

<b>Case Closure and Reassignment Policy</b>	<b>Date Approved</b>	October 29, 2020
	<b>Branch/Division</b>	Disability and Specialized Services/ Community Service Delivery
	<b>Applicable to</b>	Children’s disABILITY Services
	<b>Responsible Authority</b>	Assistant Deputy Minister Community Service Delivery
	<b>Next Review Date</b>	
	<b>Policy Owner</b>	Director, Children’s disABILITY Services
	<b>Date Reviewed</b>	
	<b>Date Revised</b>	

### 1.0 Policy Statement

This policy describes the parameters for the management of files by providing direction on the closure and reopening of cases as well as the assignment of cases to and from non-managed caseloads.

### 2.0 Background/Context

The CDS program has consistently seen an increase in the number of eligible children referred to program. Families come to the CDS program with unique needs and varying levels of readiness for services and supports, which can change as their child grows. Some families may even be referred to the program when they don’t have any immediate service needs or when they are not ready or interested in engaging with the program. Waitlists exist in some regions for CDS case management and funded services.

Consistent direction and practices are needed to ensure families are able to access the services they need, when they are needed.

### 3.0 Purpose

This policy seeks to foster shared file management practices across Manitoba and to guide the allocation of program human resources to provide support families with identified service needs, while attempting to balance keeping eligible families attached to the program with managing caseload sizes.

### 4.0 Definitions

**Participant Details Status** – Found on the Participant page on inFACT, Participant Details status indicates whether the child is *Open* to the program, *Inactive* (currently closed to program) or *Closed* due to client death.

**Program Status** – Found on the Program Page on inFACT, Program status indicates whether an applicant’s eligibility has not yet been determined (*Intake*), they are eligible and open to CDS (*Eligible*) or the case is closed for any reason (*Closed*).

**Active Case** – Refers to cases assigned to a case manager for case coordination services and/or funded services and supports including child development and autism services, equipment, supplies, etc.

Families on an active caseload have varying levels of activity and needs, however they are connected and engaged with the program.

Active cases have are indicated on inFACT with a Participant Details status of *Open* and a Program status of *Eligible*. Families are assigned a Community Services Worker.

**Non-Managed Case** – Refers to cases that are not assigned to a case manager as:

- they do not have any current or foreseeable services needs,
- they are deferring services when future needs have been indicated, or
- there is a no contact from parents over the course of a minimum period.

Families on a non-managed caseload remain eligible for CDS provided they continue to meet program eligibility.

Non-managed cases are indicated on inFACT with a Participant Details status of *Open* and a Program status of *Eligible*; however, families are assigned to a “Non-Managed Case – (region name)” profile in inFACT.

**Case reassignment** – Refers to the process where a case is transferred from active case management with an assigned CSW to the non-managed caseload, or from the non-managed caseload to active case management with an assigned CSW.

**Case Closure** – For the purposes of this policy, case closure refers to the discontinuation of service to a family, whether due to a change of eligibility, voluntary withdrawal or client death. For the purpose of this policy, case closure refers to clients with a Participant Detail status of *Inactive* or *Closed*.

Except where a child has passed away, the Participant Details status of all closed cases will be *Inactive*. In the case of child’s death, the Participant Details status will be *Closed*. The Program Status of all cases will be *Closed*. See [Appendix A –Program Status Closure Reasons Definitions](#) for guidance on selecting a proper closure reason.

**Service Deferral** – Refers to situations where parents indicate that they do not want or need service at this time, including case management, but they want to remain connected to the program. Families deferring service is different from families requesting case closure, as the former wants to remain connected to CDS whereas the latter do not want to be connected to the program. Deferred service cases may be reassigned to the non-managed caseload.

**Case Reopening** – Refers to process of resuming services for a case that had previously been closed.

**No Current Service Needs** – Describes families who do not require any funded or unfunded services, including case management, early intervention child development or autism services (including St.Amant autism services), disability and health supports, funded supports like respite or employment supports, or therapies.

**Initial Screening Assessment** – Process of screening families prior to the commencement of case management services to determine case categorization, priority for assignment of a CSW and families needs.

## 5.0 Policy

### 5.1 Closure

Case closure occurs when:

- The child is not eligible for Children’s disABILITY Services, or
- The family has requested closure of case file, or
- The child has passed away.

Children are not eligible for Children’s disABILITY Services when they:

- Do not or no longer meet the disability criteria to be enrolled with Children’s disABILITY Services, or
- Do not meet residency requirement for Children’s disABILITY Services, or
- Do not reside with birth, extended or adoptive family, or
- Are 18 years or older.

Families without any service needs or who cannot be contacted may be assigned to a non-managed caseload rather than closed, as they do not meet the criteria for case closure.

## 5.1 Non-Managed Caseloads

Families may be assigned to a non-managed caseloads when they:

- Do not have any current service needs, whether case management or funded services, or
- Are deferring services to later period when future needs have been identified, or
- Cannot be contacted or their whereabouts are unknown.

Non-managed caseloads allows regions to identify CDS eligible families for re-engagement later, such as at key transition periods in a child’s life. By assigning these families to a non-managed caseload, other families may then be assigned a Community Services Worker, where waitlists exist.

Each region shall maintain their own non-managed caseload and they shall review it throughout the service year to determine which families to attempt to re-engage with the program. While CDS will make efforts to connect with families on the non-managed caseload, parents also retain the ability to contact CDS according to their emerging needs and readiness. Non-managed families can request reassignment to an active caseload at any point.

Where families have identified potential future needs (e.g. support with transition to adulthood planning), case notes should clearly indicate when service needs are anticipated to help regions plan for when services may be required again.

Where the program is notified of an unassigned family’s move to another service region, the cases may be transferred to the new region’s non-managed caseload, allowing the receiving region to be aware of a family with potential needs in their region. The receiving region should contact the family to inform them how to connect with CDS in their region.

## 5.2 Notifying Families of Change in Case Status

Written notification of a change of case status, whether reassignment or case closure, should be provided where appropriate and possible. Notification should inform families about the decision to change their case status and it should give instructions on how they may resume or reapply for service, if applicable.

Letters should be customized to provide relevant information to the family (for example, retaining equipment, ending of supplies, resuming service, etc.).

In cases where a child is placed in the care of CFS or has passed away, a case closure letter is not required, as it may not be appropriate due to the sensitive nature of the circumstances surrounding the closure of the file.

## 6.0 Core Supporting Standards and Guidelines

### 6.1 Standards

### 6.1.1 Reassignment to the non-managed caseload

Decisions to reassign any family to the non-managed caseload should be made in consultation and with the approval of the program manager and the knowledge of the family, where possible. A family may only be considered for assignment to a non-managed caseload if they are not receiving any CDS funded services (including therapies, disability and health supports, or St.Amant ABA services).

Prior to being reassigned to a non-managed caseload, families should be:

- informed of the intention to assign to the non-managed caseload, and
- explained the purpose of the non-managed caseload, and
- provided information on reconnecting with the program for reassignment to the active caseload, where possible.

For families without any current case management and funded service needs, they may be reassigned to the non-managed caseload when families and staff do not identify any potential future needs. See [Appendix B](#) for a sample timeline of the reassignment of family with no current or future service needs to the non-managed caseload.

For families deferring service to a later time, they should be reassigned to a non-managed caseload, rather than have their case closed, as they have indicated possible future needs and wish to remain connected to the program. Regions should use non managed caseload lists as a mechanism to track potential workload. (e.g. age of majority planning).

For families whom there has been no contact with the program, reassignment to the non-managed caseload may occur where:

- The family is not receiving any CDS funded services, including therapies or St.Amant ABA services, and
- There has been no contact from the family over a minimum of 12 months through routine case management process, and
- Efforts to contact the family are unsuccessful to elicit a reply from the family.

Prior to reassigning such families to a non-managed caseload, staff should make a reasonable effort to contact parents by telephone, email, mail and through involved collaterals. Additional effort to reach parents should be considered based on the assessed vulnerability of the child and the families' situation. See [Appendix C](#) for a sample timeline of the reassignment of a family to the non-managed caseload with whom the program is unable to contact.

### 6.1.2 Closure due to Relocation and Extended Absences from Manitoba

Families who relocate outside of Manitoba cease to be eligible for the Children's disABILITY Services program upon their departure from the province. Families should seek services and supports in their new jurisdiction of residence.

Families absent from Manitoba less than six consecutive months may remain open to CDS with their assigned CSW, if their intentions are to return within that time frame. No funded services or supports may be provided during their absence from Manitoba.

For extended absences from Manitoba, families are deemed to have moved out of province when they are expected to absent or have been absent from Manitoba longer than six consecutive months, regardless of their intentions to return to Manitoba. These families will have their cases closed with Children's disABILITY Services. See [Appendix D](#) for guidance related to absences from Manitoba.

### 6.1.3 Families Moving to and from First Nations Communities in Manitoba

Children enrolled with CDS may reside in a First Nations community for up to six months before their cases are considered for closure. Children returning to a community served by Children's disABILITY Services within six months may resume their service without undergoing an intake assessment.

Children's disABILITY Services may support children with disabilities living in First Nations communities by providing information, service navigation and consultative support to families and First Nations partners to assist in the coordination of services.

As services for children living in First Nations communities may be available through the community's local Jordan's Principle case manager or service coordinator, no CDS funded services or supports are available while children reside in a First Nations community.

### 6.1.4 Children in the Care of Child & Family Services Agency

For children entering the guardianship of a CFS agency, case closure should occur at the end of the month following the child's placement or apprehension, where no clear plans for reunification are being made.

During this period prior to case closure, CDS may provide consultative support to assist with the transition into CFS care relating to the child's disability. To avoid duplication of services, Children's disABILITY Services funded supports and services are not available to children in the care of a CFS agency. Children in care receive supports and services from the CFS agency.

For children entering care where clear plans for reunification are being made, their cases may remain open to CDS in preparation for their reunification with their family and resumption of service with CDS. During this period, CDS may provide consultative support for planning and preparing for the reunification; however, supports and services will be provided by the CFS agency until reunification has occurred.

For children in care receiving early intervention child development services, their cases shall be closed to CDS following the end of the early intervention service, unless there are clear plans to reunite the child with their parents.

### 6.1.5 Closures due to child reaching adulthood

An age of majority transition plan should be created for every child prior to the age of 18, where possible, to prepare the child's transition into adulthood.

Transition plans should:

- follow best practice guidelines for roles and timelines set out in *Bridging to Adulthood: A Protocol for Transitioning Students with Exceptional Needs from School to Community*, and
- prepare the child and family for the transition to adulthood by ensuring they are informed about the transition process and that family has the appropriate referrals and resources for adult services, including referral for a SIS assessment for CLDS eligible children.

Regions should attempt to connect with families on their non-managed caseloads following a child's 15<sup>th</sup> birthday to offer support with transition planning. Transition to adulthood support families should occur prior to the child's 18<sup>th</sup> birthday.

While all CDS funded services cease at the end of the month of the child's 18<sup>th</sup> birthday, case

management support may continue for up to one month after the individual turns 18, where the transition to adult services have not completed.

The closure of the inFACT file occurs when transition to adult services is complete and payment for all funded services have been issued.

### **6.1.6 Reassignment from Non-Managed Caseload to Active Case Management**

Families assigned to the non-managed caseload may request reassignment to active case management by contacting their previous community services worker or their local CDS office.

As children had previously assessed as meeting CDS eligibility prior to be moved to the non-managed caseload, reassessment of a child's disability is not required; however, children and families must meet other program criteria for enrollment such as residency, living with birth, extended or adoptive family, and age requirement.

Families should be assigned to a community services worker within 10 business days of contacting the program, to promptly re-engage the family with the program and to conduct initial screening assessment to determine:

- Family interest and readiness for CDS supports
- Collateral involvement with family
- Services that family would like to access
- Immediate needs and level of urgency
- Appropriate case categorization

### **6.1.7 Transfer of Non-Managed Cases**

Non-managed cases may be transferred between service regions where CDS is advised of a family's relocation within Manitoba. The file transfer serves to notify the receiving location that a CDS eligible family is residing in their region, allowing the new region to connect with the family when reviewing their non- managed caseloads.

### **6.1.8 Closure of Non-Managed Cases**

Cases on a non-managed caseload may be closed when the child no longer meets program eligibility (e.g. when child reaches age of majority, moves out of province, no longer meets disability criteria). Regions shall assign staff person to review non-managed caseload to identify cases that no longer meet program eligibility and to complete the closure processes of these cases.

### **6.1.9 Reopening Closed Cases**

Families requesting the reopening of their child's closed case may do so by contacting their local CDS office. Staff should review that families continue to meet program eligibility criteria (e.g. residency and diagnosis).

An initial screening assessment to determine case categorization for assignment of a CSW and priority for services is required, based on assessed need and available program resources.

For closures due to the child no longer meeting disability criteria, a new disability assessment to determine CDS eligibility is required prior to the case being reopened.

### 6.1.10 Case Notes

Case notes should adhere to divisional case recording standards. Case notes should:

- document the circumstances surrounding the change of case status,
- summarize the decision to change the child status, including authorization by the program manager,
- for non-managed families, potential future needs and when they may be required, where indicated,
- indicate that case closure or reassignment to non-managed caseload letter has been sent (if applicable), and
- record the location of where the paper file record is stored.

Case notes are entered on inFACT under *Transfer Summary/Closure* to document change of status, whether due to reassignment or closure.

### 6.1.11 File records

Staff will ensure all necessary documents are stored on file prior to reassignment or closure. Documents may include paper and electronic correspondence with families surrounding the change of status, assessments confirming change of eligibility, etc.

The file record is transferred or stored, as appropriate, following the reassignment or closure of the case.

Stored files are retained and disposed of in accordance with the applicable Provincial Records Authority Schedule procedures. The Regional Administration Office is aware of these procedures and has access to these schedules.

## 6.2 Guidelines

### 6.2.1 Timeframes

Timeframes to determine case closure or reassignment may be extended, in consultation with the program manager, where it is deemed in the best interest of the child and family to retain active case status and an assigned case manager.

### 6.2.2 Minimum Effort to Elicit Contact from Families

Prior to reassigning a family to the non-managed caseload whom there has been no contact for a minimum of 12 months, staff should make reasonable attempts to contact parents by a variety of means (e.g. telephone, email, mail or through collaterals), based on the assessed vulnerability of the child and the family's situation.

Staff should reach out to an involved collateral to elicit contact from families, to obtain information regarding family's interest in service and/or to try learn of their whereabouts.

### 6.2.3 Notifying Involved Internal Collaterals of Case Closures

Internal collaterals involved with families should be notified of a case closure to ensure that they are aware of the families' change in case status, in order to initiate their file closure processes.

Internal collaterals may include:

- Child Development Services
- CDS Autism Services
- Behavioural Psychology Services
- Disability and Health Supports Unit
- Regional Finance

### 6.2.4 Updating inFACT

All necessary fields and screens on inFACT are updated to document the case reassignment or closure.

Reassignment to Non-Managed Caseload	Case closure
<ul style="list-style-type: none"> <li>• End date case managers from Participant Details page and transfer to the regional Non- Managed Caseload profile.</li> <li>• Enter important information in Comments box on the Participant Details page re: potential future needs e.g. transition to adulthood planning.</li> </ul>	<ul style="list-style-type: none"> <li>• End date case managers from Participant Details page.</li> <li>• Service plans are closed and remaining approved funds are de-committed.</li> <li>• Participant Details Status updated to <i>Inactive</i> (or <i>Closed</i> only in cases of client death).</li> <li>• Program status updated to <i>Closed</i>.</li> <li>• Appropriate case closure reasons should be chosen to most accurately record closure reasons (see <a href="#">Appendix A</a>).</li> </ul>

### 6.2.5 Updating inFACT and tracking form for CFS-involved families

When known, staff are expected to make sure all fields on inFACT are updated when a child enters the care of Child and Family Services. The CFS Involvement section on the CDS program page should be changed to reflect current involvement with CFS.

Staff are expected to complete the CDS-CFS tracking form when children are placed in the care of CFS.

### 6.2.6 Updating PCGTC Information on inFACT for children no longer eligible for the PCGTC

For case closures related to children reassessed as no longer meeting disability criteria for CDS, the PCGTC information on inFACT should be updated to indicate that child does not meet eligibility for the tax credit.



## Appendix A –Program Status Closure Reasons Definitions

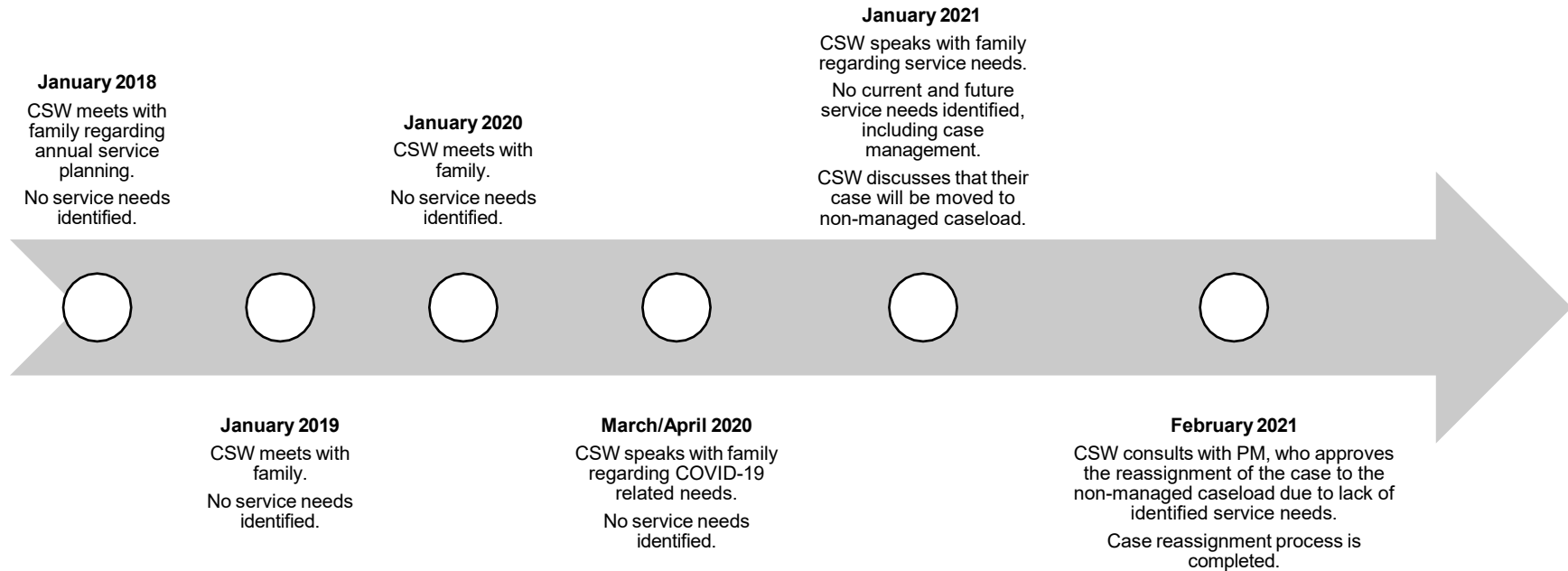
[Return to policy](#)

Program Status Closure reason	Definition	inFACT
<b>Age of Majority</b>	Child no longer meets the age requirement for Children’s disABILITY Services eligibility as they have reached the age of majority.	Program Status: <i>Closed</i> Program Status reason: <i>Age of Majority</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Age of Majority</b>	Child no longer meets the age requirement for Children’s disABILITY Services but child is now open to Community Living disABILITY Services or PASS.	Program Status: <i>Closed</i> Program Status reason: <i>Age of Majority</i>  Participant Details Status: <i>Open</i> Participant Details Status reason: <i>n/a</i>
<b>CFS Placement</b>	Child has been placed into the care of a Child and Family Services agency and there are no plans for reunification.	Program Status: <i>Closed</i> Program Status reason: <i>Child and Family Services Placement</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Early Intervention Only - Ended</b>	Early intervention child development services have ended for a preschool age child who is in the care of a Child and Family Services agency. No reunification plan is imminent.	Program Status: <i>Closed</i> Program Status reason: <i>Early Intervention Only-Ended</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Ineligible</b>	Child has been assessed as not meeting the disability criteria to be enrolled with Children’s disABILITY Services at intake or the child has been reassessed as not meeting the disability criteria to remain eligible for Children’s disABILITY Services.	Program Status: <i>Closed</i> Program Status reason: <i>Ineligible</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Moved out of Province</b>	Child has moved out of Manitoba or they have been or will be absent from Manitoba for more than six months for non-medical/disability-related reasons.	Program Status: <i>Closed</i> Program Status reason: <i>Moved Out of Province</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Moved Out of Province</i>
<b>Moved to Reserve</b>	Child has moved to a First Nations community.	Program Status: <i>Closed</i> Program Status reason: <i>Moved to Reserve</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Services no longer required</b>	Parents have indicated that they do not want to receive Children’s disABILITY Services and request closure of their file.	Program Status: <i>Closed</i> Program Status reason: <i>Service no longer required</i>  Participant Details Status: <i>Inactive</i> Participant Details Status reason: <i>Service no longer required</i>
<b>Services no longer required</b>	Child has passed away.  ***Note: This is the only situation where the <i>Closed</i> Participant Details status is used.	Program Status: <i>Closed</i> Program Status reason: <i>Service no longer required</i>  Participant Details Status: <i>Closed</i> *** Participant Details Status reason: <i>Deceased</i>

Note that ***Transfer to another program*** closure reason is not used by Children’s disABILITY Services.

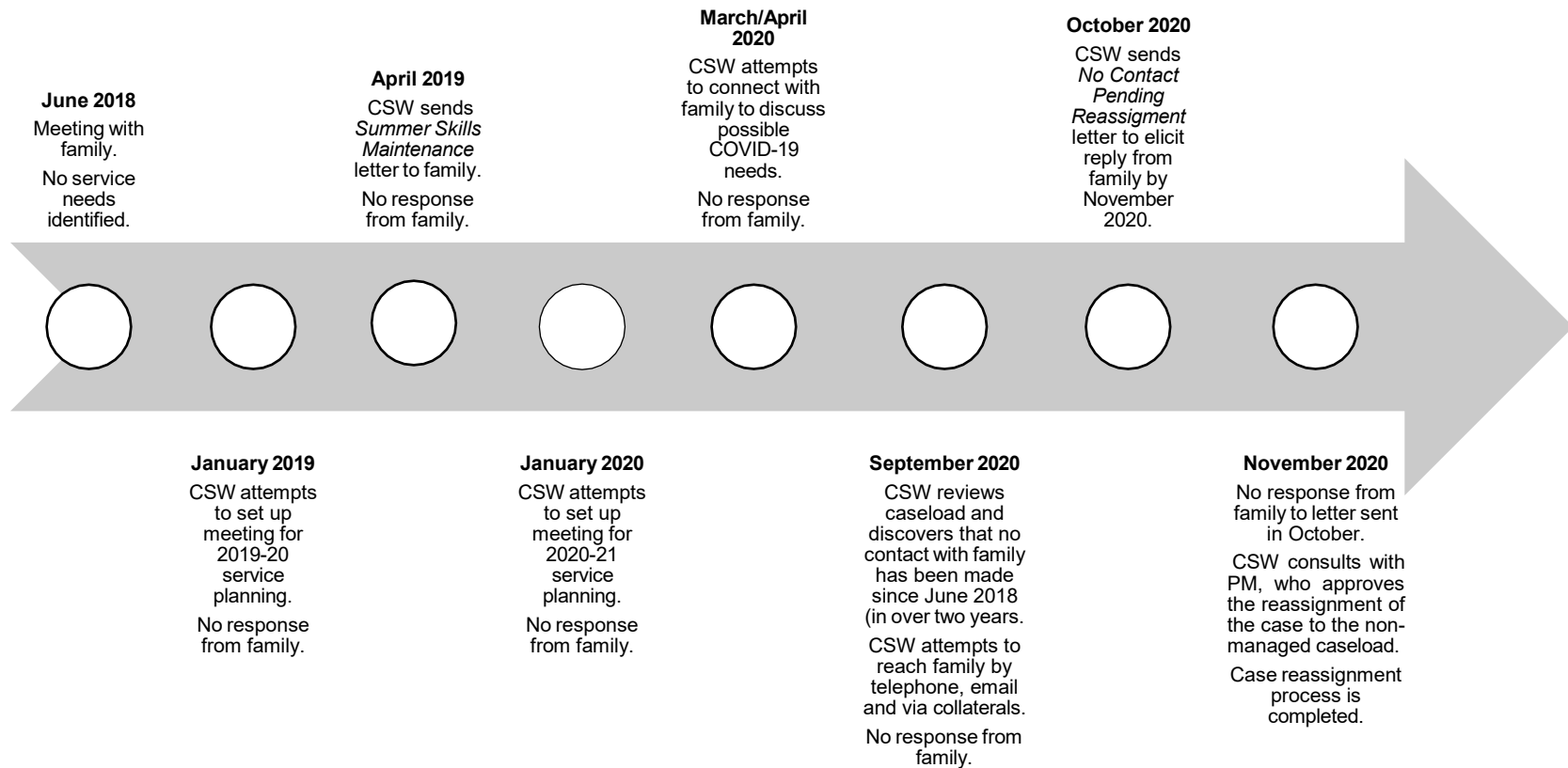
**Appendix B - Sample Timeline: Case reassignment of family with no current or future service needs**

[Return to policy](#)



## Appendix C - Sample Timeline: No contact case reassignment

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### Appendix D – Absence from Manitoba Decision Tree

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