

# Kids Central, Inc. Healthy Start Procedure Manual

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**Series:** Healthy Start - Lake County

**Procedure Name:** Opening and Closing Case Records

**Procedure Number:** 1604

**Origination Date:** 06/06/2013 **Revision Date:**

**Regulation:** Healthy Start Standards and Guidelines 2007

**Attachments:** Process Maps on Opening and Closure

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## Procedure

The process of ending the relationship between Kids Central Healthy Start Program and the client involves a mutual review of the progress made throughout the helping relationship. Optimally, cases are closed when a client has made progress on their goals. This procedure establishes the opening and case closure process.

### Opening participants to services:

1. Healthy Start screens are picked up from the Lake County Health Department by Healthy Start Staff twice weekly.
2. The screens are reviewed by the supervisor to determine the types of attempts to contact that are required. If the client declined the screening the screen will be returned to the Health Department immediately.
3. All Healthy Start screenings and other referrals will be entered into the HMS (Health Management System) within 1 business day of receipt.
4. Healthy Start staff will then begin the process of completing attempts to contact for each screen within 5 business days.
5. Once the initial contact is completed and the participant is opened to Healthy Start, an individual plan of care will be developed with the participant within 30 days. Ongoing Healthy Start support and education services will be provided.
6. All participants will sign the Healthy Start Agreement to Services at the first face to face contact.
7. All participants are required to sign a release of information annually for each provider or person giving consent for service related information to be exchanged.
8. The health care provider/referent will be notified that the case will be opened and status of the Healthy Start case within 30 days of the first attempt to contact the participant.

### Closing participants to Healthy Start Services:

1. Participants that have received a completed initial contact and require no further services may be closed at the time of initial contact.
2. Participants who have been enrolled in services, but have not responded to attempts contact, may be closed after 3 attempts to contact have been unsuccessful. Participants who are enrolled in services as a level 2 or 3 require a face to face attempt prior to closing.

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3. Participants who no longer wish to participate in services may be closed as no further services needed, as long as the Support Coordinator and the participant agree. If Support Coordinator feels that continued services are needed to further mitigate risk, the case is to be closed as declines services.
4. Participants who being receiving care coordination from another provider will be closed as such.
5. Participant's case record will be reviewed by the supervisor prior to closing.
6. The participant, health care provider or referral source will be notified at closure of case.
7. Cases are to be closed within 72 hours of all closure activities being completed.

**Approved By:**

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John Cooper, Chief Executive Officer

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Date