Steps in Case Closure

The recommended steps in closing a case include:

1) Complete a risk assessment and determine that all areas of risk are currently "low" or "no risk" (Some agencies will close a case when some of the factors are still at the moderate level of risk, especially when there are sufficient strengths and resources to offset the risks and concerns.)

2) Decide with supervisor/family group conference/service planning team that case is ready for closure.

3) Discuss closing the case with the client/family.

4) Address client/family feelings.

5) Explain the specific process/procedures/timelines.

6) Check for client/family understanding.

7) Clarify any confusion; address any concerns.

8) Identify the formal/informal resources in the community which can continue to support the family by maintaining the changes in behavior and maintaining improved levels of functioning. These resources will assist in continuing the low level of risk for abuse/neglect of the children.

9) Effect the closure through:
   - Meeting with providers to discuss changes and/or dis/continuation of their services after case closure.
   - Meeting with the client/family to summarize the case, celebrate successful changes in thinking and behavior and plan for support through formal/informal community services to address any remaining concerns/areas of risk, etc.).
   - Requesting a court hearing to close the case, if services have been court ordered and there is a current order in force requiring agency services.
   - Recommending case closure to the court by presenting evidence to the court about the safe closure of the case.
   - Following the Court's Order about case closure.

10) Document closure in case record (usually done with a case note, completed Risk Assessment and completed Review of the Family Service Plan).