Immediate Action Required: The due date for closing applicable cases in MiSACWIS is now October 7, 2014.

The purpose of this communication is to publish the new deadline for closing MiSACWIS cases, and to introduce the Revised Administrative Case Closure Job Aid. This document is a follow up to several communications:

- Communication Issuance (CI) 14-078, Closing a Case in MiSACWIS with an Outstanding Payment(s).
- MiSACWIS Informational Memo (IM) 14-026, Administrative Case Closure Revised.
- CI 14-106, Closing a Case in MiSACWIS with an Outstanding Payment, part II.
- CI 14-107, MiSACWIS Administrative Case Closures.

Due to an identified system issue, users must not close either case when a child has two active cases with the same program type. This situation occurs on converted maltreatment in care (MIC) cases and when a permanent ward case is created from an ongoing foster care case. If a worker closes one of the cases (administratively or through the normal case closure process), the placement service authorization will be end dated, and payments will stop. When this happens, the user must contact the MiSACWIS Help Desk for a data fix. Once a solution is identified, MiSACWIS project staff will provide further instructions.

Whenever possible, MiSACWIS users must close a case using the designed functionality in MiSACWIS; MiSACWIS has system edits that require certain actions to be completed according to child welfare policy. DHS and private agency foster care workers must close cases as soon as possible after the receipt of the court order terminating jurisdiction or placing the child for adoption. Workers are responsible for servicing the foster care case until the time of the receipt of the court order. There are a number of job aids posted on the MiSACWIS Communications Website within the LOE Tools hyperlink, along with the Case Management User Guide within the Training hyperlink. These documents provide step-by-step instructions for case closures.

**Administrative Case Closures**

There are system reasons that may require a user to complete an administrative case closure.

**CHILDREN’S PROTECTIVE SERVICES (CPS)**

- Kept case open for pending payments (fixed in August release)
- The approval date of the Closing USP is not populating to the case closure screen
- Linked ongoing case is not closing when Category III Open/Close, Category IV or Category V approved
- Workers are selecting 90 day monitoring rather than Category III Open/Close
- Cases were left open for administrative purposes, awaiting adjudication

**FOSTER CARE**
- Kept case open for pending payments (fixed in August release)
- Foster care staff may also close a case using the administrative closure process if the case was not previously closed within 30 days of the receipt of the court order. This option is only applicable through October 7, 2014, as many users did not understand how to close cases in MiSACWIS. Any cases closed after October 7, 2014 will require the standard case closure process as designed, unless it meets one of the above valid reasons for Administrative Case Closure. The supervisor must document the reason for administrative case closure as, “Not closed within 30 days of receiving the court order.”
- MiSACWIS will open a foster care case at the time the removal record is entered for a juvenile justice case. The worker may administratively close the FC case only if the JJ case is supposed to be opened and the JJ program type is established. Prior to closing the foster care case, the worker must:
  - Ensure the child is not a dual ward.
  - View the Program Type History screen in MiSACWIS to ensure the JJ program is open. If the JJ program type case is not open, the worker will have to complete a Non-CPS intake to add the JJ program type.

**REQUIRED DOCUMENTATION FOR ADMINISTRATIVE CASE CLOSURES**

MiSACWIS is designed to ensure policy and system requirements are met before closing a case; administrative closures bypass specific policy and system edits.

The user must follow the steps in the Revised Administrative Case Closure Job Aid. MiSACWIS project staff has updated the job aid to reflect the necessary steps for administrative case closure for a private agency case, along with the required DHS approvals for the administrative case closure.

It is important to follow the steps as outlined, because if the supervisor/program manager does not correctly complete the steps, s/he may need to contact the MiSACWIS Help Desk for a data fix to reopen the case.

In the event a user must conduct an administrative closure, s/he will also need to complete the attached Administrative Case Closure Checklist. The checklist provides a list of all required actions that must be completed and documented prior to performing an administrative closure. The worker and/or supervisor will need to check the appropriate Reason for Administrative Case Closure box; additionally the reason selected on the checklist must be copied and documented in the Comments narrative on the Case Closure Detail screen in MiSACWIS. The user must enter the exact language from the checklist in the comments field. Once the worker and supervisor complete and sign the checklist, the worker will need to scan and upload the checklist in MiSACWIS using the “other” option, with a document title of “Administrative Case Closure Checklist.” The completed, signed checklist must be filed in the hard case file as well.

The job aid and the checklist are also available on the MiSACWIS Communications website within the Change Management tab.
MiSACWIS is focused on fixing the barriers stated above as caseload compliance and timely case closures are a priority. As the case closure barriers are resolved, they will be communicated through MiSACWIS Release Notes and will be removed from the job aid and the Administrative Case Closure Checklist.
MiSACWIS - ADMINISTRATIVE CASE CLOSURE CHECKLIST

CASE NAME: ________________________________  CASE ID: ____________________________

CHILD NAME: ________________________________  CHILD PERSON ID: ________________

DIRECTIONS:

There must be a completed ADMINISTRATIVE CASE CLOSURE CHECKLIST document for each child where management conducted an Administrative Case Closure. Each section below must be completed prior to completing an administrative closure within MiSACWIS.

SECTION I - REASON FOR ADMINISTRATIVE CASE CLOSURE - SELECT THE ONE REASON THAT MOST APPLIES

*THE REASON CHECKED BELOW MUST BE ADDED TO THE COMMENTS SECTION IN MISACWIS AT TIME OF ADMINISTRATIVE CASE CLOSURE

CHILDREN’S PROTECTIVE SERVICES (CPS)

☐ Not closed within 30 days of receiving the court order
☐ Kept case open for pending payments (fixed in August release)
☐ The approval date of the Closing USP is not populating to the case closure screen
☐ Linked ongoing case is not closing when Category III Open/Close, Category IV or Category V approved
☐ Workers are selecting 90 day Monitoring rather than Category III Open/Close
☐ Cases were left open for administrative purposes, awaiting adjudication

FOSTER CARE

☐ Not closed within 30 days of receiving the court order
☐ Kept case open for pending payments (fixed in August release)
☐ When a Juvenile Justice only case is created a Foster Care case is automatically created

** For a child with two cases in the same program. Do not close only one of the cases in an effort to only show one case for the child until further instruction. If one of the cases is closed (administratively or normal) the placement service authorization(s) will be end dated for both cases. This issue is most apparent with converted MIC cases and ongoing to permanent ward cases.

DATED: 9/18/2014
MiSACWIS - ADMINISTRATIVE CASE CLOSURE CHECKLIST

CASE NAME: _____________________________  CASE ID: ______________________

CHILD NAME: ______________________________  CHILD PERSON ID: ______________

SECTION II – COMPLETING AN ADMINISTRATIVE CLOSURE IN MiSACWIS BYPASSES POLICY EDITS AND SYSTEM REQUIREMENTS. TO ENSURE POLICY AND SYSTEM REQUIREMENTS ARE FOLLOWED AND TO IMPROVE DATA INTEGRITY, THE WORKER AND SUPERVISOR WILL NEED TO CONFIRM EACH TASK STATED BELOW IS COMPLETED (DEPENDENT ON PROGRAM CLOSING) PRIOR TO ADMINISTRATIVELY CLOSING A CASE.

CPS

☐ FTM is required within 45 days of case closure (ongoing CPS cases only).
☐ CPS USP and Closing USP completed in last 30 days, including Category I cases (ongoing CPS cases only).
☐ Social Work Contacts cannot be in Draft status.
☐ All investigations linked to case must be closed (if there are any open).
☐ No other program types are opened (i.e., if there is a CPS program type open in addition to foster care, this case should not be administratively closed). Verify through program type history screen.
☐ Ensure no other workers are assigned

CHILDREN'S FOSTER CARE

☐ Placement must be end dated for each child.
☐ Legal Status must be end dated for each child (also the custody episode should be terminated if Foster Care is closing).
☐ Visitation Plan(s) must be end dated for each child.
☐ For each child 16 or older, there must be a Family Team Meeting (FTM) type of 90 Day Discharge within the last 45 days prior to cease date of case activity.
☐ All Foster Care cases/program types need a FTM type of Placement/Preservation within last 45 days prior to cease date of case activity.
☐ Court order with court action type of “Terminate Court Jurisdiction-Abuse/Neglect”, “Terminate Court Jurisdiction-YAVFC” or Order Placing after Consent (PCA320).
☐ All FTMs are in “Completed” or “Cancelled” status for each child.
☐ Paid case services need to be end dated for each child.
☐ All non-paid case services are end dated for each child.
☐ All Social Work Contacts are in Completed or Linked status for each child.
☐ All mandatory ticklers prior to cease date of case activity (display on worker’s desktop) are resolved.
☐ All case service plans must be completed prior to cease date of case activity.
☐ No other workers other than the primary is assigned to each child.
☐ No other program types are opened (i.e., if there is a CPS program type open in addition to foster care, this case should not be administratively closed).

SECTION III - BY SIGNING BELOW YOU AGREE TO COMPLETE THIS DOCUMENT, SIGN, SCAN AND UPLOAD TO MiSACWIS FOR EACH CASE ADMINISTRATIVELY CLOSED.

Worker Signature: _______________________________________  Date: ____________________

Supervisor Signature: _____________________________________ Date: _________________

** For a child with two cases in the same program. Do not close only one of the cases in an effort to only show one case for the child until further instruction. If one of the cases is closed (administratively or normal) the placement service authorization(s) will be end dated for both cases. This issue is most apparent with converted MIC cases and ongoing to permanent ward cases.

DATED: 9/18/2014
This job aid explains the procedures for the administrative case closure process in MiSACWIS. Whenever possible, MiSACWIS users must close a case using the designed functionality in MiSACWIS; MiSACWIS has system edits that require certain actions to be completed according to child welfare policy. DHS and private agency foster care workers must close cases as soon as possible after the receipt of the court order terminating jurisdiction or placing the child for adoption.

**Note:** Due to an identified system issue, users must **not** close either case when a child has two active cases with the same program type. This situation occurs on converted maltreatment in care (MIC) cases and when a permanent ward case is created from an ongoing foster care case. If a worker closes one of the cases (administratively or through the normal case closure process), the placement service authorization will be end dated, and payments will stop. When this happens, the user must contact the MiSACWIS Help Desk for a data fix.

**Administrative Case Closures**

There are system reasons that may require a user to complete an administrative case closure.

Users must be cautious when administratively closing a case:

- If the administrative closure is not performed correctly, the supervisor could close the entire ongoing case when the foster care program is still legitimately open, requiring a data fix submitted through the MiSACWIS Help Desk.
- When the supervisor or Program Manager is ready to approve a foster care case closure, s/he must confirm, and if necessary, select each of the children who require case closing, otherwise all sibling cases associated to the ongoing case will close.
- For a permanent ward case, if the order placing is not entered correctly, the adoption program will not be created and the foster care program closure will close the entire case.

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MiSACWIS will open a foster care case at the time the removal record is entered for a juvenile justice case. The worker may administratively close the FC case only if the JJ case is supposed to be opened and the JJ program type is established. Prior to closing the foster care case, the worker must:

- Ensure the child is not a dual ward.
- View the Program Type History screen in MiSACWIS to ensure the JJ program is open. If the JJ program type case is not open, the worker will have to complete a Non-CPS intake to add the JJ program type.

If a user is closing a case using these procedures, s/he will need to complete the Revised Administrative Case Closure Checklist, scan a copy of the checklist in to MiSACWIS, and retain a hard copy in the case file.

**Private Agency Administrative Case Closure Process**

1. As the private agency worker, click **Case Closure** hyperlink.
2. Click **Add Program/Cashe Closure** button.
3. Add program type in the **Program Type** drop-down box.
4. Select the **Case Closure Reason**.
5. Select the child(ren) to close.
6. Include the reason for closing within closing comments box.
7. Click the **Approval** button.
8. Select “Route to My Supervisor” in the Action drop-down box.
9. Verify that correct supervisor is listed.
10. Click Save.

Note: The private agency worker must complete the Revised Administrative Case Closure Checklist and upload it to MiSACWIS.
Private Agency Supervisor Approval

1. As the private agency supervisor, click on the Approvals tab.

2. Click the Needs to be Reviewed/Approved hyperlink.
3. Select the hyperlink of the case that needs case closure approval.

4. Ensure that all the necessary fields are entered, and then click the Approval button.
5. Select “Task Reviewed and Route” in the **Action** drop-down box.
6. Select “DHS County Office” in the **Organization** drop-down box.
7. Select the purchase of service (POS) monitor’s supervisor in the **Reviewers/Approvers** drop-down box.

**Note:** DHS local office practice may require the POS monitor to review the case prior to sending it to the supervisor.

8. Click **Save**

**Note:** Ensure that the private agency worker has completed the *Revised Administrative Case Closure Checklist* and uploaded it to MiSACWIS.
DHS - MiSACWIS Administrative Case Closure Approval for Private Agency Cases

The POS monitor’s supervisor can close the case using the administrative case closure reason for a private agency case. MiSACWIS does not require second-line approval for administrative case closures for a private agency case.

1. Click the Approvals tab.

2. Click Needs to be Reviewed/Approved hyperlink.
3. Select the hyperlink of the case that needs case closure approval.
4. Review to ensure the information is complete and accurate.
5. Change the **Case Closure Reason** to “Administrative.”
6. Ensure that ONLY the correct children are selected for closure. The final approver MUST complete this step. Failure to do so could accidentally close cases for children that should remain open.
7. Ensure that the administrative closure reason from the checklist is included in the **Closing Comments** text box.

**Note:** Ensure that the private agency worker has completed the *Revised Administrative Case Closure Checklist* and uploaded it to MiSACWIS.

8. Click the **Approval** button.
9. If all actions are completed, click OK.
10. Select “Approve” in the **Action** drop-down box.
11. Click **Save**.
DHS - MiSACWIS Administrative Case Closure Process for DHS-Supervised Cases

1. As a DHS Foster Care or CPS Worker, click **Case Closure** hyperlink.
2. Click **Add Program/Case Closure** button.
3. Add program type in the Program Type drop-down box.
4. Select the Case Closure Reason.
5. Select the child(ren) to close.
6. Include the administrative closure reason from the checklist in the Closing Comments text box.
7. Click the Approval button.
8. Select “Route to My Supervisor” in the **Action** drop-down box.
9. Verify the correct supervisor is listed.
10. Click **Save**.
1. As the DHS supervisor, click on the Approvals tab.

![Approvals tab](image1)

2. Click on the Needs to be Reviewed/Approved hyperlink.

![Needs to be Reviewed/Approved](image2)
3. Select the hyperlink of the case that needs case closure approval.

4. If a CPS case, exit the Case Closure screen and check the Program Type History screen to ensure there are no other CPS programs open. If other CPS programs are opened, contact the MiSACWIS Help Desk for assistance in closing the case.
5. If a CPS case, review the Assignment Information grid to ensure no other CPS workers are assigned to the case. If other CPS workers are assigned, contact the MiSACWIS Help Desk for assistance in closing the case.
6. Click on the **Case Closure** hyperlink.
7. Click the **select** hyperlink to return to case closure record.
8. Ensure the correct Program Type is listed in the Program Type drop-down box.
9. (Closure Date is the system date and is not user modifiable).
10. Select “Administrative” in the Case Closure Reason drop-down box.
11. Ensure the correct children are selected for closure.
12. Ensure the administrative closure reason from the checklist is included in the Closing Comments text box.
13. Click the Approval button.
14. Click **OK** in the message box.
15. Select “Route to My Supervisor” in the Action drop-down box.
16. Click the Save button.
17. Click the **Save** button.
Revised Administrative Case Closure Job Aid

DHS Supervisor Approval of Case Closure

1. As the DHS Program Manager, click on the Approvals tab.

2. Click on the Needs to be Reviewed/Approved hyperlink.
3. Select the hyperlink of the case that needs case closure approval.
4. Review the information on the screen to ensure it is correct.
5. Ensure that ONLY correct children are selected for closure. The final approver MUST complete this step. Failure to do so can accidentally close case for children that should remain open.
6. Select the Approval button.
7. If all actions are completed, select OK.
Revised Administrative Case Closure Job Aid

8. Select “Approve” in the **Actions** drop-down box.
9. Click the **Save** button.