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Owner Dana James

Policy Area FISS

FISS #011- Case Closure

I. POLICY

FISS case managers must implement the following standardized closure process with each family involved in the FISS service unit. Families must be staffed with management/clinician regularly to assure that achievable goals are being set and the family is progressing toward stabilization. If the family is requesting further services or legal intervention, case manager will discuss with management.

II. PROCEDURE

- A. Discuss dis-enrollment and prepare the family for case closure.
- B. Discuss/staff the family with management.
- C. Notify network providers, and natural supports of the planned case closure date.
- D. Conduct a final home visit to formally bring closure to the family's involvement with the FISS services unit, and create a Family Plan for continuation of services in the community and share with the family.
- E. Complete and give the family a Certificate of Participation, and retrieve the completed Family Satisfaction Survey.
- F. Complete the case closure process in eWISACWIS, email the Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced to as Wraparound Milwaukee) Program Administrator the closure information to have the family disenrolled in Synthesis (Wraparound Milwaukee's IT System).
- G. If the family is asking to file a Child in Need of Protection (CHIPS) or Juvenile Delinquency (JIPS) petition at the time of case closure or if the family is open with Division of Milwaukee Child Protective Services (DMCPS) or Children, Youth and Family Services (CYFS), the Case

Manager will discuss/staff the family with management, and follow the policy and procedure for referral to DMCPs/CYFS.

H. The following is a list of disenrollment/case closure reasons:

1. Services Complete
2. Lost Contact
3. Open with CYFS
4. Open with Initial Assessment (IA)
5. Open with Ongoing
6. Reached adulthood
7. Referred to REACH
8. Referred to DMCPs for CHIPS
9. Referred to CYFS for JIPS
10. Referred to CCS

NOTE: If a youth/family becomes open with DMCPs or CYFS for reasons other than a pro se petition, FISS case management will remain open (only if the family is participating in programming), until a decision is made by the assigned worker (i.e detain, close, provide services, forward to Assistant District Attorney), or for thirty (30) days, whichever comes first. The exception would be if FISS has already provided six (6) months of case management at the time either of these events occur, in which disenrollment would occur immediately.

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/31/2022
	Brian McBride: ExDir2 – Program Administrator	8/31/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/30/2022
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