Services: The care provided to a child apart from his parent or guardian, while the child's custody is held by a PCSA or PCPA.

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Therapeutic Services: Medical, psychiatric or psychological services performed by licensed or certified physicians, psychiatrists, psychologists, professional counselors or independent social workers for the purpose of correcting or alleviating physical, mental or emotional illnesses or disorders.

Adoption: The creation, by a court of competent jurisdiction, of parental rights and responsibilities between a child and an adult, along with the termination of all parental rights and responsibilities to the child held by any other person, which have not been previously surrendered or terminated by court order.

Information and Referral Services: Services which may assist any person in location and/or using available and appropriate resources.

Life Skills Services: A series of developmentally appropriate services or activities that provide an opportunity for a child to gain the skills needed to live a self-sufficient adult life pursuant to rule 5101:2-42-19 of the Administrative Code.

Unmarried Parent Services: as defined by the 5101:2-42-70 of the Administrative Code.

Adoption Services

- Home study approval
- Postfinalized Adoption Services
- Prefinalized Adoption Services
- Training Recruitment

Case Management Services

- Arranging for Services
- Case Planning
- Casework Counseling
- Information and Referral
- Monitoring Services
- Monitoring Case Progress
- Assessment Tools
- Self-Sufficiency Contract Coordination
- Supervised Visitation
- Other

Child and Adolescent Activities

- Mentoring

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- After School Services
- Day Camp
- Recreational Services

Communication

- Signing Services (need definition of signing)
- Translation Services (Interpreter)

Counseling/Therapy

- Abuse Perpetrator
- Abuse Victim
- Alcohol Abuse Treatment-Inpatient
- Alcohol Abuse Treatment – Outpatient
- Alcohol Prevention Services
- Alcohol Support Services
- Drug Abuse Treatment – Inpatient
- Drug Abuse Treatment – Outpatient
- Drug Prevention Services
- Drug Support Services
- Smoking Avoidance Services
- Anger Management
- Child Development
- Marital
- Occupational
- Therapeutic
- MST – Multi-Systemic Therapy Services
- Parenting
- Physical Therapy
- Play
- Self Esteem/Confidence Development Services
- Self Help/Support Group Services

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- Speech
- Stress Management
- Other

Day Care

- Day Treatment Services
- Employment/Training Related
- Protective Day Care
- Employment Related
- Other

Diagnostic/Evaluation/Assessment Services

- Batterer Assessment
- Alcohol Abuse
- Child Development
- Dental
- Drug Abuse
- Educational
- Hearing
- Medical
- Psychiatric/Psychological
- Sexual Assault
- Vision
- MRDD and MRDD Services
- Other

Domestic Violence Assistance

- Domestic Violence Counseling
- Domestic Violence Shelter
- Healthy Homes

Educational Services

- Community College
- Community Education Services/Outreach

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- Educational Advocacy
- GED Classes
- Head Start
- Parenting Education Services
- Pregnancy Classes
- Special Education
- Pregnancy Prevention
- Alternative School
- Budgeting Training
- IEP
- IDP
- Nutritional Education
- GRADS Program
- Tutoring
- Other

Emergency Services

- Child Shelter
- Crisis Services
- Crisis Nursery Services
- Domestic Violence Shelter
- Emergency Caretaker Services
- Emergency Food and Clothing
- Emergency Medical Care
- Emergency Placement
- Family
- Other

Family Preservation Services

- Intensive Home Based Services
- Parent Aide Services
- Unmarried Parent Services

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- Kinship Care Family Preservation Services
- Family and Children First
- Cluster
- Other

Financial Support

- Clothing (non-emergency)
- Food Stamps
- Medicaid Card
- TANF/OWF
- Utilities
- Budgeting
- IV-E Adoption Assistance
- Financial Management
- OWF Extension
- Financial Assistance
- Non-Recurring
- Adoption Assistance
- SAMS
- PASSS
- PRC
- Other

Home Management Services

- Environmental Management
- Homemaker Services
- Housing Services
- Housing Habitability
- Other

Independent Living

- Emancipated Youth
- Life Skill Assessment Services

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- Independent Living Skills Services
- Other

Legal Services

Medical Care

- Annual Physical
- Acute Illness
- Assessment/Screening
- Dental
- Emergency
- Health Education/Prevention Services
- Home Health Nurse/Aide
- Initial Evaluation
- Inpatient (Non-emergency)
- Outpatient (Non-emergency)
- Immunizations
- Physical Therapy
- Routine Examination
- Vision Care Services
- Smoking Avoidance Services
- Surgery
- Other

Placement Services

- Child Substitute Care Services
- Residential Services
- Respite Care
- Substitute Caregiver Services
- Summer Residential Camp Services
- Other
- ICPC Residential
- ICPC Foster

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- ICPC Adoption
- ICPC Relative
- ICPC Parent
- ICPC Other
- ICPC Regulation 7 Relative
- ICPC Regulation 7 Parent

Leave Services

- Placement Leave Services
- Respite Care Services
- Hospital
- (cut and paste from types of leave)

Special Services for the Disabled Individual

- Handicap Accessibility Services
- Other

Special Services for Juvenile Delinquents

- Transportation Services
- Volunteer Services
- Information and/or Referral
- Community Services
- Voluntary Services
- Protective Services

Barriers: The specific block or hinder that has prohibited the services from being provided or may have delayed the provision of the services.

Child Care
Client Refusal
Client Schedule Conflict
Court Ordered Different Services
Not Culturally Sensitive
Eligibility Exclusion
Frequent Worker Turnover
Further Assessment Needed
Inability to Place Sibling Group
Insufficient Service Quality

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Insufficient Service Quantity
Lack of Transportation
Language Barrier
More Monitoring Needed
Not Offered in Area
Other Assessment Needed
Provider Refused Client
Service Provider Opinion
Severe Problem Requiring Permanent Custody
Special Needs
Too Extensive
Unused
Waited One Month or Less
Waited Six Months or Less
Waited More than One Month
Waited More than Six Months
No Worker Follow Through
Other (w/ a text box)
Proximity/transportation
Lack of resource
Lack of funding
Open hours not corresponding to client availability
Lost prohibitive
Waiting list
Child care needs prevent use of services
Values for the ASFA events pertaining to service provision barriers
More intensive services needed that is not available/provided

End Reasons:

Abuse/Neglect Allegations
Age of Child
Agency Transfer
AWOL > 30 Days
Caregiver Request
Child care needs prevent use of services
Client Refusal
Client Schedule Conflict
Court Ordered Different Services
Death of Case Member
Discharge
Disruption from Non-Adoptive Placement
Disruption from Adoptive Placement
Eligibility Exclusion
Frequent Worker Turnover
Further Assessment Needed
Inability to Place Sibling Group
Incarceration of Case Member
Insufficient Service Quality

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Insufficient Service Quantity
Judicial Determination
Lack of Transportation
Language Barrier
Moved to Adoptive Home
Move to Less Restrictive Environment
Move to More Restrictive Setting
Open hours not corresponding to client availability
Parent requested service change
Provider Closed
Provider on Leave
Provider Refused Client
Proximity/transportation
Treatment Needs