

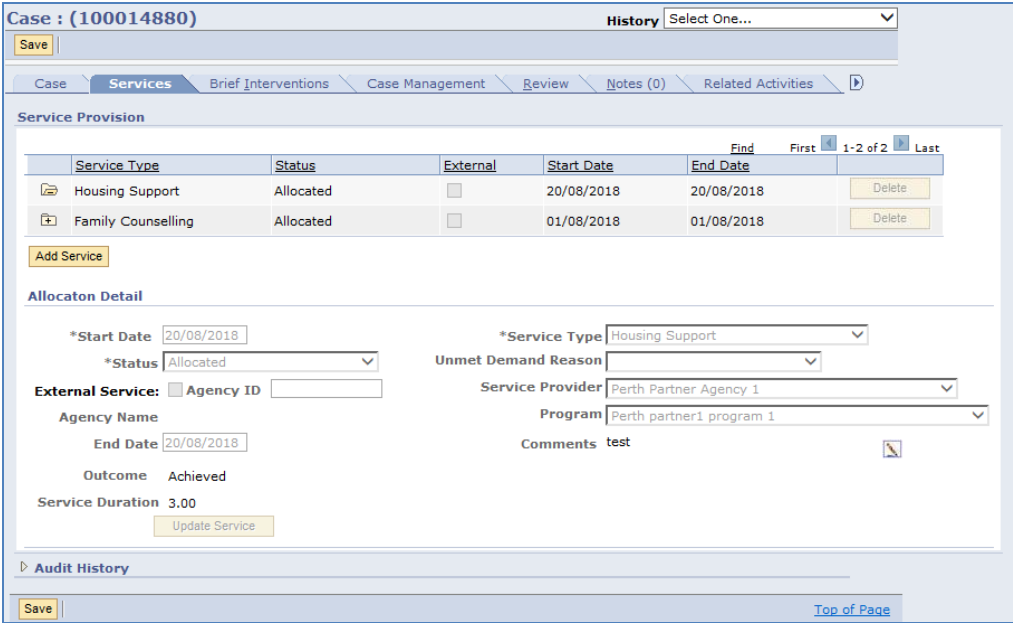


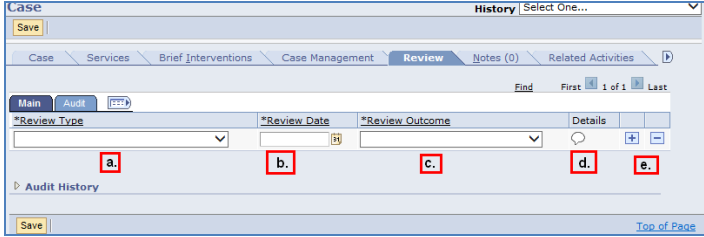


FuSioN User Guide

Assessment and Coordination Case Closure

Overview	This User Guide details how to close an Assessment and Coordination case.
Hints & Tips	<p>Ensure all case information and requirements have been completed and that closure is supported/approved within your agency.</p> <p>Prior to completing closure of a case:</p> <ul style="list-style-type: none">➤ all services will need to be closed➤ Living Arrangement at Case closure in Person detail section (Case tab) has been entered➤ All the questions on the Outcomes tab have been completed

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Step	Action
1.	<p>Navigate to the Services tab to ensure that all services have been closed.</p> 
2.	<p>If a service has been recorded, navigate to the Review tab.</p> <p>Complete the following details:</p> <ol style="list-style-type: none"> Select a Review Type. Record a Review Date. Select a Review Outcome. Record the Details. To add or remove a review, select the plus or minus buttons    <p>Click Save</p>

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Step	Action
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Navigate to **Outcomes** tab.

Ensure the following items have been completed:

- a. **Case Plan Goals** (all columns as per age of the case)
- b. **Case Manager** questions
- c. **Client Exit Interview** questions

3.

Case Plan Goals

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	<input type="text"/>				
2 How many case plan goals are progressing?	<input type="text"/>				
3 How many case plan goals have been completed?	<input type="text"/>				

Case Manager Questions

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	<input type="text"/>
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	<input type="text"/>
3 What is the family's ability to access community support services?	<input type="text"/>

Client Exit Interview

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	<input type="text"/>
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	<input type="text"/>
3 What is the family's ability to access community support services?	<input type="text"/>
4 What is the family's view on whether they received a service from the Lead agency that aligned with their cultural views and expectations?	<input type="text"/>
5 What is the family's view on whether they received a service from the Partner agency that aligned with their cultural views and expectations?	<input type="text"/>

Client Exit Interview

Questions	Response
1 Were you involved in planning your case?	<input type="text"/>
2 As a family, what is your confidence in setting up and keeping routines to support as stable family environment?	<input type="text"/>
3 Were these questions answered by the client?	<input type="text"/>
4 How many times did you have to explain your story?	<input type="text"/>
5 Do you think the worker identified all of your needs at the beginning?	<input type="text"/>
6 Were you given a case manager?	<input type="text"/>
7 If yes, do you think your case manager co-ordinated support for all of your needs?	<input type="text"/>
8 Do you think you increased your network of friends, family or community that you are comfortable calling on in times of need?	<input type="text"/>
9 Do you feel safe and secure in your identity and culture?	<input type="text"/>

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Step	Action
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4.

Navigate to the **Case** tab.

Record the **Living Arrangement at Case Closure** for each person included in the case.

The screenshot shows two 'Person' records. The first record is for a 10-year-old female named Trippy Tadpole. Her 'Living Arrangement at Referral Commencement' is 'Child in out of home care'. The 'Living Arrangement at Case Closure' dropdown is highlighted with a red box. The second record is for a 33-year-old male named Parent Tadpole. His 'Living Arrangement at Referral Commencement' is 'Not applicable - Adult'. The 'Living Arrangement at Case Closure' dropdown is also highlighted with a red box. Both records have an 'Issue Details' section with dropdowns for 'Issue' and 'Detail'.

5.

Complete the following details:

- Change the **Status** to Completed.
- Record a **Closure Date**.
- Select a **Reason For Closure**.

The screenshot shows the 'Case' form. The 'Referral Information' section includes fields for '*Type', 'Role', 'Name', '*Referral Date' (01/08/2018), '*Time' (11:32AM), 'Contact Method', 'Primary Issue', '*Status' (Open), 'Corridor' (FREMANTLE / ROCKINGHAM), 'Closure Date', and 'Reason for Case Closure'. The 'Status' dropdown is highlighted with a red box labeled 'a.', the 'Closure Date' field is highlighted with a red box labeled 'b.', and the 'Reason for Case Closure' dropdown is highlighted with a red box labeled 'c.'. The 'Summary' section includes a 'Summary' text area, an 'Assessment' text area, and two questions: 'Are there any children identified in this case?' and 'Are there other agencies involved?'. A 'Hours' table is also visible at the bottom left.

Click **Save**

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Step	Action
6.	<p>The Following message will appear.</p> <div data-bbox="304 472 1131 624" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>This will close the case and make all details read only. Please confirm! (20002,522)</p> <p style="text-align: center;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p> </div> <p>If further changes are required, select Cancel.</p> <p>To complete the closure, select OK.</p>
7.	<p>The case will now be closed and read-only.</p> <div data-bbox="301 851 1278 1361" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> </div>