



**DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES**

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**Manual Transmission Letter (MTL)
Family Programs Office: Statewide Child Welfare Policy Manual**

MTL # 0202-11192010

11/19/2010

TO: Tom Morton, Director - Clark County Department of Family Services
Betsey Crumrine, Social Services Manager V - DCFS – District Offices
Kevin Schiller, Director - Washoe County Department of Social Services

FROM: Amber Howell, Deputy Administrator, Division of Child and Family Services

POLICY DISTRIBUTION:

Enclosed find the following policy for distribution to all applicable staff within your organization:

- 0202 Case Closure

This policy is/was effective: 11/19/2010

- This policy is new. Please review the policy in its entirety
- This policy replaces the following policy(s): MTL Policy Name:
- This policy has been revised. Please see below for the type of revision:
- This is a significant policy revision. Please review this policy in its entirety.
 - This is a minor policy revision: (List page number & summary of change):
 - _____
 - A policy form has been revised: (List form, page number and summary of change):
 - _____

NOTE:

- Please read the policy in its entirety and note any areas that are additionally required by your agency to be in compliance with the policy enclosed.
- This is an **All STAFF MEMO** and it is the responsibility of the person listed above to disseminate the policy enclosed to appropriate staff within his/her organization and to ensure compliance.
- The most current version of this policy will be posted on the DCFS Website at the following address:
http://www.dafs.state.nv.us/DCFS_Policies_CW.htm. Please check the table of contents on this page for the link to the chapter you are interested in.

0202 Case Closure

Policy Approval Clearance Record

| | |
|---|---|
| <input checked="" type="checkbox"/> Statewide Policy <input type="checkbox"/> Administrative Policy <input type="checkbox"/> DCFS Rural Region Policy | <input type="checkbox"/> New Policy <input type="checkbox"/> Modified Policy <input type="checkbox"/> This policy supersedes: |
| Date Policy Effective: | 11/19/2010 |
| Attorney General Representative Review: | N/A |
| DCFS Deputy Administrator Approval | 11/19/2010 |
| DMG Original Approval | 9/30/2005 |
| DMG Approved Revisions | 11/19/2010 |

STATEMENT OF PURPOSE

Policy Statement and Purpose: Agencies that provide Child Welfare Services will have a standardized case closure process of concluding Agency involvement with the family when it has been determined that supervision of the child's care and placement are no longer required.

Case closure is the final step in the continuum of services between the Child Welfare Agency and the family. Usually when a case is closed, the Child Welfare Agency's involvement with the family ends. Case closure, like all caseworker decisions, is a result of a carefully planned process. As part of the case planning process, all decisions should be planned and made by the caseworker, supervisor, parents, family members, children and other members of the Child and Family Team when applicable.

AUTHORITY

Federal:

NAC: [NAC 432B.310](#); [NAC 432B.315](#)

NRS: [NRS 432B.300](#)

Other:

DEFINITIONS

Case Closure: The process of closing a case and ending Agency involvement with the family.

Persistent Efforts: Includes those continual actions to obtain information regarding the child and family and include, but are not limited to the following contacts:

- a. Attempts to locate and meet with the child at school;
- b. School facility, school district and/or pupil accounting for school enrollment information;
- c. Teachers and/or teacher's aides, past and present;
- d. Agencies that may have provided services to the family (e.g., Nevada State Welfare Division, Housing Authority, electric company)
- e. Individuals who may know the family, such the landlord, reporting party, and/or neighbors;
- f. Visitation to the family's last known address and communication with neighbors in the area to inquire about the family's new location.
- g. Law enforcement to obtain any known information regarding the family and possible location(s);
- h. Postal service for information on a forwarding address and send a letter to the client's last known address with a notation "ADDRESS CORRECTION REQUESTED" on the envelope;
- i. Depending upon the allegation, alerting the hospital(s), the child's physician, the Women, Infants and Children (WIC) program or other appropriate medical program, to notify the child welfare agency upon contact with the child or family.

STANDARDS/PROCEDURES

When to Close a Case:

2. Case closure must occur in accordance with [NAC 432B.310](#). The decision to close a case can be based on multiple factors, to include:
 - a. An updated safety assessment for the child concludes the child is safe and there are no foreseeable circumstances in which the child will become unsafe;
 - b. There are no active safety threats;
 - c. Achievement of permanency plan for the child;
 - d. The caseworker, in conference with his/her supervisor, determines that the goal of the case has been achieved;
 - e. The child is receiving care that meets at least his/her minimum needs, and the parents have demonstrated their ability to continue to care for the child without the Agency's services;
 - f. The family requests termination and the case is one of voluntary Child Welfare Services only;
 - g. The court disposition is dismissed;
 - h. The family sustain adequate care;
 - i. It is determined that the family is unable to benefit from further services and there is no immediate likelihood of an occurrence of abuse or neglect;
 - j. The family cannot be located in the state, and persistent, documented unsuccessful efforts for no less than thirty (30) days to locate the family in another state have failed so that referral procedures cannot be followed, and a supervisor has approved.
 - k. The applicant for services or the client is deceased and no other children in the family are at risk of abuse or neglect;
 - l. An adolescent client marries, reaches eighteen (18) years of age or becomes emancipated;
 - m. The family moves out of state and the case is referred to the other state for Child Welfare Services; or
 - n. The family refuses services and no legal alternative is available to the Agency.
3. Except as otherwise provided in [NAC 432B.315](#), after an assessment of safety and an assessment of risks of future harm to a child have been completed, if it has been determined that:
 - a. The child is safe;
 - b. The risk of future harm to the child is minimal; and
 - c. The parent is protecting the child, the case may be closed.

Procedures for Closing a Case:

1. The following case closure procedures are required when a determination has been made to close a case:
 - a. Identify any remaining needs of the family to which the family's strengths can be used to improve the overall family functioning.
 - b. Address unresolved issues related to the termination of services.
 - c. Ensure the family is linked to necessary community resources and support systems which may be needed to maintain or improve the families functioning.
 - d. Determine that the family knows how to access support systems and resources independently.
 - e. Provide feedback to family members on their achievements by referring back to the strengths and needs of the family and the realization of the treatment goals.
 - f. Confirm the closing decision and date of closing with the family members.
 - g. Children leaving foster care due to turning eighteen (18), becoming emancipated, or becoming married shall be supplied a copy of his or her health and education records, birth certificate and social security card at no cost to him or her.

Closure of a Case Involving the Court System:

1. To ensure the safety of the child, an Agency which provided Child Welfare Services shall not close a case concerning a child if a court of competent jurisdiction, has ruled in an adjudicatory hearing that the child is in need of protection. The case shall not be closed for at least six (6) months after it is opened unless the court provides different instructions ([NAC 432B.315](#)).

Supervisor Expectations:

1. When a decision is made to close a case, the supervisor is responsible for consulting with the caseworker upon the conclusion of the safety assessment, risk assessment, and NIA, review of completion of all legal and case planning activities; narrative documentation and data collection and approving the case closure. The supervisor must sign all safety and risk assessments and ensure that all activity regarding case closure is documented in UNITY and on the supervisor case review when applicable.

Documentation: As with all case planning activities, the decision to close a case must be recorded in UNITY. When case closure occurs, the case record must be finalized by placing all case related documents, forms, and reports in the record.

Case File Documentation (paper)

| File Location | Data Required |
|---------------|---------------|
| • N/A | • N/A |

UNITY Documentation (electronic)

| Applicable UNITY Screen | Data Required |
|-------------------------|---|
| • CFS060 | • Date and reason case is to be closed. |

JURISDICTIONAL ACTION

Development of Internal Policies: Each of the three jurisdictions is expected to follow this statewide policy as written.

STATE RESPONSIBILITIES

The State has the responsibility to ensure that all Child Welfare Agencies follow the revised Case Closure policy outlined in this form. The State will monitor compliance through UNITY and the Quality Assurance (QA) case review process.

POLICY CROSS REFERENCE

Policies: [0204 Case Planning Policy](#)

History and Updates: This policy was effective on 9/30/2005 with revisions on 11/19/2010.

ATTACHMENTS

[FPO 0202A – Practice Guidelines for Case Closure](#)