



Series: 100: Case Management

Policy Name: **Case Termination and Transfer**

Policy Number: 119

Regulations: DCF CFOP 170-9

Origination Date: 11/01/2013

Revision Date: 11/06/2018

Policy: It is the policy of Communities Connected for Kids to establish minimum requirements for termination of cases and transfer of services, provide direction and continuity to children and families as services transition, and document transition/closure to ensure accuracy and completeness of workflow. This policy is applicable to non-judicial and judicial cases.

Procedure:

Transfer of Cases within the Communities Connected for Kids Network, Agency to Agency

1. The originating case manager and Agency Supervisor will first agree that a transfer is appropriate.
2. With that agreement and prior planning, the case manager will schedule a Case Review Staffing.
3. Prior to the Case Review Staffing, all case documentation will be brought up to date by the case manager and supervisor, and the file will be reviewed at the staffing. Files must include social security card and birth certificate.
4. At the Case Review Staffing, all relevant information will be considered and a consensus will be reached regarding which agency will accept the case, to whom it will be assigned and the date of transfer. If consensus is not reached, the originating case manager will continue managing the case until closure of all outstanding issues raised in the staffing.
5. After the Case Review Staffing, the originating case manager will complete a progress note summarizing the transfer, and notify all parties that the transfer is occurring.
6. The case manager will then complete the Closing/Transfer Summary, providing closing/transfer information as required by both Communities Connected for Kids and the receiving agency.
7. The completed form will be submitted to the Records and Data Automation Specialists to initiate computer case closure and transfer in the computer system. The Records and Data Automation Specialists will then file the summary in the case file.



Safe Case Closure & Aftercare

1. A case should be closed when a determination has been made that the child's safety plan is no longer necessary per DCF CFOP 170-7, Chapter 13, "Discontinue a Safety Plan" and the child has also achieved a permanency goal. When reunification cannot be achieved, the case will not be closed until legal custody of the child has been established through court proceedings.
2. If a child is not safe, the case may be closed only when all of the following remedies have been attempted:
 - (a) Per paragraph 4-7 of CFOP 170-9, "Difficulty Engaging the Parent(s)." All reasonable efforts to engage the parent(s)/legal guardian(s) have been made.
 - (b) Per CFOP 170-7, Chapter 1, "Staffings with Children's Legal Services." Multi-disciplinary staffings have been held and consensus has been reached or the dispute resolution process has been completed.
3. In every case, there must be a Progress Update that provides the justification for closure.
4. The final progress update needs to indicate what the after care plan is for the family following case closure including but not limited to:
 - (a) The services that will continue after case closure i.e. day care; family support; mental health services; copy of substance abuse relapse plan done with family and provider; and how services will be financed (Medicaid; sliding fee; parent; etc.).
 - (b) Referral information provided to families for future service needs.
5. Any providers that are continuing to work with the family will be notified as to case closure and the notification documented in case notes.
6. Termination of services in those cases where a Florida child has been legally placed into another state (the receiving state) pursuant to the Interstate Compact on the Placement of Children requires the prior written concurrence of the receiving state Compact office before any action to terminate supervision and/or jurisdiction can be accomplished. Such other state's written concurrence must, when received, be placed in the case record and a copy attached to the appropriate report to the court.
7. The supervisor must ensure that cases in which the court has ordered supervision are not closed until an order has been entered by the court terminating supervision and a copy has been placed in the case record (FSFN).
8. Supervisors will complete a closure note in FSFN confirming:
 - (a) Providers have been notified of case closure and this is documented in the file
 - (b) Aftercare plan and services are included in the final progress update and state what the after care plan is in the closure note.



Approved: Carol Deloach
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