

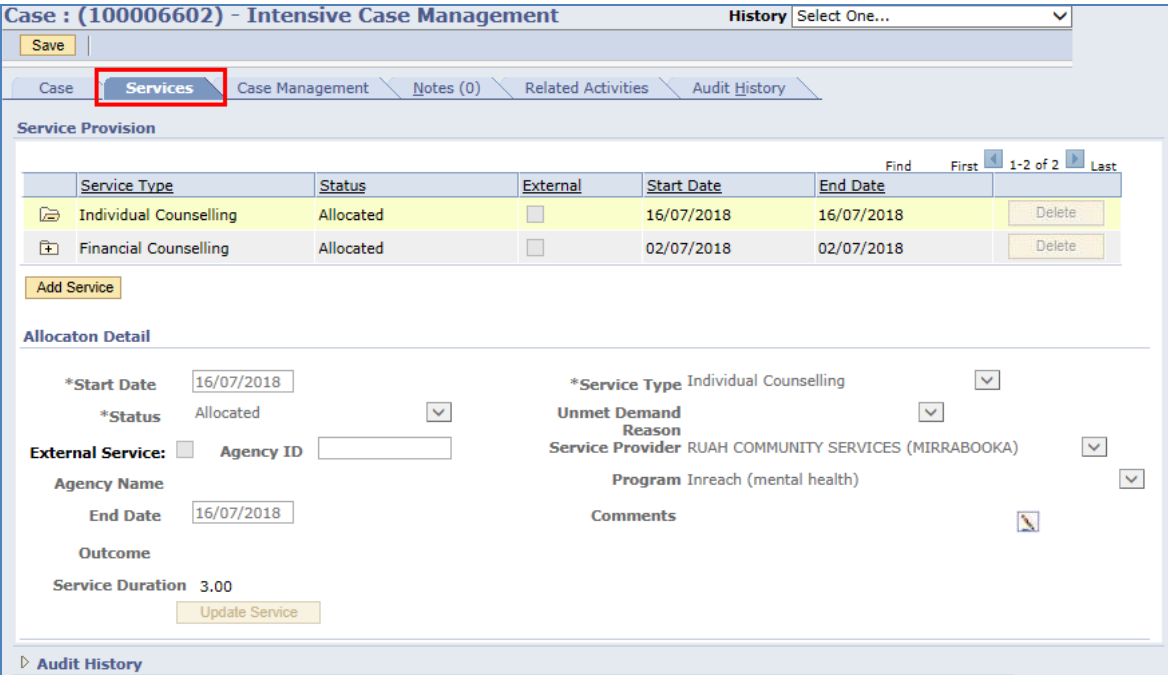
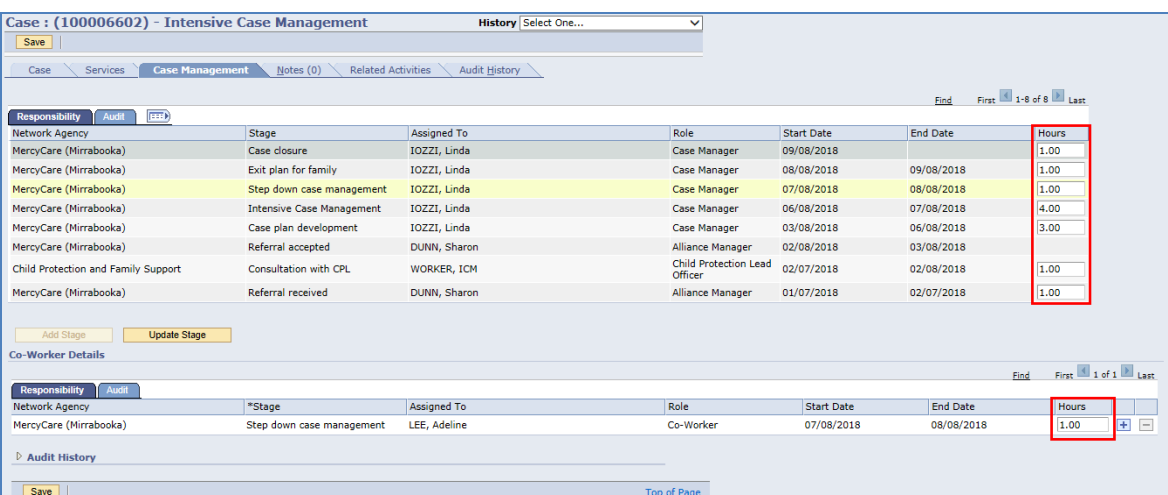


# FuSioN User Guide

## Intensive Case Management - Case Closure

<b>Overview</b>	This User Guide details how to close an Intensive Case Management case.
<b>Hints &amp; Tips</b>	<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"><li>➤ all services will need to be closed</li><li>➤ the time/hours expended for Stages in the case will need to be recorded against those stages for which an Hours entry is required</li><li>➤ the <b>Assist FG ID</b> and <b>Priority</b> have been recorded by the Child Protection Leader</li><li>➤ Living Arrangement at Case closure in Person detail section (Case tab) has been entered</li><li>➤ All the questions on the Outcomes tab have been completed</li></ul>

# Intensive Case Management - Case Closure

Step	Action																																																																													
1.	<p>Navigate to the <b>Services</b> tab to ensure that all services have been closed.</p>  <p><b>Case : (10006602) - Intensive Case Management</b> History Select One...</p> <p>Save</p> <p>Case <b>Services</b> Case Management Notes (0) Related Activities Audit History</p> <p><b>Service Provision</b></p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Status</th> <th>External</th> <th>Start Date</th> <th>End Date</th> <th></th> </tr> </thead> <tbody> <tr> <td>Individual Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>16/07/2018</td> <td>16/07/2018</td> <td>Delete</td> </tr> <tr> <td>Financial Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>02/07/2018</td> <td>02/07/2018</td> <td>Delete</td> </tr> </tbody> </table> <p>Add Service</p> <p><b>Allocation Detail</b></p> <p>*Start Date: 16/07/2018 *Service Type: Individual Counselling          *Status: Allocated Unmet Demand Reason: RUAH COMMUNITY SERVICES (MIRRABOOKA)          External Service: <input type="checkbox"/> Agency ID: Agency Name: Program: Inreach (mental health)          End Date: 16/07/2018 Comments:          Outcome: Service Duration: 3.00          Update Service</p> <p>Audit History</p>	Service Type	Status	External	Start Date	End Date		Individual Counselling	Allocated	<input type="checkbox"/>	16/07/2018	16/07/2018	Delete	Financial Counselling	Allocated	<input type="checkbox"/>	02/07/2018	02/07/2018	Delete																																																											
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# Intensive Case Management - Case Closure

Step	Action
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Navigate to the **Outcomes** tab.

Ensure the following items have been completed:

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

3.

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"/>				

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"/>

# Intensive Case Management - Case Closure

Step	Action
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4. Navigate to the **Case** tab.
- Ensure the **Assist FG ID** and **Priority** have been recorded by the Child Protection Leader.

Case : (100006602) - Intensive Case Management

History Select One...

Save

Case Services Case Management Notes (0) Related Activities Audit History

Referral Date 01/07/2018 \*Time 2:07PM

\*Referrer Central Intake Team

Assist FG ID Priority

Primary Issue

\*Summary

Referral Details

\*Status Open

Corridor MIRRABOOKA/JOONDALUP

Closure Date

Reason for Case Closure

Case Closure Details

Number of children in this case

Are there other agencies involved?  Yes  No

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

Person Find First 1-2 of 2 Last

\*Person ID 470234 Surname FISHBONE Referral Age 14 Aboriginal Not Aboriginal

Gender Male Forename Flappy Current Age 14 CaLD No

Primary Address 54 William Street, Perth, WA, 6000, AUS Phone 111 1111

Assist Person ID 1234567

Living Arrangement at Referral Commencement : Family care - child living with parents

Living Arrangement at Case Closure :

Issue Details

*Issue	*Detail		
Family Support	Extended Family	+	-
Other Issue	Health and Wellbeing	+	-

\*Person ID 470236 Surname FISHBONE Referral Age 56 Aboriginal Not Recorded

Gender Female Forename Grandma Current Age 56 CaLD Not Recorded

Primary Address 54 William Street, Perth, WA, 6000, AUS Phone 111 1111

Assist Person ID

Living Arrangement at Referral Commencement : Not applicable - Adult

Living Arrangement at Case Closure :

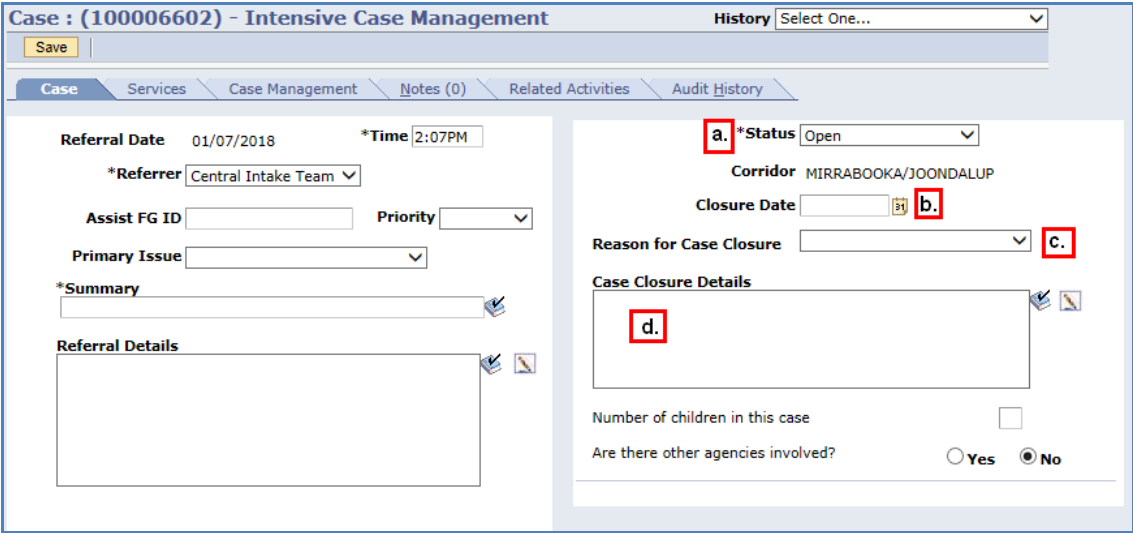
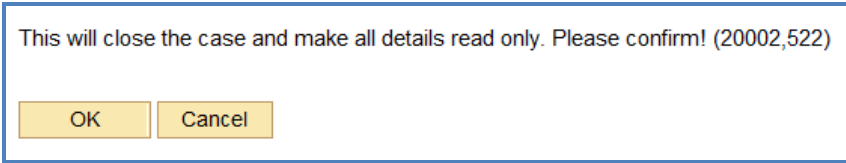
Issue Details

*Issue	*Detail		
Family Support	Information	+	-

Audit History

Save Top of Page

## Intensive Case Management - Case Closure

Step	Action
6.	<p>Complete the following details:</p> <ol style="list-style-type: none"> <li>Change the <b>Status</b> to <b>Completed</b>.</li> <li>Record a <b>Closure Date</b>.</li> <li>Select a <b>Reason For Case Closure</b> from the drop down list.</li> <li><b>Case Closure Details</b> is a free text field. Complete as required.</li> </ol> 
7.	<p>Click <b>Save</b></p> <p>The Following message will appear.</p>  <p>If further changes are required, select <b>Cancel</b>.</p> <p>To complete the closure, select <b>OK</b>.</p>

# Intensive Case Management - Case Closure

**Step Action**

The case will now be closed and all details will be read-only.

8.

**Case : (10006602) - Intensive Case Management**

Save

Case Services Case Management Notes (0) Related Activities Audit History

**Referral Date** 01/07/2018 **\*Time** 2:07PM

**\*Referrer** Central Intake Team

**Assist FG ID** 999999 **Priority** Medium

**Primary Issue** Child Protection

**Summary**  
Summary text

**Referral Details**  
Referral details information

**\*Status** Completed

**Corridor** MIRRABOOKA/JOONDALUP

**Closure Date** 10/08/2018

**Reason for Case Closure** Case Plan goals achieved

**Case Closure Details**  
case closure information

Number of children in this case 1

Are there other agencies involved?  Yes  No

**Hours**

Description	Hours
1 Referral received	1.00
2 Consultation with CPL	1.00
3 Case plan development	3.00
4 Intensive Case Management	4.00
5 Step down case management	2.00
<b>Total Hours</b>	<b>17.00</b>