

City of New York
Administration for Children's Services

Guidance 2009/01

ACS POLICY

SUBJECT: Preventive Services Case Closings

APPROVED: John B. Mattingly

DATE: April 24, 2009

PAGE: 1 of 2 (2 Attachments)

IMPLEMENTATION RESPONSIBILITY:
Children's Services Centralized Systems
Specialists and Preventive Provider Agencies

PURPOSE: As part of the Improved Outcomes for Children initiative (IOC), Children's Services is delegating greater authority for case decisions to preventive agencies. These changes are intended to improve decision-making by ensuring that those who are most familiar with families are making key decisions. In addition, these changes are expected to reduce delays in the implementation of case decisions.

SCOPE: This guidance applies to all preventive service provider agencies and Children's Services Centralized Systems Specialists. This guidance is effective immediately for all Improved Outcomes for Children (IOC) programs and will be effective for Phase II providers on the date of case management delegation. This guidance replaces the Delegated and Streamlined Case Closing Procedure, signed on August 10, 2007.

POLICY: Children's Services has delegated the authority to approve the closing of a preventive case to preventive service provider agencies. In addition, Children's Services has streamlined the case closing procedure for all preventive service cases.

These changes in the case closing process for preventive cases include the following:

- Children's Services will now allow providers to submit, via CONNECTIONS, a Family Services Stage (FSS) to Children's Services for case closings.
- For all preventive cases, provider agencies must use the Children's Services "Safety and Risk Desk Aid for Preventive Service Providers" when assessing the decision to close a preventive case. (Attachment 1)

- A request for a fair hearing or conference will not stop a case from closing, unless "aid to continue" is ordered when a fair hearing has been scheduled.

The process described in the "Preventive Services Case Closing Guide" (Attachment 2) should be used when:

- There will be no ongoing/simultaneous services with a Children's Services provider.
- The client/family and agency representatives are in agreement to close a case.

This policy **does not apply** when preventive services are ending with one Preventive Service program but:

1. The case remains open within Children's Services OR
2. Case planning is transferred to another Preventive Service program (this includes both inter and intra agency transfers) or to a Foster Care agency.

In these instances, please refer to the policy titled "Transfer of Preventive Services Cases" for guidance.

For any questions pertaining to this guidance, please contact Deborah C. Harte, Director, Policies and Procedures Unit at 212-341-2936.

Improved Outcomes for Children Safety and Risk Desk Aid For Preventive Service Providers

This tool is designed as a guide for supervisors and case planners as they assess child safety and risk. In preventive services cases initiated as a result of an open, indicted SCR report of abuse or maltreatment, Improved Outcomes for Children providers have assumed primary responsibility for monitoring safety and risk, consistent with state regulations [18 NYCRR 432.2 (b)(5)].

Best practice calls for careful attention to safety and risk for **all** preventive cases.

Monitoring Safety & Risk

Intake

- ✓ Review the investigation that led to the service referral
- ✓ Discuss current case and prior history with the Child Protective Specialist
- ✓ Incorporate the results of the investigation into your ongoing assessment of safety and risk and the ongoing service plan for the family
- ✓ Review all available prior investigations in CONNECTIONS

Ongoing monitoring

- ✓ Maintain adequate casework contacts with the family as required by Children Services policy and OCFS regulations, and as needed by the family
- ✓ Use each casework contact to assess for safety and risk issues
- ✓ Use contacts with other service providers involved with the family to gather further information relevant to safety and risk

Conferencing

- ✓ Use family team conferences for meaningful discussions of safety and risk
- ✓ Insist on decisions that address child safety and risk
- ✓ Critical decision making conferences:
- ✓ Service Planning conferences every six months
- ✓ Elevated Risk conferences
- ✓ Service Termination conferences (as needed)

Subsequent Reports

- ✓ Review any subsequent under investigation or indicated SCR reports through CONNECTIONS
- ✓ Review and incorporate the results of the subsequent reports, including any changes in the assessment of safety and of future risk of abuse or maltreatment into the family's service plan

Supervision is Critical

- Case Planners should discuss safety and risk concerns with their supervisor throughout the life of the case and especially when making critical decisions
- Supervisors should use supervision, case record reviews and performance data to identify and address safety and risk concerns

Improved Outcomes for Children

Safety and Risk Desk Aid

For Preventive Service Providers

FASP Approval

In reviewing each Family Assessment and Service Plan, you must consider the following questions:

- ✓ Has a safety plan been initiated or maintained when necessary?
- ✓ Does the plan protect the child from immediate or impending danger of serious harm?
- ✓ Are the services planned/provided likely to reduce the identified risk(s) to the child(ren)?
- ✓ Is the family engaged and participating?
- ✓ Are service plans modified when progress has been insufficient?
- ✓ Are the needs of all the children in the household taken into consideration?
- ✓ Do the best interests of the child require Family Court or Criminal Court Action?*
- ✓ When a major change in the service plan is considered – i.e. removal of the protective program choice, or service termination – you must carefully review the case to determine if the planned action is consistent with the assessment of safety and risk - (18NYCRR 432.2c)

Before Closing a Case

- ✓ Conduct a thorough review of the case record
- ✓ Review all available assessments of the family with a focus on the overall risk rating/profile included in the RAP
- ✓ Review the family's progress toward identified service plan goals, particularly those goals that relate to reducing risk to children

Before Closing a Case *(continued)*

- ✓ Discuss with the family or other providers the family's response to the termination of services
- ✓ Prepare the family for termination of services
- ✓ Refer to other services as needed
- ✓ Notify others who have been actively involved in the case, i.e. school personnel, other service providers, of the planned termination of services, and the importance of their ongoing support of the child/family

Consider the following questions

- ✓ Are all the children assessed to be safe?
- ✓ Has the risk of future abuse or maltreatment decreased sufficiently?
- ✓ Can progress be sustained without agency involvement?
- ✓ Is there a need to pursue Family Court intervention? Is this in the best interests of the child?*

Document

- ✓ Clear analysis of above considerations
- ✓ Current living conditions
- ✓ Current family functioning
- ✓ Most recent contact with family, including date each child seen
- ✓ Reasons for case closure or decision to end protective program choice (to be documented in a FASP, either the comprehensive/reassessment or plan amendment)

* If yes, bring the case to the attention of Children's Services for further assessment and/or action.

Preventive Services Case Closing Guide

CLOSING PREVENTIVE CASES IN CONNECTIONS

When you are ready to close a case in Connections, the Agency documents the following in a Progress Note:

- Clear analyses of safety and risk to children
- Current living conditions
- Current family functioning
- Most recent contact with family including dated each child seen
- Reasons for case closure or decision to end protective program choice (to be documented a FASP, either the comprehensive/reassessment or plan amendment

Click on the Progress Note Tab
(ADVPO CASES WILL DOCUMENT ON TEMPLATES)

CONNECTIONS Training - MetaFrame Presentation Server Client

File Options Reports Help

Case Name: Murray, Marsha Case Initiation Date: 10/7/2004 WMS App Reg

Stage Composition Family Assessment and Service Plan Service Plan Review Progress Notes Permanency Case Summary Education Health Services

Person List

| Last Name | First Name | Middle Name | Suffix | Person Id | M/S | Sch | *DOB | Approx | Age |
|-----------|------------|-------------|--------|-----------|-----|-----|------------|--------|-----|
| Murray | Marsha | | | 16202680 | V | | 09/15/1970 | No | 36 |
| Murray | Jay | | | 16202681 | V | | 02/22/1968 | No | 20 |
| Murray | Eve | | | 16202682 | V | | 03/24/1998 | No | 11 |
| Murray | Quentin | | | 16202683 | V | | 04/30/2004 | No | 4 |

Person Identifiers

| INV | Type | Number | Start Date | End Date |
|-----|------|--------|------------|----------|
| * | | | | |

*Ethnicity

Non-Hispanic or Latino

Central American

Caribbean

Cuban

Dominican

Mexican

North American

Puerto Rican

South American

*Race

Black or African Amer

Caribbean

Haitian

Native African

Other - Black or Ahi

Alaskan Native

American Indian

Asian

Chinese

Indian

Address Phone Relationship Matrix Add/Relate Caretaker

Close

Start Session Transcript TRAIN40 - CONNECTIO... Assigned Workload - Wils... Family Services Stag...

CONNECTIONS Training

In the Progress Note Window, Click on Type – Case Conference Click on OK

CONNECTIONS Training - Main Frame Presentation Server Client

Event Date TX Date Status Type Description

| | | | | |
|------------|------------|------------|------------|---|
| 03/31/2009 | 03/31/2009 | COMP | Assignment | Case Worker Assignment Issued For: Wilson, Darryl of Agy |
| 10/07/2004 | 10/07/2004 | COMP | Approval | JM - Approve INI FASP for FS Stage Collins, Kristy - 24200367 |
| 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 |
| 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 |
| 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 |
| 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 | 10/07/2004 |

Event Date: [] Time: [] Family Participant/Focus:

Author: [] Entered By: [Miller,250,James] Dist./Agr: [A66] Enter Date: []

Type: [] Person ID Name FP Focus

Method of Contact: [] 14200572 Collins, Kristy [] [] 14200576 Collins, Tyler [] [] 14200574 Collins, Patrick [] [] 14200573 Collins, [] [] Other Participant: []

Location of Contact: []

Select type(s):

- ☐ Attempted Casework Contact
- ☐ Attempted Family Visitation
- ☐ Attempted Sibling Visitation
- ☐ Case Conference
- ☒ Casework Contact
- ☐ Collateral Contact
- ☐ Court
- ☐ Family Visitation
- ☐ Sibling Visitation
- ☐ Summary
- ☐ Supervisor/Managerial Review

Worker went to visit Kristy to check on her progress. The home and laundry piled in the living room. Kristy looked clean taking her medication but she still feels overwhelmed because house in order. Kristy did not ask how the children were doing therapy session the next evening.

Detail...

Cancel

View Existing Notes

Start Session Transcript TRAIN40 - CONNEC... Family Services Stage - C... Progress Notes - S.2420...

CONNECTIONS Training

Central Team (CT) Clearance

- **When an agency notifies ACS of their intent to close a case, a clearance will be conducted by the Central Team (CT) to ensure there are no open investigations.**
- **The CT will also conduct a WMS clearance and only when there are pending activities alert the provider agency of when to proceed with system closure of the FSS.**

CWS Preventive Case

- The agency will complete a Plan Amendment in Connections and submit for system approval.
- Connections generates ToDo for CT staff assigned to CWS stage to system approve Plan Amendment

CONNECTIONS Training - MetaFrame Presentation Server Client

File Options Reports Help

Case Name: Collins, Kristy Case Initiation Date: 10/7/2004

| Event Date | TX Date | Status | Type | Description |
|------------|------------|--------|------------|---|
| 03/31/2009 | 03/31/2009 | COMP | Assignment | Case Worker Assignment Issued For: Wilson1, Darryl of Agy |
| 10/07/2004 | 10/07/2004 | COMP | Approval | JM - Approve INI FASP for FS Stage Collins, Kristy - 24200367 |

Family Services Stage - Collins, Kristy - S:24200367/C:34200136

| Stage | Family Assessment and Service Plan | Service Plan Review | Progress Notes | Permanency | Case Summary | Education | Health Services |
|-------------|------------------------------------|---------------------|----------------|------------|--------------|-----------|-----------------|
| Composition | | | | | | | |

Person List

| Last Name | First Name | Middle Name | Suffix | Person Id | M/S | Sch | *DOB | Approx | Age |
|-----------|------------|-------------|--------|-----------|-----|-----|------------|--------|-----|
| Collins | Kristy | | | 14200572 | V | | 02/19/1978 | No | 31 |
| Collins | Tyler | | | 14200576 | V | | 03/30/2008 | No | 1 |
| Collins | Kimberly | | | 14200575 | V | | 08/16/2001 | No | 7 |
| Collins | Patrick | | | 14200574 | V | | 04/22/1993 | No | 16 |
| Collins | Thomas | | | 14200573 | V | | 11/24/1969 | No | 39 |

Person Identifiers

| INV | Type | Number | Start Date | End Date |
|-----|------|--------|------------|----------|
| | | | | |

Ethnicity

Race

Address Phone Relationship Matrix Caretaker

Close

Start Session Transcript TRAIN40 - CONNECTIO... Family Services Stag...

CWS Preventive Case Closing

- From the FASP window, click on the “Launch” button for the Plan Amendment.
- This is the only way you can launch a plan amendment during the FASP launch period.

CONNECTIONS Training - MetaFrame Presentation Server Client

Icons: [Icons for various functions]

| Role | Stage Name | County | Zone | Agency | Stage | Type | Start | Assigned | Unit | Stage II |
|------|-----------------|--------|------|--------|-------|------|------------|------------|------|----------|
| CP | Adams, Maggie | 031 | | A31 | FSS | CWS | 10/07/2004 | 10/07/2004 | F63 | 26101129 |
| CP | Collins, Kristy | 031 | | A31 | FSS | CWS | 09/27/2004 | 09/27/2004 | F63 | 24001851 |
| PR | Gilbert, Martha | 031 | | | INV | INI | 02/18/2004 | 02/18/2004 | F64 | 23600609 |
| PR | Gray, April | | | | | | | | | |
| PR | Gray, April | | | | | | | | | |
| PR | Green, Amy | | | | | | | | | |
| PR | Hamlin, Theresa | | | | | | | | | |
| CP | Harrison, Kathy | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | |
| PR | Holmes, Barbara | | | | | | | | | |
| PR | Hoover, Beth | | | | | | | | | |
| PR | Jarret, Angela | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | |
| CP | Murray, Marsha | | | | | | | | | |

Family Assessment & Service Plan - Murray, Marsha - S:26201249/C:36200844

File Options Help

Case Name: Murray, Marsha Case Initiation Date: 10/07/2004

Initial - Approved 10/08/2004
Comprehensive - Not Launched 11/01/2008

CID Trigger Dates

Date of Application: [Date Picker] Corrected Application Date: [Date Picker]

Date of Indication: [Date Picker]

Date of Court Order: [Date Picker] Date of Placement: [Date Picker]

Next FASP Due Date: [Date Picker] Next SPPI Meeting Date: [Date Picker]

| Name | DOB | Age | PPG | Program Choice |
|-----------------|-----------|-----|-------------------|------------------|
| Murray, Marsha | 9/15/1970 | 38 | | |
| Murray, Jay | 2/22/1989 | 20 | Prevent Placement | Preventive Mand. |
| Murray, Eve | 3/24/1998 | 11 | Prevent Placement | Preventive Mand. |
| Murray, Quentin | 4/30/2004 | 4 | Prevent Placement | Preventive Mand. |

FASP is OVERDUE.

Launch New FASP

Plan Amendment

Launch

Tracked Children

Close

Start Session Transcript TRAIN40 - CONNECTIO... Assigned Workload ...

CONNECTIONS Training

CWS Preventive Case Closing

- In the Message box, click on Yes to the question – “Are You Closing the Family Services Stage?”

CONNECTIONS Training - MetaFrame Presentation Server Client

Icons: [Icons for various functions]

| I | Role | Stage Name | County | Zone | Agency | Stage | Type | Start | Assigned | Unit | Stage II |
|----|-----------------|------------|--------|------|--------|-------|------|------------|------------|------|----------|
| CP | Adams, Maggie | | 031 | | A31 | FSS | CWS | 10/07/2004 | 10/07/2004 | F63 | 26101129 |
| CP | Collins, Kristy | | 031 | | A31 | FSS | CWS | 09/27/2004 | 09/27/2004 | F63 | 24001851 |
| PR | Gilbert, Martha | | 031 | | | INV | INI | 02/18/2004 | 02/18/2004 | F64 | 23600609 |
| PR | Gray, April | | | | | | | | | | |
| PR | Gray, April | | | | | | | | | | |
| PR | Green, Amy | | | | | | | | | | |
| PR | Hamlin, Theresa | | | | | | | | | | |
| CP | Harrison, Kathy | | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | | |
| PR | Holmes, Barbara | | | | | | | | | | |
| PR | Hoover, Beth | | | | | | | | | | |
| PR | Jarrel, Angela | | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | | |
| CP | Murray, Marsha | | | | | | | | | | |

Case Name: Murray, Marsha Case Initiation Date: 10/07/2004

Initial - Approved 10/08/2004
Comprehensive - Not Launched 11/01/2008

CID Trigger Dates

Date of Application: [Field] Corrected Application Date: [Field]
Date of Indication: [Field]
Date of Court Order: [Field] Date of Placement: [Field]

FASP

? A Comprehensive FASP is available for launch. Are you closing this Family Services Stage?

Yes No

Launch New FASP

Plan Amendment [Field]
Launch [Button]

FASP is OVERDUE.

Program Choice

Preventive Mand:
Preventive Mand:
Preventive Mand:

Tracked Children

Buttons: [Buttons for navigation]

Start Session Transcript TRAIN40 - CONNECTIO... Assigned Workload ...

CONNECTIONS Training...

CWS Preventive Case Closing

- In the Plan Amendment Maintenance Window, Click on Preventive Services ended > the right arrow > click on Save

CONNECTIONS Training - MetaFrame Presentation Server Client

File Help

Case Name: Murray, Marsha Case Initiation Date: 10/07/2004

Plan Amendment Maintenance - Murray, Marsha - S: 26201249/C: 36200844

FASP Type: Initial Next FASP Type:

Approved Date: 10/8/2004 Next FASP Due Date:

Preventive Services Started
Other Status Change

Update Service Plan
Preventive Service Ended

Save Cancel

Check FASP Detail

Start Session Transcript TRAIN40 - CONNECTIONS Assigned Workload Family Assessment & Serv

CONNECTIONS Training

| I | Role | Stage Name | County | Zone | Agency | Stage | Type | Start | Assigned | Unit | Stage II |
|----|--------------------|------------|--------|------|--------|-------|------|------------|------------|------|----------|
| CP | Adams, Maggie | | 031 | | A31 | FSS | CWS | 10/07/2004 | 10/07/2004 | F63 | 26101129 |
| CP | Collins, Kristy | | 031 | | A31 | FSS | CWS | 09/27/2004 | 09/27/2004 | F63 | 24001851 |
| PR | Gilbert, Martha | | 031 | | INV | INI | | 02/10/2004 | 02/10/2004 | F64 | 23600603 |
| PR | Gray, April | | | | | | | | | | |
| PR | Gray, April | | | | | | | | | | |
| PR | Gray, Amy | | | | | | | | | | |
| PR | Hamlin455, Theresa | | | | | | | | | | |
| CP | Harrison, Kathy | | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | | |
| PR | Hill, Jean | | | | | | | | | | |
| PR | Holmes, Barbara | | | | | | | | | | |
| PR | Hoover, Beth | | | | | | | | | | |
| PR | Jarret, Angela | | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | | |
| PR | Lachette, Susan | | | | | | | | | | |
| CP | Murray, Marsha | | | | | | | | | | |

Tasks... Assign... Progress

PROMIS Instructional Guide

For Case Closings

When you are ready to close a case in PROMIS, perform the following steps:

1. Activate the case on the **Case Details** screen.

The screenshot shows the 'Administration for Children's Services' interface in a Microsoft Internet Explorer browser. The user is 'Mikulas SikorjakIII (mik)'. The 'Case Details' section is active, showing information for a case assigned to 'Doe, Jane' at 'CATHOLIC CHARITIES/PROJECT BRIDGE'. The case is in the 'ADVPO' stage, with a 'WMS Case #' and 'CNX Case ID #' both blank. The 'Case Last Name' is 'Doe, Jane', and the 'First' name is 'Jane'. The 'Enhanced Preventive?' checkbox is checked. The 'Is the Case Name the Applicant?' checkbox is unchecked. The address is '150 Bedford Ave., New York, Queens, NY 11212'. The 'Applicant Information' section shows 'APT #: 2b', 'State: NEW YORK', 'Zip: 11212', and 'CD: Q01 - Astoria'. The 'Referral' section shows 'Previous Source: N/A', 'Current Source: 25 - ACS/Case Worker (CBD)', and 'Date: 02/04/2003'. The 'Case Information' section shows 'CID Reason: DSS2921', 'Initial ACS Case Mgmt Loc: PPR - Purchased Preventive Services', and 'Current Case Mgmt Loc: PPR - Purchased Preventive Services'. The 'Respite Care' section shows 'Respite Care' checked. The 'Disposition' section shows 'Disposition: Accepted' and 'Date: 04/11/2008'. The 'Members' list includes 'DOE, JANE', 'Smith, Mike', and 'Doe, Mary'.

2. When the case appears on the detail screen, click on the Close Case link. That will bring you to the **Closing Request** screen.

PROMIS Instructional Guide

For Case Closings

Administration for Children's Services

Reports Administration User: Mikulas Sikorjak III (mikulas)

Case Name: Doe, Jane Quick Search:

Assigned To: Program: 00A413PR-Family First - General Preventive - Bronx

Agency: Catholic Guardian Society Case Number: CNX Stage Type: ADVPO Tracking #: 00A413PR-000420030001 CID: 01/16/2003 CRD: 03/05/2003

List of Case Closing Request

| Requested Closing Date | Monitor Visit Date | Approval Status | Monitor Approve/Disapprove Date | Closing Date Status |
|--------------------------|--------------------|-----------------|---------------------------------|---------------------|
| 2007-08-30 00:00:00.0 | | | | |

Case Closing / Termination (for Agency Use Only) [Save](#) [Delete](#) [Reset](#) [Back](#)

Closing Request Initiated By: Sikorjak III, Mikulas

Closing Request Initiated On: 08/13/2007

Indicated Status:

CCRS Closing Date:

Notice of Intent to Close Date: [View CS174B](#)

Exit Interview Date:

Closing Reason:

Discontinued of Preventive Services Date:

Other Closing Reason (if applicable):

Test Case Closing Request Notes

Case Closing Request Notes:

3. Once in the closing request screen, click the **Create New Closing Request** link.
4. **Closing Request Initiated By** and **Closing Request Initiated On** are pre-filled fields based on the current user-id and current date
5. **Indicated Status** is derived from the **Creating a Referral** screen in PROMIS.
6. Enter the **Notice of Intent to Close Date**. This date notifies ACS of the intent to close the case and will put the case in Active-Pending Closing status. **Please be aware, you CANNOT backdate this information, it must be the day's date or a future one.**
7. Enter the **Exit Interview Date**. (This date verifies that a session with the family member(s) occurred, which included the discussion of your intent to close the case).
8. Select the **Closing Reason** from the drop-down. Enter **Other Closing Reason**, if applicable in the text box provided.
9. **Discontinue of Preventive Services Date** is a system generated date calculated 15 calendar days from the **Notice of Intent to Close Date**. (This field is the actual closing date unless the closing is suspended-see page 7 for further information suspended).
10. Enter **Case Closing Request Notes**, if necessary.
11. Upon entering all required information in order to complete a close, select the **10 Save** link to save all changes.

PROMIS Instructional Guide For Case Closings

12. After saving, select the hyperlink to view the CS174B. Click on the print link to print out the form CS174B form.

Screen displays the CS 174B

Preventive Organization Management Information System - Microsoft Internet Explorer

Preventive Organization Management Information System

Administration for Children's Services

Reports Administration User: Mikulas Sikorjak III (mikulas)

Case Name: Doe, Jane Quick Search:

Assigned To: Agency: CATHOLIC CHARITIES/PROJECT BRIDGE Program: CB0400-CATHOLIC CHARITIES/PROJECT BRIDGE

WNS Case #: CNX Stage Type: ACYPO CNX Case ID #: CID: 01/16/2003 CRD: 04/11/2008

List of Case Closing / Transfer Request

| Requested Closing Date | Monitor Visit Date | Approval Status | Monitor Approve/Disapprove Date | Closing Date Status | Type |
|------------------------|--------------------|-----------------|---------------------------------|---------------------|----------|
| 02/26/2009 | | | | | Transfer |

[Back](#) | [Print](#)

CS174B (PAGE)
REV. 12/08

NOTICE OF INTENT TO REDUCE OR DISCONTINUE SERVICES

Date: 02/26/2009

Case Name: Jane Doe
ACS Case Number: S1234567 (ADVPO)
Caseworker:
Telephone Number:

Mike Smith
150 William St. APT B12
New York, New Mexico 10039

This is to inform you that this agency intends to:

☐ Reduce your services in the following way:

We intend to take action effective ____/____/____ because:

☒ Reduce your services in the following way:

Transfer case management of your ☒ Home Making / Housing Subsidy ☐ Services to:

NYC Children's Services
Family Home Center
Homemaking/Housing Subsidy Unit
150 William Street, 4th Floor
New York, NY 10038

☐ Discontinue your Preventive Services case:

We intend to take action effective ____/____/____ because:

The program that will be serving you is:

Program Name: _____
Program Address: _____
Contact Person: _____
Contact Telephone Number: _____
Signature of Children's Services Supervisor: _____
Name Of Children Service Supervisor (print): _____

RIGHT OF APPEAL If you disagree with this decision, you may ask for either an Agency Conference or State Fair Hearing or both. See information on the next page regarding Agency Conference and State Fair Hearing requests.

RIGHT TO A CONFERENCE You may have a conference to review these actions. If you want a Conference, you should request one as soon as possible. At the conference, if the Administration for Children's Services (Children's Services) discovers that we have made a wrong decision or if because of information that you provide, we determine to change our decision, we will take corrective action and give you a new notice. You may request a conference by calling us at the number on the top of the first page of this notice or by sending a written request to us at the address listed at the top of the first page of this notice. This number is used only for requesting a conference. It is not used to request a fair hearing. If you request a conference, you are still entitled to a fair hearing. Read below for fair hearing information.

Preventive Organization Management Information System

Mikulas Sikorjak III (mikulas)

1/2008

| Closing Date Status | Type |
|---------------------|----------|
| | Transfer |

CLOSING CASE IN CONNECTIONS

- Go to your work load, highlight a case you want to Close and click on Tasks.
(ADVPO or CWS Cases)

CONNECTIONS Training - MetaFrame Presentation Server Client

Assigned Workload - Wilson119, Darryl

| Role | Stage Name | County | Zone | Agency | Stage | Type | Start | Assigned | Unit | Stage I |
|------|--------------------|--------|------|--------|-------|------|------------|------------|------|----------|
| CP | Adams, Maggie | 031 | | A31 | FSS | CWS | 10/07/2004 | 10/07/2004 | F63 | 26100293 |
| PR | Antonio, Maria | 031 | | | INV | INI | 03/13/2003 | 03/13/2003 | F64 | 20100465 |
| PR | Antonio, Maria | 031 | | | INV | SUB | 03/14/2003 | 03/14/2003 | F64 | 20100467 |
| CP | Collins, Kristy | 031 | | A31 | FSS | CWS | 09/27/2004 | 09/27/2004 | F63 | 24000483 |
| PR | Connors, Sandra | 031 | | | INV | INI | 02/18/2003 | 02/18/2003 | F64 | 20500467 |
| PR | Gilbert, Martha | 031 | | | INV | INI | 09/04/2003 | 09/04/2003 | F64 | 22500251 |
| PR | Gray, April | 031 | | | INV | INI | 04/26/2004 | 04/27/2004 | F64 | 22900466 |
| PR | Gray, April | 031 | | | INV | SUB | 04/27/2004 | 04/27/2004 | F64 | 22900467 |
| PR | Green, Amy | 031 | | | INV | INI | 09/29/2004 | 10/01/2004 | F64 | 25100255 |
| PR | Hamlin119, Theresa | 031 | | | INV | INI | 04/29/2003 | 04/29/2003 | F64 | 20900233 |
| CP | Harrison, Kathy | 031 | | A31 | FSS | CWS | 09/30/2004 | 09/30/2004 | F63 | 26000551 |
| PR | Hill, Jean | 031 | | | INV | INI | 05/04/2004 | 05/05/2004 | F64 | 22700466 |
| PR | Hill, Jean | 031 | | | INV | SUB | 05/05/2004 | 05/05/2004 | F64 | 22700467 |
| PR | Hobbs, Tami | 031 | | | INV | INI | 02/14/2003 | 02/14/2003 | F64 | 20300471 |
| PR | Holmes, Barbara | 031 | | | FAD | REG | 09/03/2003 | 09/03/2003 | F64 | 21200125 |
| PR | Hoover, Beth | 031 | | | INV | INI | 09/28/2004 | 10/02/2004 | F64 | 24900235 |
| PR | Jarret, Angela | 031 | | | FAD | REG | 09/03/2003 | 09/03/2003 | F64 | 22200125 |
| PR | Lachette, Susan | 031 | | | INT | DUP | 03/13/2003 | 03/13/2003 | F64 | 20700363 |
| DD | Lachette, Susan | 031 | | | INV | INI | 03/13/2003 | 03/13/2003 | F64 | 20700363 |

Tasks... Assign... Assign Detail Refresh Close

Start Session Transcript TRAIN40 - CONNECTIONS Assigned Workload ...

CLOSING CASE IN CONNECTIONS

- Click on Case Summary (ADVPO or CWS Cases)

CONNECTIONS Training - MetaFrame Presentation Server Client

File Options Reports Help

Case Name: Murray, Marsha Case Initiation Date: 10/7/2004 WMS App Reg

Stage Composition Family Assessment and Service Plan Service Plan Review Progress Notes Permanency Case Summary Education Health Services

Person List

| Last Name | First Name | Middle Name | Suffix | Person Id | M/S | Sch | *DOB | Approx | Age | I |
|-----------|------------|-------------|--------|-----------|-----|-----|------------|--------|-----|---|
| Murray | Marsha | | | 16202680 | V | | 09/15/1970 | No | 38 | F |
| Murray | Jay | | | 16202681 | V | | 02/22/1983 | No | 20 | |
| Murray | Eve | | | 16202682 | V | | 03/24/1998 | No | 11 | |
| Murray | Quentin | | | 16202683 | V | | 04/30/2004 | No | 4 | |

Person Identifiers

| INV | Type | Number | Start Date | End Date |
|-----|------|--------|------------|----------|
| * | | | | |

*Ethnicity

Non-Hispanic or Latino

Central American

Caribbean

Cuban

Dominican

Mexican

North American

Puerto Rican

South American

*Race

☒ Black or African Amer

☐ Caribbean

☐ Haitian

☐ Native African

☐ Other - Black or Afi

☐ Alaskan Native

☐ American Indian

☐ Asian

☐ Chinese

☐ Indian

Address Phone Relationship Matrix Add/Relate Caretaker

Close

Start Session Transcript TRAIN40 - CONNECTIO... Assigned Workload ...

CONNECTIONS Training

CLOSING CASE IN CONNECTIONS

- Select the reason from the drop down Reason Stage Closed (ADVPO or CWS Cases)

CONNECTIONS Training - MetaFrame Presentation Server Client

Case Summary - Murray, Marsha - S: 26201249/E: 36200044

File Options Help

Case Name: Murray, Marsha Case Initiation Date: 10/07/2004

| Stage ID | Stage Name | Stage Type | Stage Opened | Stage Closed | Reason Stage Closed | Determination | Stage CD | Local Case |
|----------|----------------|------------|--------------|--------------|-----------------------------|---------------|----------|------------|
| 26201249 | Murray, Marsha | FSS | 10/08/2004 | 10/08/2004 | Administrative Closing | | | |
| 26201248 | Murray, Marsha | FSI | 10/08/2004 | 10/08/2004 | Adulthood attained | | | |
| | | | | | Agency cannot locate client | | | |
| | | | | | Death | | | |

Worker Name Role Telephone Number Agency/County Site Unit Zone Worker Display

| | | | | | | | | |
|-----------------|--------------|--|---------------------|-----|-----|--|--|--|
| Wilson455,Daryl | Case Planner | | Onondaga County Dss | 301 | J12 | | | |
| Wilson456,Daryl | Case Manager | | Onondaga County Dss | 301 | J53 | | | |

Tasks... Assg

View All View Active View All

Close

Start Session Transcript TRAIN40 - CONNECTIO... Assigned Workload ... CONNECTIONS Train...

CLOSING CASE IN CONNECTIONS

- Submitting a FSS for Closure: ADVPO - Answer Closure Question and click OK (Suggestion: in ADVPO cases indicate that this is an ADVPO case)

Case Name: Collins,Kristy Case Initiation Date: 09/27/2004

| Stage ID | Stage Name | Stage Closure Question | mination | Stage CD | Local Case # |
|------------|----------------|--|----------|----------|--------------|
| ▶ 24000495 | Collins,Kristy | <p>There is no Plan Amendment or Pending FASP for this stage. Closing and or discharge information is required by regulation. Do you wish to do one now?</p> <p style="text-align: center;"> <input type="button" value="Yes"/> <input type="button" value="No"/> </p> <p>If No....</p> <p>Describe the level of achievement for outcomes essential to the Child(ren)'s Safety, Permanency and Well-Being.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0; text-align: center;"> <p style="font-size: 1.2em;">This is an ADVPO Case</p> </div> <p style="text-align: right;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> | | | |
| 24000494 | Collins,Kristy | | | | |
| 24000493 | Collins,Kristy | | | | |
| 24000492 | Collins,Kristy | | | | |

| Worker Name | Role | Worker Display |
|--------------------|--------|--|
| ▶ Wilson110,Darryl | Case I | <input checked="" type="radio"/> View Active |
| Wilson122,Darryl | Case I | <input type="radio"/> View All |

CLOSING CASE IN CONNECTIONS

- In CWS Preventive Cases you may enter appropriate information in yellow box

Case Name: Collins,Kristy Case Initiation Date: 09/27/2004

| Stage ID | Stage Name | Stage Closure Question | mination | Stage CD | Local Case N |
|------------|----------------|---|----------|----------|--------------|
| ▶ 24000495 | Collins,Kristy | <p>There is no Plan Amendment or Pending FASP for this stage. Closing and or discharge information is required by regulation. Do you wish to do one now?</p> <p style="text-align: center;"> <input type="button" value="Yes"/> <input type="button" value="No"/> </p> <p>If No....</p> <p>Describe the level of achievement for outcomes essential to the Child(ren)'s Safety, Permanency and Well-Being.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-size: 1.2em;">Level of Achievement Documentation</p> </div> <p style="text-align: right;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> | | | |
| 24000494 | Collins,Kristy | | | | |
| 24000493 | Collins,Kristy | | | | |
| 24000492 | Collins,Kristy | | | | |

| Worker Name | Role | Worker Display |
|--------------------|--------|--|
| ▶ Wilson110,Darryl | Case I | <input checked="" type="radio"/> View Active |
| Wilson122,Darryl | Case I | <input type="radio"/> View All |

CLOSING CASE IN CONNECTIONS

- Make sure that you want to close because you wont be able to reopen the case Must start from the beginning

Case Name: Collins,Kristy Case Initiation Date: 09/27/2004

| | Stage ID | Stage Name | Stage | Stage Type | Stage Opened | Stage Closed | Reason Stage Closed | Determination | Stage CD | Local Case N |
|-------------------------------------|----------|----------------|-------|------------|--------------|--------------|-------------------------------|---------------|----------|--------------|
| <input checked="" type="checkbox"/> | 24000495 | Collins,Kristy | FSS | CWS | 09/27/2004 | | End of court ordered services | | | |
| <input type="checkbox"/> | 24000494 | Collins,Kristy | FSI | CWS | 09/27/2004 | 09/27/2004 | | | | |
| <input type="checkbox"/> | 24000493 | Collins,Kristy | INV | INI | 09/27/2004 | 09/27/2004 | Case open-CPS required | IND | | |
| <input type="checkbox"/> | 24000492 | Collins,Kristy | INT | INI | 09/22/2004 | 09/27/2004 | | | | |

Case Summary

?

Closing this stage will close the case. Do you wish to continue?

| | Worker Name | Role | Telephone Number | Agency/County | Site | Unit | Zone |
|-------------------------------------|------------------|--------------|------------------|---------------------|------|------|------|
| <input checked="" type="checkbox"/> | Wilson110,Darryl | Case Manager | | Onondaga County Dss | 3Q1 | F63 | |
| <input type="checkbox"/> | Wilson122,Darryl | Case Planner | | Onondaga County Dss | 3Q1 | F75 | |

Worker Display

☒ View Active

☐ View All

CLOSING CASE IN CONNECTIONS

- Click on the **SAVE BUTTON**

To-Do Detail - C:34000148 [X]

File Edit Options Help

To Do Data

Due: 12/23/2005 Assigned To: Wilson110,Darryl

Short Desc: DW - Approve FSS Stage Closure Completed: / /

Description / Notes

FSS stage 24000495 has been Submitted for Approval

Case Stage

Stage: Collins,Kristy Staff: Wilson122,Darryl

Task: Approve FSS Stage Closure Task Due: / /

Created By

Name: System Date: 12/23/2005

Persons... [Save] [Cancel]

CLOSING CASE IN CONNECTIONS

- Make sure that you read the message box and answer appropriately

To Do Data

Due: 12/23/2005 Assigned To: Wilson110,Darryl

Short Desc: DW - Approv

CONNECTIONS

Description / Notes

FSS stage 24000495 has be

Approval Todo created for Case Manager and Case Planner's Unit Approver. Do you wish to add another approver?

Case Stage

Stage: Collins,Kristy Staff: Wilson122,Darryl

Task: Approve FSS Stage Closure Task Due: / /

Created By

Name: System Date: 12/23/2005

Persons... **Save** **Cancel**

CWS Preventive Case Closing

- The agency submits Family Service Stage to CT for system closure.
- If agency has complied with all requirements and no fair hearing notice for aid to continue has been received, CT system closes the Family Service Stage

Suspending a Case Closing in PROMIS

PROMIS Instructional Guide For Case Closings

Preventive Organization Management Information System - Microsoft Internet Explorer

Preventive Organization Management Information System

Administration for Children's Services

Reports Administration User: Mikulas Sikorjak III (mikulas)

Case Name: Doe, Jane Quick Search:

Assigned To: Agency: CATHOLIC CHARITIES/PROJECT BRIDGE Program: CBO400-CATHOLIC CHARITIES/PROJECT BRIDGE

WMS Case #: CNX Stage Type: ADVPO CNX Case ID #: CID: 01/16/2003 CRD: 04/11/2008

| Date | Stage Type | Case ID | Action |
|------------|-------------------|-----------------------|------------|
| 11/25/2008 | Suspended Closing | 2008-11-25 00:00:00.0 | Transfer ^ |
| 01/12/2009 | Suspended Closing | 2009-01-12 00:00:00.0 | Close |
| 03/31/2009 | | | Close |

Case Closing Request Notes:

(for ACS Use Only)

Closing Suspended By:

Suspend Closing: Suspended Closing v

Suspended Reason:

Suspended Date:

Centralized Administrative Team Notes:

Closing Mistakenly Entered by Preventive Program

CPS Investigation

Fair Hearing

Further Services Needed

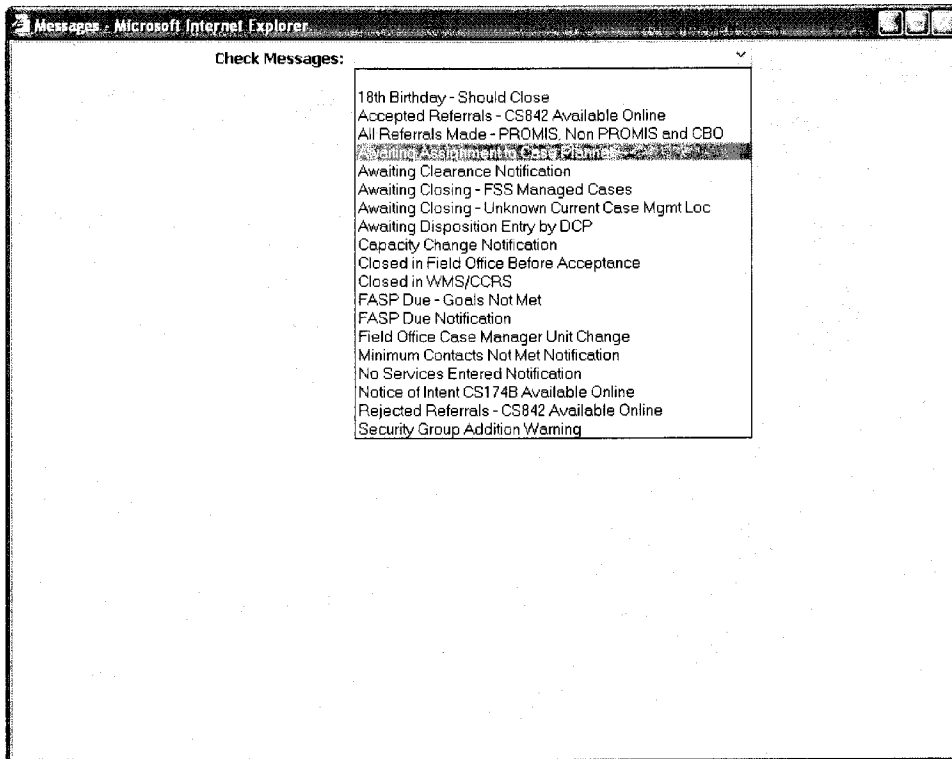
Returned Notice of Intent / Incorrect Address

Transfer Rejected by Receiving Agency

1. If a case activity has occurred within the 15 days, and "aid to continue" is ordered, ACS Staff must suspend the closing from the **Suspend Closing** dropdown.
2. ACS staff must enter a **Suspended Reason**.
3. ACS must enter the **Suspended Date**.
4. ACS will select **Save** to save changes.

PROMIS Instructional Guide For Case Closings

5. Upon doing so, the case will then return to active status on the agency/program case load. The case will appear on the agency message board under **"Awaiting Assignment to Case Planner"**. Re-engagement will then be required until further notice.



Certain fields will be enabled or disabled and certain fields will be required, depending on the criteria you have chosen.

Here is a list of criteria for closing request:

- Notice of Intent to Close Date:
- Exit Interview Date:
- Closing Reason:
- Discontinue of Preventive Services Date:
- Other Closing Reason (if applicable):
- Case Closing Request Notes:

PROMIS Instructional Guide

For Case Closings

Summary of Closing Process

