

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
1. Worker/Supervisor has Pending Approvals	1. Click Approvals tab 2. Click My Approvals	If the case has work listed in My Approvals : 1. Click the piece of work 2. Click the approval line of the piece of work 3. Select Approval from the Options drop-down 4. Click Go 5. Select Approve 6. Click Continue > Save > Close	<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.
2. Child still has a pending/open Service. Please end and approve the Service from the outliner.	1. Click Cases tab 2. Click View case information 3. Click Services icon	If the Service status is Pending : 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 1-9 below for an approved Service	<ul style="list-style-type: none"> • Service closings must go through all levels of approval process before the case will close.
		If the Service status is Approved : 1. Click Service hyperlink for the child 2. Select Service Ending from the Options drop-down 3. Click Go 4. Enter End Date 5. Select End Reason 6. Select Approval from the Options drop-down 7. Click Go 8. Select Approve 9. Click Continue > Save > Close	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
3. Child still has a pending/open Out of Home Placement. Please end and approve the placement from the outliner.	1. Click Cases tab 2. Click View case information 3. Click Placements icon	<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 1-11 below 	<ul style="list-style-type: none"> • Out of Home Placements must be ended for all children in the case. • The "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"> 1. Click Out of Home Placement hyperlink for the child 2. Select Placement Ending from the Options drop-down 3. Click Go 4. Enter End Date 5. Select Ending Purpose 6. Select End Reason 7. Select Discharge Reason 8. Select Approval from the Options drop-down 9. Click Go 10. Select Approve 11. Click Continue > Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
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.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Placements icon 4. Click Out of Home Placement for the child listed 5. Select Placement 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. Click Delete button, Yes to confirm 2. Reopen the Placement Ending 3. Enter End Date 4. Select "Discharge" Ending Purpose 5. Select End Reason 6. Select Discharge Reason from drop-down 7. Select Approval from Options drop-down 8. Click Go 9. Select Approve 10. Click Continue > Save > Close 	
5. Active OHC Placement Referral(s) exist	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Placements icon 4. View Active OHC Placement Referrals for the child listed 5. Select Active OHC Placement Referral hyperlink 	<p>If the OHC Placement Referral is Active and therefore pending:</p> <ol style="list-style-type: none"> 1. Click the Active OHC Placement Referral hyperlink 2. Select the Options drop down menu 3. Select either Finalize Referral or Withdraw Referral depending on if the child was placed or not and Go 4. If finalizing a referral, either select or search and select the Provider a child or youth was placed with and enter Placement Begin Date in the required field 5. Select Save>Close 6. If withdrawing a referral, select reason for why the referral was withdrawn. If Other, enter the required narrative field 7. Select Save>Close 	There may be multiple Active Referrals as there is no limit on the number of creation. All Active Referrals will need to be Finalized or Withdrawn before Case Closure.

Case Closure Denial Solutions

<p>6. 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>	<p>6. Click Cases tab 7. Click Case Name hyperlink to access the Maintain Case page> Participants tab 8. Find participant(s) with legal status indicating child is on an order of supervision/custody</p>	<div> <p>If the child has a Legal Record:</p> <ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 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 </div> <div> <p>If the child does not have a Legal Record:</p> <ol style="list-style-type: none"> 7. Click Create Case Work 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 </div>	<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.
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
7. AFCARS data is incomplete. Please note that the nightly AFCARS batch still needs to process the corrected AFCARS data before the case will close.	1. Click Home tab 2. Locate tasks for your case	If the tickler appears: 1. Click on the Task name hyperlink 2. Consult <i>"User Guide – How to correct AFCARS data errors"</i>	<ul style="list-style-type: none"> • Step 6 - If the child is in multiple cases, select any case. • The <i>"User Guide – How to correct AFCARS data errors"</i> is on the eWiSACWIS Knowledge Web which can be accessed from the Quick Links tab of your eWiSACWIS Desktop.
		If the tickler does not appear: 3. Via the desktop, access Actions > AFCARS 4. Search out child using the Person ID 5. Click appropriate Person icon 6. Click person's Cases icon 7. Select the appropriate case 8. Click Continue 9. Consult <i>"User Guide – How to correct AFCARS data errors"</i>	
8. Legal Status shows participants are in DCF Custody. Please create a new Legal Status of 'None' via the Legal Record.	1. Click Cases tab 2. Click Case Name link to access Maintain Case page/ Participants tab 3. Find the participant(s) with the Legal status that indicates the participant(s) is still in agency supervision/custody	1. Click Cases tab 2. Click View case information 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.

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
9. Plan(s) are missing either termination or final approval. Please terminate and approve plans via the outliner.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Planning icon 4. Identify the plan(s) that has a status of "Pending" or "Ongoing" 	<p>If the Plan status is Pending, on the Approvals tab:</p> <ol style="list-style-type: none"> 1. Click the piece of work 2. Click the approval line of the piece of work 3. Select Approval from the Options drop-down 4. Click Go 5. Select Approve <p>Click Continue > Save > Close</p>	<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>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 	
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 Actions > Independent Living from your desktop.	<ol style="list-style-type: none"> 1. Click Actions > Independent Living > 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 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
11. Payment(s) missing Final Approval	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 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 	
12. Screened in CPS Report is missing Assessment.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 	<p>If there isn't an Assessment icon or the Assessment is not pending:</p> <ol style="list-style-type: none"> 1. Click Actions > Create 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 	<ul style="list-style-type: none"> • Your work must go through all levels of approval process before the case will close.
		<p>If there is an Assessment icon:</p> <ol style="list-style-type: none"> 1. Click Assessment icon 2. Click Assessment hyperlink 3. Select Approval in Options drop-down 4. Click Go 5. Select Approve radio button 6. Click Continue > Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
13. Initial Assessment is missing final approval		<p>On the Approvals tab:</p> <ol style="list-style-type: none"> Click the piece of work Click the approval line of the piece of work Select Approval from the Options drop-down Click Go Select Approve Click Continue > Save > Close 	
14. Adoption Eligibility is Pending	<ol style="list-style-type: none"> Click Cases tab Click View case information Click Eligibility icon Click Adoption Funding Determination hyperlink 	<ol style="list-style-type: none"> Contact MAXIMUS to complete the Adoption Funding Determination. 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.
15. Missing CANS for child		<ol style="list-style-type: none"> Click Create > Case Work menu Select Child & Adolescent Needs & Strengths (CANS) in the Planning drop-down > Case and Case Participant Click Create Complete the CANS including the Approval process Click Save > Close 	<ul style="list-style-type: none"> A CANS must be completed for all children and youth placed in the home of an unlicensed provider, foster care, group home, or residential care center that are under the placement and care responsibility of the state.

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
16. 90-Day Summary Report for Serious Incident is missing for this case	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 	<ol style="list-style-type: none"> 1. Click Serious Incident Notification icon 2. Select Serious Incident Notification hyperlink 3. Select 90-Day Summary Report from the Options dropdown 4. Complete/Send 90-Day Summary report 5. Click Save > Close 	
17. A "Notice of Right to Hearing/Appeal" has not been sent to the maltreater(s) in the approved Assessment.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 	<ol style="list-style-type: none"> 1. Click Assessments icon 2. Click appropriate Assessment hyperlink 3. Select Notice of Right to Hearing/Appeal in Options drop-down 4. Click Go 5. Click Sent checkbox 6. Click > Save > Close 	
18. Create Notice of Right to Review tickler exists for this case.	<ol style="list-style-type: none"> 1. Click Home tab 2. Locate tasks for your case 	<p>If Notice of Right to Review was created:</p> <ol style="list-style-type: none"> 1. Click Assessments icon 2. Click Assessment hyperlink 3. Select Reviews tab 4. Click Sent checkbox 5. Click > Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
19. The Maltreater Review tickler(s) must be reassigned to an active CAPTA Maltreater Review Coordinator using the Tickler Management page.		<p>As worker with an assignment to the case, on the Assessment page, Reviews tab:</p> <p>If a Response was received from the Maltreater:</p> <ol style="list-style-type: none"> 1. Enter the Response Received date for the Initial Determination Sent 2. Click Save > Close <p>Or</p> <p>If a No Response was received from the Maltreater:</p> <ol style="list-style-type: none"> 1. Create the Notice of Final Determination 2. Select the Text hyperlink and complete document 3. Click Save 4. Select the Sent checkbox 5. Click Save > Close 	<ul style="list-style-type: none"> • If the maltreater has a date of death in Person Management, tickler can be removed through Tickler Management.
20. Child still has a pending/open Subsidized Guardianship Agreement. Please end or approve the Subsidized Guardianship Agreement from the outliner.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Agreements and Notices icon 4. Click Agreement hyperlink 	<p>If the Agreement or Amended Agreement is pending approval:</p> <p>On the Agreement 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 	<ul style="list-style-type: none"> • SG agreements are also auto ended by the termination of the Subsidized Guardianship Eligibility.

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
21. A SG eligibility is either pending approval or is not terminated. Please approve or terminate the eligibility via the outliner.	<ol style="list-style-type: none"> 1. Click Approvals tab 2. Select Filter by: Approvals in progress 	<p>If the SG Eligibility approval is Pending:</p> <p>In the Approvals in progress table:</p> <ol style="list-style-type: none"> 1. Click the Subsidized Guardianship Eligibility Determination Item hyperlink 2. Select Approval from the Options drop-down 3. Click Go 4. Select Approve 5. Click Continue > Save > Close 	<ul style="list-style-type: none"> • Prior to closing the case, you must wait on the overnight batch process to close the placement once the Determination of 'Terminate' has been final approved.
	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Eligibility icon 4. Click Subsidized Guardianship Eligibility hyperlink 	<p>If the SG Eligibility is not terminated:</p> <p>On the Subsidized Guardianship Eligibility page, Eligibility History tab:</p> <ol style="list-style-type: none"> 1. Click the Insert button 2. Complete a Type of Determination (including the Approval process) where Yes/No responses selected determine the Eligibility Status of 'Terminate'. 3. Click Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
22. Agreements/ Amended Agreements are incomplete.	1. Click Cases tab 2. Click View case information 3. Click Agreements and Notices icon 4. Click Agreement hyperlink	If the Agreement or Amended Agreement is pending approval: On the Agreement page: 1. Select Approval in Options drop-down 2. Click Go 3. Select Approve radio button Click Continue > Save > Close	<ul style="list-style-type: none"> SG agreements are also auto ended by the termination of the Subsidized Guardianship Eligibility.
		If the Agreement or Amended Agreement needs to be terminated, on the Agreement page: 1. Select Agreement Ending in Options drop-down 2. Click Go 3. Complete all required fields including the approval process 4. Click Save > Close	
23. Child still has a pending/open AA Amended Agreement. Please end or approve the AA Amended Agreement from the outliner.	1. Click Cases tab 2. Click View case information 3. Click Agreements and Notices icon 4. Click Amended Agreement Click Agreement	If the Amended Agreement is pending approval: On the Amended Agreement page 1. Select Approval in Options drop-down 2. Click Go 3. Select Approve radio button 4. Click Continue > Save > Close	
		If the Amended Agreement needs to be ended: On the Amended Agreement page 1. Select Agreement Ending in Options drop-down 2. Click Go 3. Complete all required fields including the approval process 4. Click Save > Close	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
<p>24. Case Plan Due Tickler is past due.</p> <p>Case Plan is missing</p>		<ol style="list-style-type: none"> 1. Click Actions > Create Case Work menu 2. Select Case/Permanency Plan in Case/Perm Plan drop-down > Case Participant 3. Click Create 4. Complete all required fields 5. Click Save > Close 	<ul style="list-style-type: none"> • If a case plan is not required, the Case Plan Due tickler can be deleted by worker's supervisor.
<p>25. The following Permanency Plan Due ticklers are past due</p>		<ol style="list-style-type: none"> 1. Click Actions > Create Case Work menu 2. From the Case/Perm Plan drop-down, select the work item that is missing per denial message; i.e. Case/Permanency Plan or Permanency Review/Hearing Result 3. Select Case Participant 4. Click Create 5. Complete all required fields including the approval process 6. Click Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
26. Case/Permanency Plan is missing either termination or final approval. Please terminate and approve plans via the outliner.	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Case/Permanency Plan icon 4. Click Permanency Plan hyperlink 	<p>If the Case/Perm Plan is missing final approval: On the Case/Perm Plan 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 	
		<p>If the Case/Perm Plan is missing termination: On the Case/Perm Plan page:</p> <ol style="list-style-type: none"> 1. Select Terminate in Options drop-down 2. Click Go 3. Complete all required fields including the approval process 4. Click Save > Close 	
27. Child is missing an Adoption Petition Legal Action	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Legal icon 	<p>On the Legal Record:</p> <ol style="list-style-type: none"> 1. Click Create Legal Action button 2. Select Copy link or 3. Click Create 4. Complete all required fields 5. Click Save > Close 	
28. Permanency Consultation(s) not finalized	<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Permanency Consultation icon 4. Click Permanency Consultation hyperlink 	<p>On the Permanency Consultation page:</p> <ol style="list-style-type: none"> 1. Complete all required fields 2. Check the Permanency Consultation Finalized check box 3. Click Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
29. Safety Assessment, Analysis and Plan (SAAP). SAAP Tickler is past due	1. Click Home tab 2. Locate tasks for your case	If the tickler appears: 1. Click on the Task name hyperlink	<ul style="list-style-type: none"> Note: this denial message is incorrectly named. Missing work/past due tickler is CSE or RCSE not SAAP. If CSE or RCSE is not needed or creating the CSE or RCSE doesn't resolve the denial message, the CSE or RCSE due Tickler may need to be deleted by worker's supervisor.
		If the tickler does not appear: 1. Via the desktop, access Actions > Create Case Work menu 2. Select Confirming Safe Environments in Safety > Case Participant 3. Click Create 4. Complete all required fields Click Save > Close	
30. A Youth Justice Intake is about to expire for the following youth and needs to be addressed on the YJ Case Information page prior to case closure	1. Click Home tab 2. Locate tasks for your case	If the tickler appears: 1. Click on the Task name hyperlink	
		If the tickler does not appear: 1. Click Cases tab 2. Click View case information 3. Click Youth Justice icon 4. Click Youth Justice Case Information hyperlink 5. Enter Date County Supervision Ended for the specific intake 6. Click Save > Close	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
31. A YJ Referral needs to be linked to a Youth Justice Case Information page for the following youth	1. Click Home tab 2. Locate tasks for your case	If the tickler appears: 1. Click on the Task name hyperlink	
		If the tickler does not appear: 1. Click Create > Case Work menu 2. Select Youth Justice Case Information in the Youth Justice drop-down > Case and Case Participant 3. Click Create 4. Select the YJ Referral(s) 5. Click Continue 6. Complete the Youth Justice Case Information page 7. Click Save > Close	
32. A pending Youth Justice Case Information exists for the following youth and needs to be completed prior to case closure		1. Click Cases tab 2. Click View case information 3. Click Youth Justice icon 4. Click Youth Justice Case Information hyperlink 5. Enter data required for case closure 6. Check the Completed checkbox 7. Click Save > Close	
33. A Youth Justice Case Information decision is due for the following youth and needs to be addressed prior to case closure		1. Click Cases tab 2. Click View case information 3. Click Youth Justice icon 4. Click Youth Justice Case Information hyperlink 5. Complete the page 6. Check the Completed checkbox 7. Click Save > Close	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
<p>34. Youth is missing NYTD 17 survey.</p> <p>Youth must complete the NYTD 17 survey or access Outcomes tab via Actions > Independent Living to document reason why youth didn't complete the survey.</p>	<ol style="list-style-type: none"> 1. Click Actions > Independent Living > Maintain Independent Living 2. Search for eligible child 	<p>On the Independent Living page:</p> <ol style="list-style-type: none"> 1. Complete the survey or Document the Reason the youth did not complete the survey. 2. Click Save> Close 	
<p>35. An open Deferred Prosecution Agreement exists for the following youth and needs to be completed prior to case closure.</p>		<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Youth Justice icon 4. Click Deferred Prosecution Agreement hyperlink 5. Create the missing template. 6. Click Save and Generate PDF> Close. 	
<p>36. Missing Adoption Closure Checklist. Please upload the Adoption Closure Checklist using the Imaging Category of Participant Document and Imaging Type of Adoption Closure Checklist.</p>		<ol style="list-style-type: none"> 1. Click Actions > Imaging Search 2. Search for child 3. Create the Adoption Closure Checklist Imaging type document 4. Click Save > Close 	

Case Closure Denial Solutions

Edit Message	Where to Look...	What to do...	Note...
37. A serious incident allegation is missing a qualified Serious Incident (Act 78) Notification for this case.		<ol style="list-style-type: none"> 1. Click Cases tab 2. Click View case information 3. Click Serious Incident Notification icon 4. Select Serious Incident Notification link 5. Check Send Serious Incident Notification to DCF checkbox, complete required fields>Save > Close. 6. Verification group box> Complete required fields (respond to "The DSP has reviewed this incident notification and finds that it does qualify as an incident of child death, serious injury, egregious incident or suspected suicide of a child in OHC placement under s. 48.981(7)(cr), Child Welfare PublicDisclosure Act 78") >Save > Close 	Note: If Serious Incident Notification page not created: Actions>Create Case Work > Assessment>Serious Incident Notification >select case Participant> Create .