

CLOSURES

The length of time participants are enrolled in services is unique to the individual's needs and progress towards goals. At the point that a participant has reached all their goals and sustained them over some time, the Service Coordinator and participant/family may discuss a change in Program enrollment or possible closure from enrollment. Through effective service coordination, it is the goal for all participants to ultimately be able to achieve and maintain their independence and no longer require CYSHCN services.

Participant and applicant cases are closed by the Service Coordinator for various reasons. In all instances, good faith efforts must be made to contact the participant/family to discuss the closure. These good faith efforts must be documented in the SHS Information System to show effective service coordination, and when appropriate, successful transition from Program services.

Reasons for closure may include:

- The applicant/participant demonstrates an unwillingness to cooperate with Program requirements such as responding to requests for information.
- The participant does not meet eligibility criteria.
- Request of the participant/family.
- Unable to locate after good faith efforts.
- The participant has become institutionalized or a Ward of the Court with guardianship assigned to the Department of Mental Health or the Division of Youth Services.
- The participant reaches the age of twenty-one (21).
- Program services are no longer needed.

Once the determination has been made to close the case, the Service Coordinator will:

- Document the reason for closure and closure date in the SHS Information System and
- Print the system generated closure letter from the SHS Information System.

The Service Coordinator must send a certified closure letter on all manual and automated closures. A copy of the closure letter must also be retained in the participant's record.

The following are guidelines to assist in determining closure dates:

- Deceased - date of death if known; otherwise use the date staff became aware of the death (notify Program Manager of all participant deaths using a Death Notification Form),
- Moved Out of State – date of move if known; otherwise use the date that staff became aware of move,
- Over Age – the day before the participant's twenty-first (21st) birthday,
- Not Medically Eligible (NME) - date medical information is received making the participant no longer medically eligible,

- Not Financially Eligible (NFE) – date financial information is received making the participant over financial eligibility guidelines, and
- All others – fourteen (14) calendar days after the date of the written notice to participant/family notifying them of closure.