

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
<p>1. Worker/Supervisor has Pending Approvals</p>	<p>1. Click Approvals expando 2. Click My Approvals</p>	<p>If your case/provider is in My Approvals:</p> <ol style="list-style-type: none"> 1. Click Case/Provider icon 2. Click the piece of work icon (e.g. Assessment) 3. Click the piece of work 4. Click the approval line of the piece of work 5. Select Approval from the Options drop-down 6. Click Go 7. Select Approve 8. Click Continue > Save > Close Assessment 	<ul style="list-style-type: none"> • If your case/provider is in Approvals in Progress, the piece of work is waiting for your supervisor's approval. • Your work must go through all levels of approval process before the case will close.
<p>2. Child still has a pending/open Service. Please end and approve the Service from the outliner.</p>	<p>1. Click Case expando 2. Click Case icon 3. Click Services icon</p>	<p>If the Service status is Pending:</p> <ol style="list-style-type: none"> 1. Click Service hyperlink for the child 2. Select Approval from the Options drop-down 3. Click Go 4. Select Approve 5. Click Continue > Save > Close 6. Perform steps 7-14 	<ul style="list-style-type: none"> • Service closings must go through all levels of approval process before the case will close.
		<p>If the Service status is Approved:</p> <ol style="list-style-type: none"> 7. Click Service hyperlink for the child 8. Select Service Ending from the Options drop-down 9. Click Go 10. Enter appropriate data to end Service 11. Select Approval from the Options drop-down 12. Click Go 13. Select Approve 14. Click Continue > Save > Close 	

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<p>3. Child still has a pending/open Out of Home Placement. Please end and approve the placement from the outliner.</p>	<p>1. Click Case expando 2. Click Case icon 3. Click Placements icon</p>	<p>If the Out of Home Placement status is Pending:</p> <ol style="list-style-type: none"> 1. Click Out of Home Placement hyperlink for the child 2. Select Approval from the 3. Options drop-down 4. Click Go 5. Select Approve 6. Click Continue > Save > Close 7. Perform steps 8-18 	<ul style="list-style-type: none"> • Out of Home Placements must be ended for all children in the case. • Is the End of This Child Placement a Discharge from All Placements? Radio button will default to "Yes" based upon the End Reason selected for the ending of the Out of Home Placement. The Discharge Reason field will be enabled and required to end the placement. • Out of Home Placement endings must go through all levels of approval process before the case will close.
		<p>If the Out of Home Placement status is Approved:</p> <ol style="list-style-type: none"> 8. Click Out of Home Placement hyperlink for the child 9. Select Placement Ending from the Options drop-down 10. Click Go 11. Enter End Date 12. Select Ending Purpose 13. Select End Reason 14. Select Discharge Reason 15. Select Approval from the Options drop-down 16. Click Go 17. Select Approve 18. Click Continue > Save > Close 	

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<p>4. 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.</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 3. Click Placements icon 4. Click Out of Home Placement for the child listed 5. Select Service Ending from Options drop-down 6. Click Go 	<p>If the Discharge Reason is not completed on the Service Ending page:</p> <ol style="list-style-type: none"> 1. Check Override box 2. Select Discharge Reason from drop-down 3. Select Approval from Options drop-down 4. Click Go 5. Select Approve 6. Click Continue > Save > Close 	
<p>5. Child whose final placement has an end reason of 'Adoption' must have a Legal Status of 'Adoption Finalized.' Please create a new Legal Status for the child.</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case hyperlink to access the Maintain Case page > Participants group box 3. Find participant(s) with legal status indicating child is on an order of supervision/custody 	<p>If the child has a Legal Record:</p> <ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 3. Click Legal icon 4. Click Legal Record hyperlink for that participant 5. Click Create Legal Status hyperlink 6. Complete the Legal Status page with Adoption Finalized as the New Legal Status <hr/> <p>If the child does not have a Legal Record:</p> <ol style="list-style-type: none"> 7. Click Case Work menu 8. Select Legal Record in the Legal drop-down > Case > Case Participant 9. Click Create 10. Create a Legal Action and click Save 11. Complete Legal Status page with Adoption Finalized as the New Legal Status 	<ul style="list-style-type: none"> • A Legal Status can only be created if a Legal Action has been created. • A Legal Status doesn't go through the approval process.

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<p>6. AFCARS data is incomplete. Please note that the nightly AFCARS batch still needs to process the corrected AFCARS data before the case will close.</p>	<ol style="list-style-type: none"> 1. Click Ticklers expando if ticklers are not displayed 2. Locate Case icon for your case 	<p>If the tickler appears:</p> <ol style="list-style-type: none"> 1. Click Case icon for your case with AFCARS ticklers under Ticklers expando 2. Click on the AFCARS Exceptions hyperlink for the PID 3. Consult <i>"User Guide – How to correct AFCARS data errors"</i> 	<ul style="list-style-type: none"> • Step 2 - The Child's Person ID is the number in parentheses within the AFCARS Exception message. • Step 7 - If the child is in multiple cases, select the case that is listed under your Tickler expando. • The <i>"User Guide – How to correct AFCARS data errors"</i> is on the eWiSACWIS Knowledge Web which can be accessed from your eWiSACWIS Desktop.
		<p>If the tickler does not appear:</p> <ol style="list-style-type: none"> 4. Via the desktop, access Utilities > AFCARS 5. Search out child using the Person ID 6. Click appropriate Person icon 7. Click person's Cases icon 8. Select the appropriate case 9. Click Continue 10. Consult <i>"User Guide – How to correct AFCARS data errors"</i> 	

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<p>7. Plan(s) are missing either termination or final approval. Please terminate and approve plans via the outliner.</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 3. Click Planning icon 4. Identify the plan(s) that has a status of "Pending" or "Ongoing" 	<p>If the Plan status is Pending, see "<i>What to do ...</i>" for Edit Message # 1 above</p> <hr/> <p>If the Plan status is Ongoing:</p> <ol style="list-style-type: none"> 1. Click Plan - Ongoing hyperlink 2. Select Terminate from the Options drop-down 3. Click Go 4. Select the Reason Plan Is No Longer Required from drop-down 5. Select Approval from Options drop-down 6. Click Go 7. Select Approve radio button 8. Click Continue > Save > Close 	<ul style="list-style-type: none"> • Pending plans must go through all levels of approval process AND the Plan must be terminated. • Terminated plans must go through all levels of approval process before the case will close.
<p>8. Initial Assessment is missing final approval</p>		<p>If the Initial Assessment status is Pending, see "<i>What to do ...</i>" for Edit Message # 1 above</p>	
<p>9. Legal Status shows participants are in DCF Custody. Please create a new Legal Status of 'None' via the Legal Record.</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case link to access Maintain Case page/Participants group box 3. Find the participant(s) with the Legal status that indicates the participant(s) is still in agency supervision/custody 	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 3. Click Legal icon 4. Click Legal Record hyperlink for that participant 5. Click Create Legal Status hyperlink 6. Complete the Legal Status page with None as the New Legal Status 7. Click Save > Close 	<ul style="list-style-type: none"> • A Legal Status can only be created if a Legal Action has been created. • Changes in a participant's Legal Status don't go through the approval process.

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<p>10. Child is eligible for Independent Living services, but is missing the date(s) of the IL Assessment and/or the IL Transition Plan. Please access the child's Independent Living record via Maintain > Independent Living from your desktop.</p>	<ol style="list-style-type: none"> 1. Click Maintain > Independent Living 2. Search for eligible child 	<p>On the Independent Living page:</p> <ol style="list-style-type: none"> 1. Document the IL Assessment date 2. Document the IL Transition Plan date 3. Click Save > Close 	
<p>11. Payment(s) missing Final Approval</p>	<ol style="list-style-type: none"> 1. Click Cases expando 2. Click Case icon 3. Click Payment icon 4. Click Payment hyperlink 	<p>On the Payment Request page:</p> <ol style="list-style-type: none"> 1. Select Approval in Options drop-down 2. Click Go 3. Select Approve radio button 4. Click Continue > Save > Close 	

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<p>12. Screened in CPS Report is missing Assessment.</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 	<p>If there isn't an Assessment icon or the Assessment is not pending:</p> <ol style="list-style-type: none"> 1. Click Case Work menu 2. Select Assessment in Assessment drop-down > Case 3. Click Create 4. Select checkbox for CPS Report in Assessment Report Link page 5. Click Create 6. Complete all required fields on each tab 7. Click Save > Close <hr/> <p>If there is an Assessment icon:</p> <ol style="list-style-type: none"> 1. Click Assessment icon 2. Click Assessment-Pending hyperlink 3. Select Approval in Options drop-down 4. Click Go 5. Select Approve radio button 6. Click Continue > Save > Close 	<ul style="list-style-type: none"> • Your work must go through all levels of approval process before the case will close.
<p>13. Adoption Eligibility is Pending</p>	<ol style="list-style-type: none"> 1. Click Case expando 2. Click Case icon 3. Click Eligibility icon 4. Click Adoption Funding Determination hyperlink 	<ol style="list-style-type: none"> 1. Contact MAXIMUS to complete the Adoption Funding Determination. 2. Wait for notification from the State that the determination is complete. 	<ul style="list-style-type: none"> • Counties do not have the security to do Adoption Eligibility.