

# Case Closure Process

**Note:** In order to close a case, an assignment to the case is needed.

1. Click on the Cases expando.
2. Click on the case name hyperlink. This will open the Maintain Case page.

The screenshot shows the eWiSACWIS web application interface. At the top, there is a blue header bar with the text "eWiSACWIS - Windows Internet Explorer". Below this is a grey navigation bar with the text "eWiSACWIS" and several icons: "Case Work", "Provider Work", and "Search". Below the navigation bar is a menu with the following items: "Create", "Maintain", "Utilities", "Adoption Search", and "Help".

The main content area is titled "Dan Daisy's Desktop". Below the title, there are three checkboxes: "Date Restricted" (checked), "Participant View" (unchecked), and "View Not Approved/Cancelled" (unchecked). Below the checkboxes, there is a section titled "Ticklers" with a right-pointing arrow icon. Below "Ticklers", there is a section titled "Cases (31)" with a downward-pointing arrow icon. Below "Cases (31)", there is a list of cases, each with a folder icon, a case name in blue text, and a link to "Actions" in blue text. The cases are:

- Allen, Sarah (9220000) Actions  
CPS Family - Ongoing 12/10/2001 Daisy, Dan Milwaukee-Admin 11 Southern Way , Madison, WI 53702 FSL: Low
- American, Annie M. (9221587) Actions  
CPS Family - Ongoing 10/24/2005 Dan, Daisy Barron - Barron 123 Main , Abbotsford, WI 54405 FSL: Moderate
- Bluefine, Mom (9222121) Actions  
CPS Family - Initial Assessment & JJ 03/14/2007 Fox, Frank Milwaukee-Region 1 21 N Butler , Madison, WI 53703
- Brass, Mitch (9222671) Actions  
CPS Family - Initial Assessment 10/28/2009 Cake, Caitlin M. Milwaukee-Region 1 100 Main , Apt.#102. , Madison, WI 53701
- Casper, Mom (9221759) Actions  
CPS Family - Initial Assessment 02/13/2006 Daisy, Dan Green - Monroe 21 N Butler , Apt.#407. , Madison, WI 53703
- Salad, Chicken V. (9222008) Actions  
CPS Family - Ongoing 11/13/2006 Daisy, Dan Milwaukee-Region 1 12 Raymond Road , Madison, WI 53701 FSL: Moderate
- Summers, Samantha (20285) Actions  
CPS Family - Initial Assessment 08/02/2000 Daisy, Dan Milwaukee-Admin , , WI

- Under the Options drop-down, select Submit Case Closure Request and click Go. This will open the Case Closure page.

**Note:** In order to initiate a case closure, you do not have to be on the Closing/Merge History tab.

The screenshot shows the 'Maintain Case - ID: 20285' page in a Windows Internet Explorer browser. The page header includes the 'eWiSACWIS' logo and utility icons for Print, Spell Check, and Help. The main content area is divided into several sections:

- Case Information:** Case ID: 20285, Name: Summers, Samantha, Case Type: CPS Family - Initial Assessment, Status: Open (08/02/2000), County: Milwaukee, Site/Region: Milwaukee-Admin, W-2 Region: (empty), CARES Case #: (empty), County Case #: (empty), and a Restricted checkbox.
- Navigation Tabs:** Participants, Address, Collaterals, Closing/Merge History.
- Active Participants Table:**

Name	Hshld	DOB	Gender	Relationship	Legal	Prg		
<a href="#">Summers, Samantha (21060)</a>	Y		Female	Reference Person	N/A	N	<a href="#">DeActivate</a>	<a href="#">Remove</a>
<a href="#">Summers, Sarah (21058)</a>	Y	07/07/1997	Female	Biological Child	N/A	N	<a href="#">DeActivate</a>	<a href="#">Remove</a>
<a href="#">Summers, Simon (21057)</a>	N	05/05/1985	Male	Biological Child	N/A	N	<a href="#">DeActivate</a>	<a href="#">Remove</a>
<a href="#">Summers, Steve (21059)</a>	U		Male	Significant Other	N/A	N	<a href="#">DeActivate</a>	<a href="#">Remove</a>
- Household Information:** Number of Household Members: 2, with an Insert button.
- Inactive Participants:** A section with a right-pointing arrow.
- Options:** A dropdown menu with a Go button.
- Footer:** Done, Local intranet | Protected Mode: Off, and a 100% zoom level.

The 'Options' dropdown menu is open, showing the following items:

- Actions
- Submit Case Closure Request
- Delink Access Report/Assessment

4. In the Closing Information group box, select the appropriate check boxes and the appropriate Reason value from the drop-down list.
5. In the Closing Summary group box, complete the case closure summary narrative.
6. Go to the Options drop-down, select Validate Case Closure Request, and click Go.

**Case Closure -- Webpage Dialog**

**eWiSACWIS** TM Print Spell Check Help

**Basic Information**  
 Case Name: Summers, Samantha      Case Number: 20285      Open Date: 08/02/2000

**Closing Information**  
**Closure Status: Closure Requested**  
 Request For Closure?      Closed Date:  
 Check Here If Final Safety Assessment is Not Needed      Reason: Case Outcomes Achieved  
 Check Here If Closing Checklist is Not Applicable      **Adopted By:**  
 Closing Checklist: [dropdown]      Recruited By: [dropdown]

**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.  
 Summary [text area]

**Closure Denial Messages**

Options: [dropdown] Go      Save      Close

Actions  
 Validate Case Closure Request  
 Text  
 Closure Summary  
 Closure Denial Solutions  
 Closure Denial Report

- At this point, you will be able to determine if your case was accepted or denied for closure by looking at the Closure Status field in the Closing Information group box. If your closure was denied, you will be able to view what work needs to be completed in order for the case to close by clicking on the Closure Denial Messages expando. You can also view this information by going to Options and selecting Closure Denial Report from the Options drop-down. If your closure was accepted, there will no be no information in the Closure Denial Messages group box.

**Note:** after your closure has been denied, you will need to Validate Case Closure again.

**Case Closure -- Webpage Dialog**

*eWiSACWIS* TM Print Spell Check ABC Help ?

**Basic Information**

Case Name: Summers, Samantha Case Number: 20285 Open Date: 08/02/2000

**Closing Information**

**Closure Status: Closure Denied** Closed Date: Reason: Case Outcomes Achieved

Request For Closure? **Adopted By:**

Check Here If Final Safety Assessment is Not Needed

Check Here If Closing Checklist is Not Applicable

Closing Checklist: Recruited By:

**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.

Summary

**Closure Denial Messages**

Options: Go Give Close

- The Closure Denial Report will list all current open work that either needs supervisory approval or termination. As long as there are no AFCARS errors, you can update all information (i.e. send work for final approval, update legal status, terminate plans etc.) and re-validate the case closure errors. If an error is an AFCARS error, the error must be corrected and the AFCARS nightly batch will be run. You can then attempt to close the case the following day.

Wisconsin Department of Children and Families  
 Division of Safety and Permanence  
 Edits for Case Closure Request

Case Number: 20285

AFCARS data is incomplete. Please note that the nightly AFCARS batch still needs to process the corrected AFCARS data before the case is

-----  
 Person Name ID AFCARS TKLR  
 Summers Simon 9233543

Placements/Services are incomplete

-----  
 Person Name Plcm Bgn Plcm End Prvd Name Service Type Desc  
 Summers Simon 11-FEB-06 Provider Foster Home-Gen License 154  
 Child still has a pending/open Out of Home Placement. Please end and approve the placement from the outliner.

-----  
 Person Name Plcm Bgn Plcm End Prvd Name Service Type Desc  
 Summers Simon 01-MAY-00 10-FEB-06 PTD Group Home Group Home  
 Child's final Out of Home Placement is missing a discharge reason. Either the most recent Out of Home Placement can be overridden or this can be corrected on the Placement Correction Detail page.

Payment(s) missing Final Approval

-----  
 Person Name Person ID Payment ID Provider ID Payee  
 Summers Simon 21057 9223866 20221 20221  
 Begin Date End Date Service Type Payment Amount  
 01-NOV-03 30-NOV-03 Group Home 0

- Once all errors have been corrected, return to the Closing/Merge History tab on the Maintain Case page. Click on the Denied hyperlink.

Maintain Case - ID: 20285 - Windows Internet Explorer

**eWiSACWIS** Print Spell Check Help

Case: 20285

Name: Summers, Samantha Case Type: CPS Family - Initial Assessment Status: Open 08/02/2000

County: Milwaukee Site/Region: Milwaukee-Admin W-2 Region:

CARES Case #: County Case #:  Restricted

Participants Address Collaterals **Closing/Merge History**

**Case History**

Open Date	Closed Date	Reason	Initiated by	
08/02/2000	00/00/0000	Case Outcomes Achieved	Daisy, Dan (10168)	<a href="#">Denied</a>

**Merged Cases**

Open Date	Merged Date	Former Case No.	Former Case Name	Initiated by
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**Case Record Location**

Status: Location:

Last Modified By: Date:

Options:

Done Local intranet | Protected Mode: Off 100%

10. This will bring you back to the Case Closure page. At this point, go to the Options drop-down and select Validate Case Closure Request and click Go to see if your closure has been accepted. If it has, the closure status will be updated to Accepted. Click on the Options drop-down and select Approval. Submit the closure for approval. Once the closure has been finally approved by a supervisor, the case will be closed and all assignments to the case will be closed as well.

**Case Closure -- Webpage Dialog**

**eWISACWIS** TM Print Spell Check Help

**Basic Information**

Case Name: Summers, Samantha Case Number: 20285 Open Date: 08/02/2000

**Closing Information**

Closure Status: Closure Accepted 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 Recruited By:

Closing Checklist: Recruited By:

**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.

Summary

**Closure Denial Messages**

Options: **Go** **Save** **Close**

- Actions
- Approval
- Validate Case Closure Request
- Text
- Closure Summary
- Closure Denial Solutions
- Closure Denial Report