

Ohio SACWIS Project

Use Case CM17 - Maintain Case Status and Closure Information (UC89) Version 2.1

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Prepared for:



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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	All	Revisions from Use Case session
1.3	9/23/2004		C. Roy		Revision
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Table of Contents

1 Description5
2 Characteristic Information.....6
3 Basic Flow.....7
 3.1 Usage Examples and Narratives 7
 3.2 Main Success Scenarios..... 7
4 Alternate Flows9
5 Important and Required Fields10
6 Special Requirements12
7 Notes, Background Information, User Interface Ideas.....13

List of Figures

Figure 1 – Characteristic Information.....6
Figure 2 - Important Fields.....11
Figure 3 – Requirements Table.....14
Figure 4 – Maintain Case Status Page15
Figure 5 – Maintain Case Participant Status.....16
Figure 6 – Closing History Summary17
Figure 7 – Case Closure Page18

1 Description

This is a use case regarding recording changes to case status information, viewing case information and closing a case.

The case closure process is used to view case information on a case. Additionally, the worker is able to record changes to the status of a case and client involvement in the case including client case category and status, report status and category, final risk level, disposition, active/in-active client involvement in a case and closure and reopening a closed case.

2 Characteristic Information



Name	CM17 Maintain Case Status and Closure Information (UC89)
Scope	 Business – Case Management
Level	 - Primary Task
Primary Actor(s)	Worker, Supervisor, State ICPC worker
Supporting Actor(s)	
Stakeholders and Interests	<ol style="list-style-type: none"> 1. County Agencies 2. Private Agencies 3. IV-E Agencies 4. ODJFS
Pre-conditions	A case has been opened in the system and assigned to a worker.
Post-conditions	Case status information has been captured
Trigger(s)	Worker needs to view/update case status.
RFP Requirements Addressed	171, 172, 187, 254, 258, 318, 319, 321, 322, 324, 326, 362, 375, 376, 376.3, 753.3

Figure 1 – Characteristic Information

3 Basic Flow

3.1 Usage Examples and Narratives

- Scenario 1: The worker closes a case and changes case status information.
- Scenario 2: The worker reads (views) new case status information for a case.
- Scenario 3: The worker updates information for an ongoing case.
- Scenario 4: The worker deletes case information.

3.2 Main Success Scenarios

Scenario 1: The Worker Closes the Case and Changes Case Status Information.

1. The worker accesses their workload which displays case assignments. Find a Workload (UC)
2. The worker selects the case name to review the case status information for the case.
3. The worker accessed the Case Closure area of the system.
4. The system displays case information. (MSS)
5. The worker views the default Case Status page (Participant).
6. The worker views case history information via the Case History page. (MSS)
7. The worker accesses the Case Closure page.
8. The worker selects a “Reason” for Case Closure. (MSS)
9. The worker records case closure date information.
10. The system changes the participants in case to an inactive status.
11. The worker views the default Case Status page (Participant).
12. The worker records participant closure reason. (MSS)
13. The worker requests the system to save the closing process information.
14. The system verifies saves updated information.
15. The worker initiates approval process via (CF14 Route and Apply Approvals UC256).

Scenario 2: The Worker Reads(Views) Case Status Information

CM17 Maintain Case Status and Closure Information (UC89)

1. The worker accesses their workload which displays case assignments. Find a Workload (UC)
2. The worker selects the case name to review the case status information for the case.
3. The system displays case information.
4. The worker selects the Case Closure window.
5. The system displays the Case Closure window.
6. The worker views current and historical closure requests via Case Closure page.
7. The worker views the default Case Status window (Participant).
8. The worker optionally views the Closing History window.
9. The worker exits the Case Closure window.

Scenario 3: The Worker Updates Case Status Information.

1. The worker accesses their workload which displays case assignments. Find a Workload (UC)
2. The worker selects the case name to review the case status information for the case.
3. The system displays case closure information.
4. The worker selects the Case Closure window.
5. The system displays the Case Closure window.
6. The worker elects to update case information.
7. The worker selects a reason for update of case status and enters effective date.
8. The worker asks the system to save the updated information as applicable.
9. The system verifies updated information and saves.

Scenario 4: The Worker Deletes Case Closure Information

1. The worker accesses their workload which displays case assignments. Find a Workload (UC)
2. The worker selects the case name to review the case status information for the case.
3. The system displays case closure information.
4. The worker selects the Case Closure window.
5. The system displays the Case Closure window.
6. The worker elects to delete case closure information.
7. The delete button is deactivated and the worker is unable to delete case closure information.

4 Alternate Flows

8a. Re-opening a closed case. (MSS)

11a. If a person in the case that is being closed is active in another case that is currently open, the system will NOT change their person status to "Inactive".

14a. The worker's request for closure was denied due to unfinished work items.

14a1. The system launches the Case Closure Checklist as applicable via CM16-Process Case Closure Checklist (UC322). (I thought this was going to be an alternate flow?)

16a. The worker can recall routing/approval action.

16b. The supervisor returns case closure approval action to worker for further work/documentation.

5 Important and Required Fields

MSS or AF Step	Fields
<p>MSS 1 Step 4</p> <p>Case Information</p> <p>Review this to make sure it should be included on the window during JAD.</p>	<p><u>Basic Case Information:</u></p> <ul style="list-style-type: none"> • Case Name (Last, First) • Case Number • Case Status • Open Date • Close Date • Case Category and Subcategory: (CA/N, Dependency, Family In Need of Services, Information and/or Referral, out-of-state child (ICPC)) • County location - Open or Closed • Geo Code • Site/Region • Family Description • Number of HH Members • County Case Number • Restricted/Non-restricted Case • Case Record Location (actual hard copy location) • Last Updated Date •
<p>MSS 1 Step 6</p> <p>Case History Details</p>	<p><u>Case History Values</u></p> <ul style="list-style-type: none"> • Open Date • Close Date • Reason • Closure Request Status <p><u>Merged Case History Values</u></p> <ul style="list-style-type: none"> • Open Date • Close Date • Reason <p><u>Case Record Location Values</u></p> <ul style="list-style-type: none"> • Status (Closed, Independent Investigations, Open, Audited, Pending Closure) • Location (Closed Records, With Primary Worker, With Supervisor, etc...) • Last Modified by Name • Date Last Modified
<p>MSS 1 Step 8</p> <p>Case Closure Reasons</p>	<p><u>Reason for closing a case (pick list) Case Outcomes Achieved</u></p> <ul style="list-style-type: none"> • Child Reached Majority • Client No Longer in Service Area • Merge • No Benefit of Further Service • Problems Resolved • Investigation Unsubstantiated • Reunification • Screened Out Referral • Services Provided by Other Agency • Adoption Completed <p><u>Reason for closing a case (picklist) will need to include all of the</u></p>

CM17 Maintain Case Status and Closure Information (UC89)

MSS or AF Step	Fields
	<u>reasons for closing ICPC cases including:</u> placement denied, child returned to sending state, placement request withdrawn, child reached age of majority, legal custody transferred to parent/relative, adoption finalized, treatment complete, child moved to third state, approved placement not used, other reason/ongoing case maintenance, and placement approval expired. Heidi Stone 11/1/04
MSS 1 Step 13 Participant Closure Reasons	
AF 8a Case Reopening Reasons	

Figure 2 - Important Fields

6 Special Requirements

1. Please reference ODJFS Rules 5101:2-39-02.
2. Make sure all ticklers are removed when closing a case.
3. Make sure case status is changed to closed
4. Change all participant statuses to “inactive”
5. There needs to be a business rule that children through the ICPC, only a state ICPC worker can close the case. ICPC cases closed at the state level do not need supervisor approval. (NOTE: ONLY THE ICPC PORTION OF AN OHIO CHILD’S CASE WOULD BE CLOSED, NOT THE ENTIRE CASE.) per Heidi Stone 11/1/04

7 Notes, Background Information, User Interface Ideas

Requirements allocated to this common use case	
	<u>Primary Responsibility</u>
RFP254	<p><u>Original Wording:</u> The case plan function must track a case through the life of the case, including closure. <u>Reviewed 8/13/04:</u> No changes</p> <p><u>Requirement Review 10/29/04:</u> No Change</p>
RFP258	<p><u>Original Wording:</u> 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.). <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u> No Change</p>
RFP318	<p><u>Original Wording:</u> Client case category (e.g. type of custody or court order) <u>Reviewed 8/13/04:</u> No changes</p> <p><u>Requirement Review 10/29/04:</u> No Change</p>
RFP319	<p><u>Original Wording:</u> Client case status (e.g. open, close, referral, investigation) <u>Reviewed 8/13/04:</u> No changes</p> <p><u>Requirement Review 10/29/04:</u> No Change</p>
RFP321	<p><u>Original Wording:</u> Family case status (e.g. open, close, referral, investigation) <u>Reviewed 8/13/04:</u> No changes</p> <p><u>Requirement Review 10/29/04:</u> Wording Change: Case status (e.g. open, close, referral, investigation)</p>
RFP322	<p><u>Original Wording:</u> Family case category (type of custody) <u>Reviewed 8/13/04:</u> No changes</p> <p><u>Requirement Review 10/29/04:</u> Case category (type of custody)</p>
RFP324 Obsolete	<p><u>Original Wording:</u> Case type (e.g. physical abuse, neglect, dependency) <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u> Obsolete</p>
RFP326	<p><u>Original Wording:</u> Case closure elements <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u></p>
RFP362	<p><u>Original Wording:</u> Safety risks to worker with begin and end dates (<i>Data Requirement</i>) <u>Reviewed 8/13/04:</u> No changes</p>

CM17 Maintain Case Status and Closure Information (UC89)

Requirements allocated to this common use case	
	<u>Requirement Review 10/29/04:</u>
RFP375	<u>Original Wording:</u> Case types <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u>
RFP 376	<u>Original Wording:</u> Case Duration <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u>
RFP376.3	<u>Original Wording:</u> Special needs and concerns <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u>
	<u>Secondary Responsibility</u>
RFP171	<u>Original Wording:</u> Case resolution/disposition (<i>Primary Team 1</i>) <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u> Wording Change: Case disposition
RFP172	<u>Original Wording:</u> Case open/close status (<i>Primary Team 1</i>) <u>Changed during Investigation sessions:</u> New Wording: <i>Report Disposition</i> <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u> Changed wording back to the original wording: Case open/close status
RFP187 Obsolete	<u>Original Wording:</u> Case resolution/disposition (<i>Primary Team 1</i>) <u>Reviewed 8/13/04:</u> No changes <u>Requirement Review 10/29/04:</u> Wording changed in 171, 187 has the same wording. <i>Obsolete</i>
RFP753.3	<u>Original Wording:</u> Family identifying information...with choice to populate SACWIS database (from SETS to SACWIS-interface) (<i>Primary Team 5</i>) <u>Reviewed 8/13/04:</u> No changes

Figure 3 – Requirements Table

CM17 Maintain Case Status and Closure Information (UC89)

The following figures illustrate how case status information was maintained 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

The screenshot displays the 'Maintain Case' interface in a Microsoft Internet Explorer browser. The page title is 'eWiSACWIS'. The main content area is divided into several sections:

- Case Information:** Last/Provider: Wills, Number: 9221367, Status: Open. First: Jarice, Initial: JM, Open Date: 08/22/2003.
- Participants:** A tabbed interface with 'Participants' selected. It includes a 'Basic' section with dropdowns for Case Type (CPB Family), Description (Married Couple), County (Eau Claire), and Site/Region (Dane - Madison East). It also has fields for Number of Household Members, CARES Case Number, and County Case Number.
- Participants Table:** A table listing participants with columns for Name, Hshk, Status, DOB, Gender, Relationship, and Legal. Two entries are visible:

Name	Hshk	Status	DOB	Gender	Relationship	Legal
Moonstest, John	Y	Active	07/01/1971	Male	Former Spouse	None
Moonstest, Maddie	N	(TPR)	01/30/2001	Female	Biological Child	Agency Supervisor - Plcment w/Lic

Buttons for 'Save' and 'Close' are located at the bottom right of the main form area. The Windows taskbar at the bottom shows the time as 11:25 AM.

Figure 4 – Maintain Case Status Page

Example B

EXAMPLE SCREEN SHOT

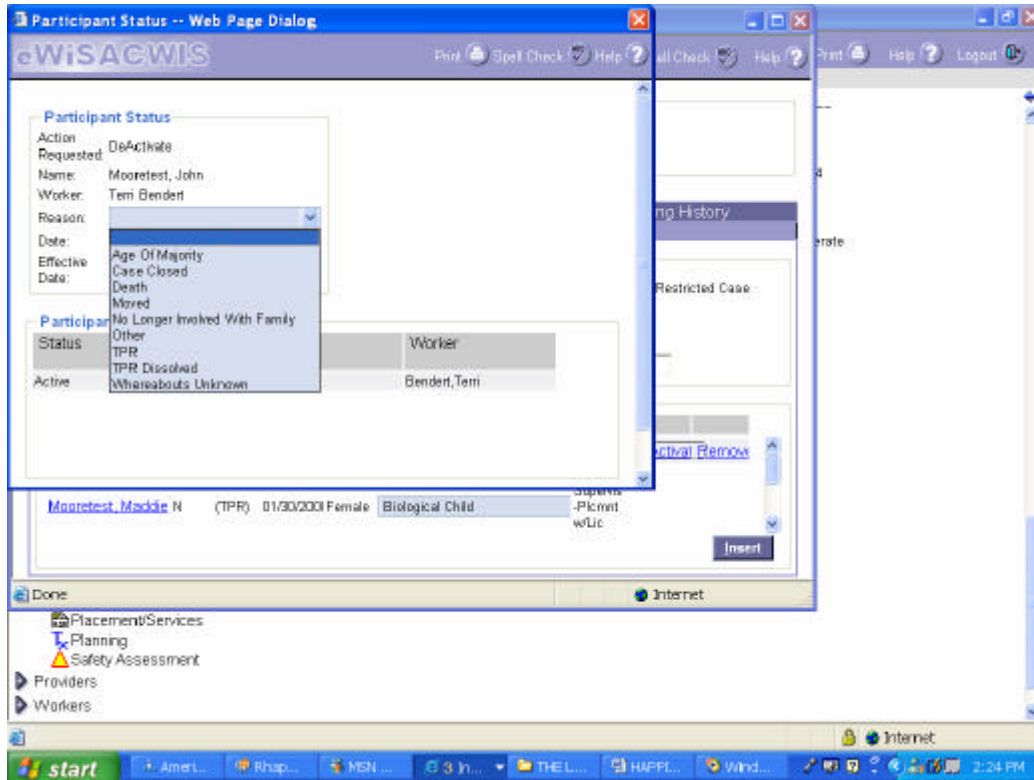


Figure 5 – Maintain Case Participant Status

Example B

EXAMPLE SCREEN SHOT

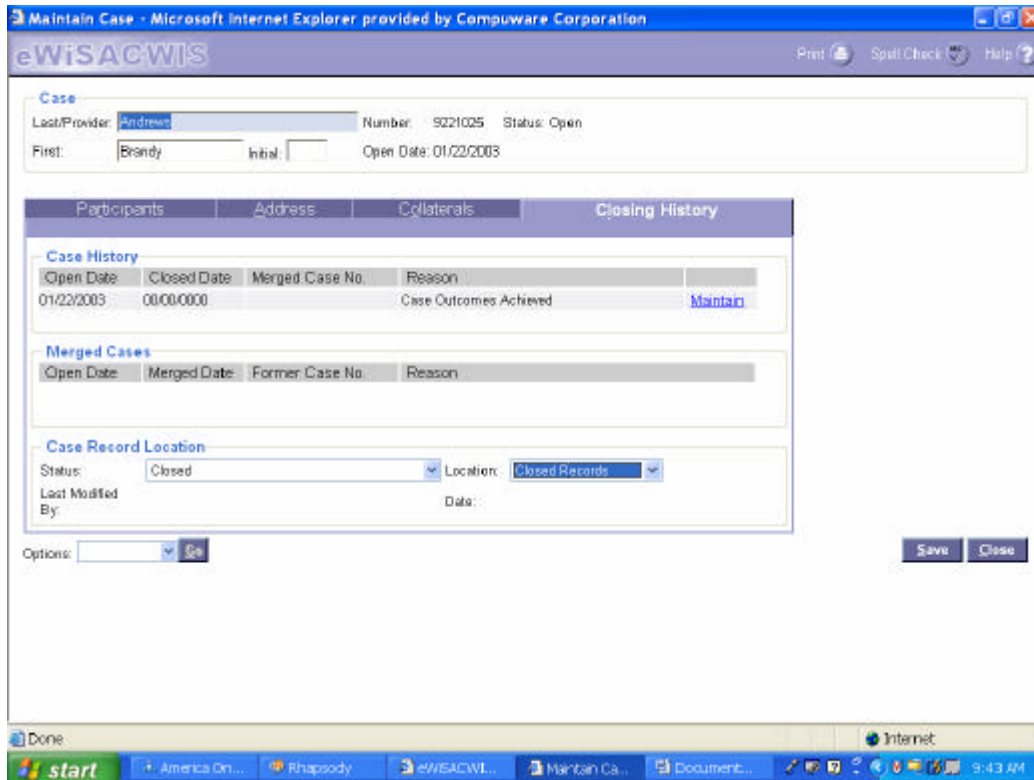


Figure 6 – Closing History Summary

Example D

EXAMPLE SCREEN SHOT

Case Closure -- Web Page Dialog

eWISACWIS

Print Spell Check Help

Basic Information
Case Name: Andrews, Brandy Case Number: 9221025 Open Date: 01/22/2003

Closing Information
Closure Status: Closure Requested Closed Date:
 Request For Closure? Reason: Case Outcomes Achieved
 Check Here If Final Safety Assessment is Not Needed Adopted By:
 Check Here If Closing Checklist is Not Applicable Closing Checklist: Ongoing Case Closing Checklist
 Check Here If Completion of Final Family Assessment is not required

Closure Summary
Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.
Worker enter closing summary information here

Retain Case
Case Name: Case Number: Open Date: Case Participants

Save Close

Done Internet

start America On... Rhapsody eWISACWI... Manzan Ca... Document... 9:40 AM

Figure 7 – Case Closure Page