

Kids Central, Inc. System of Care Procedure Manual

Series: Kinship

Policy Name: Case Closure

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Procedure

The process of ending the relationship between Kids Central Kinship Program and the kinship family involves a mutual review of the progress made throughout the helping relationship. Optimally, cases are closed when families have achieved their goals and the needs of the family have been met. This procedure establishes the case closure process.

A. General Information:

1. Kids Central Kinship Program will attempt to contact the family based on the information provided by the referral. If the information is incomplete or found to be inaccurate, the Kinship staff will contact the referral source to request additional and accurate information.
2. The Kinship Program will attempt to contact the family a minimum of three times with the first 14 days of receiving a referral. The Kinship staff will vary the days of the week and times of day in which attempts are made and will document efforts made in client file.
3. Following 3 failed attempts to reach client by phone, the Kinship staff will then mail the client a letter and request for additional or revised contact information along with a request for a response to be made within 10 days, if the client desires to participate in services with the Kids Central Kinship Program.
4. Upon completion of the 10 days with no contact, the Kinship Program will send a closing letter to the client.
5. If the family loses contact with the Kinship Program during the course of our involvement with the family, the Kinship Program will make three telephone contacts and send a letter. If no response after 10 days, a closure letter will be sent to the family.

B. Closure Procedures:

1. The Kinship staff will staff case with Kinship Supervisor, if they feel the family is ready for closure.

Kids Central, Inc. System of Care Procedure Manual

2. The family will receive a closure letter stating they have successfully completed the Kinship Program. The closure letter will document the aftercare plan for the family.
3. At closure, the client will receive a client satisfaction survey.
4. Kinship staff will complete a termination summary and input information Lauris Online or FSN on appropriate cases.
5. A copy of the termination summary, closure letter to include after care plan will be placed in the client file.
6. The following are categories for case closure:
 - Family Closed Successfully, which means the family completed a majority of goals or the risk has been mitigated to the children.
 - Family linked to natural and community supports or another diversion type program.
 - No client contact for 30 days - This is for families that were engaged via contact and involvement and dropped out despite all reasonable efforts to re-engage them.
 - Kinship Program was unable to offer any additional services to benefit the family. This is for families who are determined to have significant services in places, or are connected to the community.
 - Unknown - For cases that don't fit the categories above.
 - Inappropriate referral
 - Caregiver Declined services
 - Family moved out of area
 - Child is no longer in the home of the caregiver
 - Bio-parent has moved into the home
 - Partial services provided, did not engage or attend support groups
 - Re-activated case, additional services completed

Approved By:

John Cooper, Chief Executive Officer

Date