



Intensive Case Management – Closing a Case

OVERVIEW

This User Guide details how to close an Intensive Case Management case.

HINTS & TIPS

Ensure all case information and requirements have been completed and that closure is supported/approved within your agency.

Prior to completing closure of a case:

- all services will need to be closed
- the time/hours expended for Stages in the case will need to be recorded against those stages for which an Hours entry is required
- the **Assist FG ID** and **Priority** have been recorded by the Child Protection Leader
- Living Arrangement at Case closure in Person detail section (Case tab) has been entered
- All the questions on the Outcomes tab have been completed

1. COMPLETING ANY SERVICES:

In the Intensive Case Management case, navigate to the **Services** tab to ensure that all services have been closed.

Refer to the **Close a Service Provision** user guide for further information on how to close a service.

Case : (100021520) - Intensive Case Management

Save

Case Services Case Management Outcomes Notes (1) Related Activities Audit History

Service Provision

Service Type	Status	External	Start Date	End Date	
Mental Health Services	Awaiting Allocation	<input checked="" type="checkbox"/>	17/08/2020	17/08/2020	Delete

Add Service

Allocation Detail

*Start Date: 17/08/2020

*Status: Awaiting Allocation

External Service: Agency ID: 10008

Agency Name: Parkerville Children And Youth Care Inc

End Date: 17/08/2020

Outcome

Service Duration: 0.00

*Service Type: Mental Health Services

Unmet Demand Reason:

Service Provider:

Program:

Comments:

Next



Intensive Case Management – Closing a Case

2. ADDING HOURS TO EACH STAGE:

Navigate to the **Case Management** tab.

Ensure Hours have been entered against recorded stages.

Case : (100021520) - Intensive Case Management

Save

Case Services **Case Management** Outcomes Notes (1) Related Activities Audit History

Responsibility Audit

Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Case closure	MANERA, Alexis	Case Manager	17/08/2020		2.00
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Exit plan for family	GUARINO, Jannine	Case Manager	17/08/2020	17/08/2020	2.00
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Intensive Case Management	MANERA, Alexis	Case Manager	17/08/2020	17/08/2020	5.00
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Case plan development	MANERA, Alexis	Case Manager	17/08/2020	17/08/2020	2.00
Child Protection and Family Support	Consultation with CPL	MCLOUGHLIN, Emma	Child Protection Leader	17/08/2020	17/08/2020	1.00
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral accepted	NICKISSON, Sue	Alliance Manager	17/08/2020	17/08/2020	
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral received	NICKISSON, Sue	Alliance Manager	17/08/2020	17/08/2020	3.00

Add Stage Update Stage

Co-Worker Details

Responsibility Audit

Network Agency	Stage	Assigned To	Role	Start Date	End Date
			Co-Worker	17/08/2020	

3. ENTER IN THE OUTCOMES:

Navigate to **Outcomes** tab.

Ensure the following items have been completed:

- a. **Case Plan Goals** (all columns as per age of the case)

Case : (100021520) - Intensive Case Management

Save

Case Services Case Management **Outcomes** Notes (1) Related Activities Audit History

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					
2 How many case plan goals are progressing?					
3 How many case plan goals have been completed?					



Intensive Case Management – Closing a Case

b. Case Manager questions

Case Manager Questions Client Exit Interview

Entry Questions Audit Details ||▶

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"/>

Exit Questions Audit Details ||▶

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"/>

c. Client Exit Interview questions

Case Manager Questions Client Exit Interview

Exit Questions Audit Details ||▶

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 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 – Closing a Case

4. COMPLETING THE CASE DETAILS REGARDING THE CLIENTS:

Navigate to the **Case** tab.

Ensure the **Assist FG ID** and **Priority** have been recorded by the Child Protection Leader.

The screenshot shows the 'Case' tab selected in a system interface. The 'Case' tab is highlighted in green. Other tabs include 'Services', 'Case Management', 'Outcomes', 'Notes (1)', 'Related Activities', and 'Audit History'. The form contains the following fields:

- Referral Date: 17/08/2020
- *Time: 2:23PM
- *Referrer: Cannington
- Assist FG ID: [Empty field]
- Priority: [Dropdown menu]
- Primary Issue: [Dropdown menu]
- *Summary: Testing ICM
- Referral Details: Testing ICM
- *Status: Open
- Corridor: FREMANTLE / ROCKINGHAM
- Closure Date: [Calendar icon]
- Reason for Case Closure: [Dropdown menu]
- Case Closure Details: [Text area]
- Number of children in this case: [Input field]
- Are there other agencies involved?: Yes No

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

The screenshot shows the 'Person' details form. The form contains the following information:

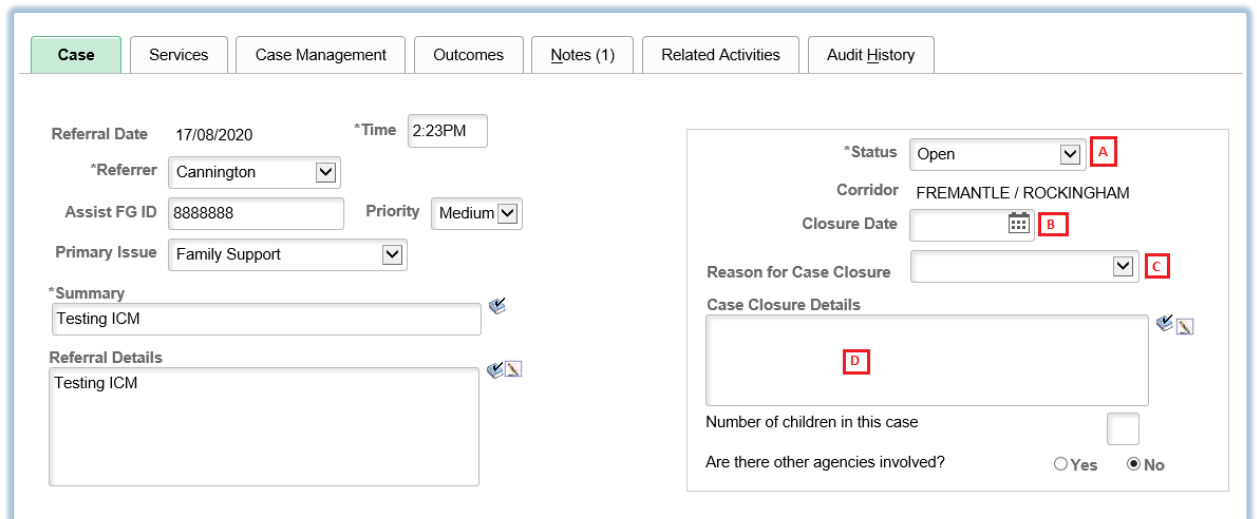
- *Person ID: 480562
- Gender: Female
- Surname: TEST
- Forename: Melly
- Primary Address: 189 Royal Street, East Perth, WA, 6004, AUS
- Referral Age: 46
- Current Age: 46
- Aboriginal: Not Recorded
- CaLD: Not Recorded
- Phone: 610411 222 536
- Alert Exists: Yes
- Assist Person ID: 123456789
- Living Arrangement at Referral Commencement: Not applicable - Adult
- Living Arrangement at Case Closure: [Empty dropdown menu]
- Issue Details:
 - *Issue: Family Domestic Violence
 - *Detail: Physical

5. UPDATE THE CASE DETAILS TO COMPLETE:

On the **Case** tab, complete the following details:

- A. Change the **Status** to Completed.
- B. Record a **Closure Date**.
- C. Select a **Reason For Closure**.
- D. **Case Closure Details** is a free text field. Complete as required.

Click **Save**.

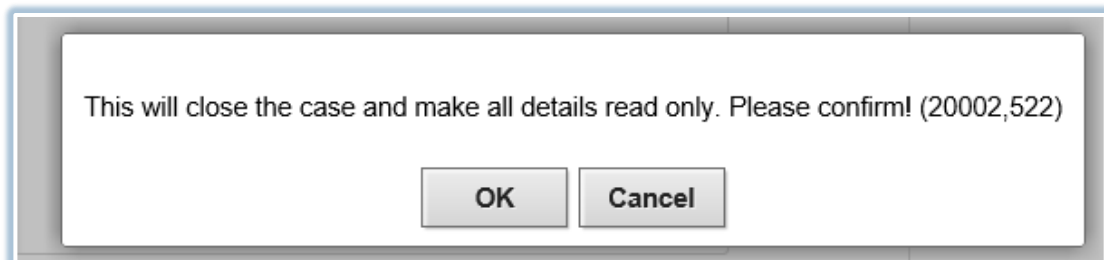


The screenshot shows the 'Case' tab in a software interface. The 'Case' tab is selected, and the following fields are visible:

- Referral Date: 17/08/2020
- *Time: 2:23PM
- *Referrer: Cannington
- Assist FG ID: 8888888
- Priority: Medium
- Primary Issue: Family Support
- *Summary: Testing ICM
- Referral Details: Testing ICM
- *Status: Open (highlighted with red box A)
- Corridor: FREMANTLE / ROCKINGHAM
- Closure Date: (highlighted with red box B)
- Reason for Case Closure: (highlighted with red box C)
- Case Closure Details: (highlighted with red box D)
- Number of children in this case: (input field)
- Are there other agencies involved? Yes No

6. CONFIRMING CASE CLOSURE:

The following message will appear:



The dialog box contains the following text and buttons:

This will close the case and make all details read only. Please confirm! (20002,522)

OK Cancel

If further changes are required, select **Cancel**.
To complete the closure, select **OK**.



Intensive Case Management – Closing a Case

7. CASE COMPLETED:

The case will now be closed and read-only.

Case : (100021520) - Intensive Case Management

Case | Services | Case Management | Outcomes | Notes (1) | Related Activities | Audit History

Referral Date 17/08/2020 *Time 2:23PM
*Referrer Cannington
Assist FG ID 8888888 Priority Medium
Primary Issue Family Support

Summary
Testing ICM

Referral Details
Testing ICM

*Status Completed
Corridor FREMANTLE / ROCKINGHAM
Closure Date 17/08/2020
Reason for Case Closure Family changed location

Case Closure Details
Closing case

Number of children in this case
Are there other agencies involved? Yes No

Hours

Q 1-5 of 9 | View All

Description	Hours
1 Referral received	3.00
2 Consultation with CPL	1.00
3 Case plan development	2.00
4 Intensive Case Management	5.00