
Series	Operating Procedures	COA: CM 8, FSP 9,
RPM 7	Closing Procedure	
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Procedure Number:	1)11/12/2012, (2) 11/14/2016, (3) 09/23/2020	
Revision #/Date:	(4) 03/26/2021, (5) 03/10/2026	
Effective Date:	09/15/2009, 03/10/2026	
Applicable to:	Family Partnerships of Central Florida	
	CARES Staff	

SUBJECT: CARES Program Case Closing Procedures

PURPOSE:

This operating procedure outlines CARES procedures for closing cases. This policy will clarify protocols and steps taken by the CARES staff to ensure prompt quality access for families to the services offered by CARES. The proper application of this policy will ensure that CARES meets its commitment to ensure continuity of care for families using the strength-based wraparound principles of care

PROCEDURE:

CARES uses a planned and orderly process for case closure that begins at intake and clearly defines staff responsibility involving the assigned Care Coordinator, parent or legal guardian, and others as appropriate.

I. Process for Cases Closing Prior to Family Team Conferencing:

Prevention Programs include the Brevard Behavioral Health Expansion Team (BBHE) and the Neighborhood Partnership Program: The CARES staff member, assigned to the case will attempt to contact the family based on the information provided through the intake and referral process. If the information is incomplete or found to be inaccurate, the staff member will contact the referral source to request additional information and get clarification.

The assigned CARES staff member will attempt to contact the family by phone a minimum of three times within the first two business days of receiving a referral. When possible, the assigned CARES staff member and the referral source will attempt contact with the family at the time of the referral. This serves as the first attempt to engage the family and is documented in FSFN.

- If the caregiver refuses services during this joint attempt, the assigned CARES staff member documents the refusal and the referral sources' planned next steps in FSFN.



- If the first attempt is unsuccessful at reaching the caregiver, the assigned CARES staff member documents the attempt in FSFN. The assigned CARES staff member will attempt a total of three calls within the first two business days.

If the caregiver refuses services during a follow up attempt, the assigned CARES staff member will document the refusal in FSFN and notify the referral source of the refusal and intent to close the referral as a refusal. This notification will be documented in FSFN.

For cases received from the Department of Children and Families: If the assigned CARES staff member is unsuccessful at reaching the caregiver in three attempts, the caregiver refuses services, or if the caregiver initially accepts but disengages prior to the completion of the Family Team Conference, the assigned CARES staff member schedules a close the loop staffing within two business days with the referring party and Supervisor for all families referred determined to be unsafe or safe but at high or very high risk who are unwilling to engage and participate.

If at any time during this process the family responds to the assigned CARES staff member and would like to schedule a time for a Strength and Cultural Discovery or Family Team Conference, the Care Coordinator will follow protocol for reengagement. If during this process, the assigned CARES staff member again loses contact with the family, the staff member will repeat the above process before closing the case. If the family receives a Strength Discovery, and at least two Family Team Conferences, the staff member will complete a Discharge Summary Form. Copies of the Discharge Summary and all correspondence are placed in the client file in FSFN. Other cases will need a termination note. Once the case is to be closed, the staff member will provide the file to the CARES Supervisor for closure in the CARES database. Upon case closing, CARES notifies any collaborating service providers. For paid services, CARES staff will notify the service provider at least two weeks in advance to allow the service provider ample time to discharge the service appropriately and timely.

II. Process for Cases Closing After Family Team Conferencing:

Once the Family Care Team has reached consensus that the family is ready for closure, a graduation celebration will be held at which time the Coordinator will explain to the family that they will be receiving a closing letter to retain for their records. All families exiting will have an aftercare and transition plan. Upon return to the office, the Coordinator will complete the Discharge Summary. They will also send a closing letter reflecting 'No further need of program services – successful graduation' to the family. Copies of each will be placed in the case record. The Coordinator will provide the file to the CARES Supervisor for closure in the CARES database. If at any time during the Family Team Conference process, the Coordinator becomes unable to contact the family, the steps outlined above in section 3 will be taken. Under the rare and exceptional circumstance that an individual or family is asked to leave the program, CARES will make every effort to link the individual or family with appropriate services. When a family's third party benefits or payments end, CARES will provide services until appropriate arrangements are made and, if terminated or withdrawal of service is due to non-payment, CARES works with the person or family to identify other service options.



Categories for cases closing: Once the file is forwarded to the CARES Program Manager for closure in the state automated child welfare information system, the case will be closed with one of the following category identifiers.

- Case Supervision Completed/Outcomes Achieved: Care Plan goals and outcomes have been achieved. Protective Factors and caregiver protective capacities are such that child safety is assured through internal means with the family.
- Service Provision Completed : Some Care Plan activities and strategies have been completed. Protective Factors and caregiver protective capacities and functioning are sufficient, and motivation exist to allow external sources to provide and assure child safety
- Family Requests Services Close: The parent(s)/legal guardian(s) made decision to end their relationship with CARES and a safe home exists.
- Service Refused by Family/No Legal Grounds: The parent(s)/legal guardian(s) made decision to end their relationship with CARES Current safety factors or risk issues may exist, however do not place the child(ren) in immediate danger. There is insufficient evidence to initiate dependency proceedings to compel further child welfare involvement.
- Family Whereabouts Unknown/Reasonable Efforts Made: The current whereabouts of the family and child are unknown and CARES has made reasonable efforts to locate the family and child.
- Other: Child reached age of majority, child fatality no surviving minor siblings, closing disrupted(change in custody of child), loss of Florida jurisdiction, administrative closure.

III. Closure Process for All CARES cases

The Care Coordinator will complete the following:

- A. Complete CARES Discharge Summary and enter as a Termination Summary FSFN note. Discharge summary should have only one closure reason and be signed. Prevention: applicable for cases with two or more FTC's and all SMST cases. Non-Judicial services will provide a detailed summary of the case to present to the Department of Children and Families. This summary will be documented in FSFN notes.
- B. Close expired authorizations
- C. Close the Loop Staffing is required if this is a high risk DCF Family Support Services referral and the family has not accepted services and has made no behavior change For
- D. Non-judicial In-Home Services: Local Call Outs will be collected for the last six months from Law Enforcement and summarized in a FSFN note. This will be included in the closure summary/assessment of impending danger



The file should be prepared for closure in the following manner:

- A. Conduct Staffing with Supervisor regarding family's progress and current status
- B. Enter all notes of case activity
- C. Closure letter with valid closure reason
- D. Authorizations/referrals updated
- E. Provider Progress notes and correspondence are summarized in FSFN Notes
- F. WiFi EZ survey completed by all Family Team members and uploaded to Fidelity Electronic Health Record
- G. Upload all pertinent documents into FSFN filing cabinet
- H. Graduation Care Plan with updated Crisis Plan in file

The Supervisor or designee will complete the following closure activities once the staff member has submitted the file for closure:

- A. Staff case with Care Coordinator for sufficiency
- B. Complete Final Supervisor Review as FSFN Note
- C. End date Living Arrangement/Family Support tab in FSFN
- D. Approve closure in FSFN & Mindshare
- E. Safety plan is closed and end dated. (NJIHS)

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. ScarPELLI". The signature is written over a horizontal line.

PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 03/12/2026