<table>
<thead>
<tr>
<th>Date Modified</th>
<th>CQ (M&amp;O) / ENH Workstream</th>
<th>Change Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR348</td>
<td>Changed Prevention to Family Support</td>
<td>L. Wilson</td>
</tr>
<tr>
<td>Q2 12/15/2013</td>
<td>CR451</td>
<td>Include all associated IL pages when merging cases</td>
</tr>
<tr>
<td>05/04/2014</td>
<td>Risk Assessment, Service Authorization and Process Payments</td>
<td>FSFN Enhancement Team</td>
</tr>
<tr>
<td>10/24/2015</td>
<td>Initial updates due to Supported Platforms review</td>
<td>Robert Thornton</td>
</tr>
<tr>
<td>11/30/2015</td>
<td>Peer Review for Supported Platforms updates</td>
<td>Gina Schendowich</td>
</tr>
<tr>
<td>01/05/2016</td>
<td>Final Review for Supported Platforms</td>
<td>Kortney Rudd</td>
</tr>
<tr>
<td>01/06/2016</td>
<td>CR607</td>
<td>Updated content to reflect CR607 enhancements</td>
</tr>
<tr>
<td>05/01/2017</td>
<td>Amendment 11; CR 529.29</td>
<td>Additional change needed identified during UAT</td>
</tr>
<tr>
<td>06/02/2017</td>
<td>CR’s 623, 624, 625</td>
<td>Changes needed associated with the Medicaid Enhancement functionality</td>
</tr>
<tr>
<td>07/11/2018</td>
<td>Amd17</td>
<td>Changes in accordance with Single source</td>
</tr>
<tr>
<td>07/25/2018</td>
<td>Amd17</td>
<td>Peer Review</td>
</tr>
<tr>
<td>07/27/2018</td>
<td>Amd 17</td>
<td>Final Review</td>
</tr>
<tr>
<td>03/12/2019</td>
<td>Eligibility</td>
<td>Sprint 6 Updates</td>
</tr>
<tr>
<td>03/14/2019</td>
<td>Eligibility</td>
<td>Peer Review</td>
</tr>
<tr>
<td>05/02/2019</td>
<td>GAP</td>
<td>GAP Sprint 6 Updates</td>
</tr>
<tr>
<td>5/2/2019</td>
<td>Eligibility</td>
<td>Sprints 6 – 8 updates</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Details</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>05/17/2019</td>
<td>GAP</td>
<td>Incorporate DCF Feedback from Sprints 5-6</td>
</tr>
<tr>
<td>6/5/2019</td>
<td>Eligibility</td>
<td>Updates per DCF comments for sprints 9-10</td>
</tr>
<tr>
<td>07/15/2019</td>
<td>GAP</td>
<td>Incorporate final DCF Feedback</td>
</tr>
<tr>
<td>07/17/2019</td>
<td>Eligibility</td>
<td>Updates per DCF comments from Sprints 11-13</td>
</tr>
<tr>
<td>08/28/2019</td>
<td>Eligibility</td>
<td>Updates in line with DCF comments</td>
</tr>
<tr>
<td>09/17/2019</td>
<td>Eligibility</td>
<td>Incorporate Unresolved DCF Feedback</td>
</tr>
<tr>
<td>10/01/2019</td>
<td>Eligibility</td>
<td>Incorporate Unresolved DCF Feedback</td>
</tr>
<tr>
<td>11/26/2019</td>
<td>Eligibility</td>
<td>Finalized and accepted changes for Eligibility Release 1, 1.5, &amp; 1.75</td>
</tr>
<tr>
<td>12/12/2019</td>
<td>Eligibility R2</td>
<td>Sprint 16 Updates</td>
</tr>
<tr>
<td>04/01/2020</td>
<td>Eligibility R2</td>
<td>Accepted Changes and Finalized Document for ER2</td>
</tr>
<tr>
<td>08/20/2020</td>
<td>Q1 20-21 Enhancement</td>
<td>Sprint 3 Updates</td>
</tr>
<tr>
<td>09/09/2020</td>
<td>Q1 20-21 Enhancement</td>
<td>Updates per OCW comment corrections for Sprint 3</td>
</tr>
<tr>
<td>10/08/2020</td>
<td>Q1 20-21 Enhancement</td>
<td>Finalized and accepted changes for Q120-21 Enhancement</td>
</tr>
<tr>
<td>11/23/2021</td>
<td>Q2 21-22 Enhancement</td>
<td>Sprint 4 Updates</td>
</tr>
<tr>
<td>01/04/2022</td>
<td>Q2 21-22 Enhancement</td>
<td>Finalized &amp; accepted changes for Q2 21-22 Enhancement</td>
</tr>
</tbody>
</table>
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1 Introduction

The Case Closure topic describes in detail a closing process for the types of cases in the Florida Safe Families Network (FSFN).

In order to provide the context for case closure, it is helpful to understand the types of cases in FSFN and how they are maintained. These include cases resulting from a hotline intake in FSFN, cases resulting from a services referral in FSFN, and cases for adopted children in FSFN.

When a child is adopted, the user deactivates the child in the FSFN case for reason of “Adoption Finalized,” ends the child’s placement for reason of “Adoption Finalized,” and proceeds to create a new Post Adoptive case for the child via the Options drop-down on the Participants tab of the Maintain Case page. The creation of a Post Adoption case is outlined in more detail in the Maintain Case Topic Paper. Case closure can only occur when the services and placements for the case participants have been closed or ended.

In addition to routine case closures, Case Closure addresses the following special case closure situations:

- Merging an open case into an open case, when a duplicate case is discovered
- Merging an open case into a closed case, when a duplicate case is discovered
- Merging a closed case into an open case, when a duplicate case is discovered
- Merging a closed case into a closed case, when a duplicate case is discovered

In addition to the case closure pages described in detail below, SM05: Case Closure incorporates an hourly batch process that checks cases for which a closure request has been submitted to determine whether or not the closure must proceed.
2 Pages

2.1 Page - Maintain Case

2.1.1 Page Overview

Navigation
This page serves as the Department of Children and Families (DCF)/Community-Based Care (CBC)/Sheriff’s Office (SO) worker's high-level view of a new or existing case for a family. This page is accessed from the Outliner by clicking on the case name hyperlink in maintain mode.

Summary
Upon selecting the case name hyperlink, the Maintain Case page defaults to the Participants tab. To initiate a case closure request, or to view other case closure or merge information, the user navigates to the tab labeled “Closing History.” This tab maintains a record of case closures for the case, as well as the history of cases which have been merged into the current
case. The Case Closure page is used to initiate case closure, which is accessed through the Options drop-down.

2.2 Closing History Tab

2.2.1 Tab Overview

Cases in FSFN can be opened, closed, and reopened several times. To confirm that workers have access to historical information, the Closing History tab, which is part of the SM04a: Maintain Case topic, displays information about each case closure, as well as those cases which have been merged into the current case. This page is accessed, in maintain mode, from the Outliner by clicking on the case name hyperlink within the Cases expando.

The Case History group box contains a record for every case closure for the current case. Each record displays the open and closed dates, the reason for closure, and a hyperlink, which launches the associated Case Closure page. The hyperlink displayed is different based upon the acceptance and approval status of the case closure request. The Merged Cases group box contains a record for every case that has been merged into the current case. Each record displays the Open Date, Merged Date, Former Case Number, and Reason.
For cases that are currently open and need to be merged into another case, the Submit Case Closure Request option is selected, and the case closure request is processed for the reason of “Merge.” For cases that are currently closed and need to be merged into another case, whether the destination case is open or closed, the Case needing to be merged must first be accessed via the Search page, Maintain Case page launched, and then Case Merge is selected from the Options drop-down. Closed cases must be accessed via the search page because there are no active assignments for the closed case. The Case Merge selection is only available in the Options drop-down within closed cases.

### 2.2.2 Tab Information

<table>
<thead>
<tr>
<th>Group Box</th>
<th>Case</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fields</td>
<td></td>
</tr>
<tr>
<td>Last /Provider</td>
<td>The last name of the Case Name, or the Provider Name in a Provider Case; system derived from the Case table; user modifiable; required.</td>
</tr>
<tr>
<td>CLS Case Name</td>
<td>Captured the CLS Case Name used by Children’s Legal Services; user entered text field; enabled; not required.</td>
</tr>
<tr>
<td>First</td>
<td>The first name of the Case Name, or in some instances, the first name of the provider (if applicable); system derived from the Case table; user modifiable; not required.</td>
</tr>
<tr>
<td>Middle Name</td>
<td>The middle name of the Case Name, or in some instances, the middle name of the provider (if applicable); system derived from the Case table; user modifiable; not required.</td>
</tr>
<tr>
<td>Case ID</td>
<td>The Case ID, a unique system-generated identifier for the case; system derived from the Case; not user modifiable; disabled.</td>
</tr>
<tr>
<td>Open Date</td>
<td>Date of Case creation or if the Case is reopened, the most recent open date of the case; system derived from the Case table; not user modifiable; disabled.</td>
</tr>
<tr>
<td>Unit</td>
<td>Unit the worker is currently assigned to; system derived; not user modifiable.</td>
</tr>
<tr>
<td>Status</td>
<td>Indicates that the case is open (default value), closed, or reopened; re-open designation only occurs if an intake or referral is linked to a closed case; system derived from the Case table in maintain mode; not user modifiable; disabled.</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Program Code</td>
<td>Based on whether the Intakes linked to the Case are Child or Adult; Child and Special Conditions Intakes are associated with the Child Program Code; Adult Intakes Code; system derived; not user modifiable; disabled.</td>
</tr>
<tr>
<td>Merged Case</td>
<td>Designator indicating that the current case is the retained case of one or more merge processes; system derived; not user modifiable; disabled.</td>
</tr>
</tbody>
</table>

**Group Box** Case History

<table>
<thead>
<tr>
<th>Open Date</th>
<th>Case open or re-open date; system derived; not user modifiable.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Date</td>
<td>Case closure date; system derived; not user modifiable.</td>
</tr>
<tr>
<td>Reason</td>
<td>Reason for closure associated with the closure event; system derived; not user modifiable.</td>
</tr>
</tbody>
</table>

**Group Box** Merged Cases

<table>
<thead>
<tr>
<th>Open Date</th>
<th>Merged case open date; system derived; not user modifiable.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merged Date</td>
<td>Date case was closed for reason of merge and merged into the current case; system derived; not user modifiable.</td>
</tr>
<tr>
<td>Former Case Number</td>
<td>Case number associated with the merged case (remove case); system derived; not user modifiable.</td>
</tr>
<tr>
<td>Reason</td>
<td>Reason for closure of the merged case (remove case); system derived; not user modifiable.</td>
</tr>
</tbody>
</table>

**Options: Actions** Create Background Checks

<p>| Actions | Opens the Create Background Checks page. |</p>
<table>
<thead>
<tr>
<th>Options: Text</th>
<th>ICPC Parent Checklist</th>
<th>Launches the “ICPC Parent Checklist” for children going from Florida to another state.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Link</td>
<td>ICPC Priority Reg. 7 Checklist</td>
<td>Launches the “ICPC Priority Reg 7 Checklist” for children going “from” Florida “to” another state.</td>
</tr>
<tr>
<td>Buttons</td>
<td>Save</td>
<td>Standard Save processing.</td>
</tr>
<tr>
<td></td>
<td>Close</td>
<td>Standard Close processing.</td>
</tr>
</tbody>
</table>

### 2.2.3 Background Processing

- When the Closing History tab is accessed, the system gathers information from the Case Closure and Case tables to populate the Case History and Merged Cases group boxes.

- To modify a record, the user selects either the “No Request,” “Pending,” “Accepted,” or “Denied” hyperlink for the desired record. This brings the user to the Case Closure page for the selected record. If the hyperlink displayed is “Historical,” the Case Closure page is frozen and not user modifiable.

- If the Case Closure Page has been accessed and saved, but the “Request for Closure” check box has not been selected, the hyperlink displayed is “No Request.”
• If the case closure request has been submitted, but not yet accepted by the batch process, the hyperlink displayed is “Pending.”

• If the case closure request has been submitted and accepted by the batch process, but not yet approved for closure, the hyperlink displayed is “Accepted.”

• If the case closure request has been submitted and denied by the batch process, the hyperlink displayed is “Denied.”

• If the case closure request has been submitted and approved, or submitted and not approved, the hyperlink displayed is “Historical.”

• A Service Authorization or Payment Activity may not be pending approval on the “Remove” Case. The Case ID is NOT updated; it remains as the Case ID for the “Remove” Case.

• Upon performing Case Merge when a Post Adoption Services page exists, the following background processing applies:
  
  • Because the Post Adoption Services page is by Person ID across the FSFN application the system will not have to make any modifications to the page itself with respect to the Case ID and Case Name, as it is simply always the original Case in which it was initially created. However, even if the Post Adoption Services page was created initially in a Case that is now closed the user is able to access that page from any other FSFN Case in which that participant is a Case Participant and will have the ability to edit it from that FSFN Case using Desktop, Case Book or Person Book (when accessed from the Desktop).

2.2.4 Save Processing

• Standard Save Processing

2.2.5 CRUD Matrix

<table>
<thead>
<tr>
<th>Table Name</th>
<th>Create</th>
<th>Read</th>
<th>Update</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASE_MASTER</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
2.3  Page - Case Closure

![Case Closure Form](image)

- **Closure Status:** No Request
- **Reason:**
- **Closing Checklist:**
- **Closure Summary:**
  - Describe the closure process with the family and service providers and the family’s plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/stakeholders.

---

*Case Closure*  
*February 11, 2022*
*Topic Paper*  
*Page 12 of 52*
2.3.1 Page Overview

Navigation
Users manage the case closing activities from the Case Closure page. Users access this page by opening the Maintain Case page, then proceeding to the Closing History tab and selecting either Case Closure Request or Case Merge from the Options drop-down, whichever is applicable.

Summary
The Case Closure page consists of four group boxes, with the fourth accessed by expando: Basic Information, Closing Information, Closure Summary, and Closure Denial Messages. The Basic Information group box pre-fills with the case name, the case number and the date that the case was opened. The Closing Information group box is utilized to make a request for case closure and to document information pertaining to the request for case closure. The Closure Summary group box is used to document details regarding the closure decision and process.

If a request for case closure is denied by the system after the batch runs, expanding the Closure Denial Messages expando displays the group box which contains the reasons the case closure request was denied by the system. The information for this box is pulled from,
and identical to, the Case Closure Edits report SM0501a. The information is updated hourly, when applicable, and is unaffected by the closure request being set to “Not Approve.” This allows users to finalize the denied closure request and begin correcting the work items as specified by the system under the Closure Denial Messages expando.

The Case Closure page documents case closure information and initiates case closure activities. The Options drop-down allows the user to access the Case Closure Summary notification, the checklist for case closure, and a printable Case Closure Denial messages report.

The system performs the merge process in two different manners based upon whether the user is working within an open or closed case. When working within an open case, upon selecting Merge from the Reason drop-down, the Merge hyperlink is displayed directly beneath the Reason drop-down, and when the hyperlink is selected the Case Search page is displayed. From this page the user is able to search for, locate, and select the appropriate case with which the current case is to be merged; upon selection of the Continue button on the Case Search page, the user is returned to the Case Closure page. In order to save the Case Closure page, the user must enter a Closure Summary.

Upon saving the Case Closure page, the following message is displayed: “Are you certain you wish to continue with the process of merging Case ID: XXXXXX with Case ID: XXXXXXX” with a “Yes” and “No” button for selection. Upon selecting “Yes,” the case closure batch process is triggered. If “No” is selected, the batch is not triggered. In the event the process is initiated in error, the user can select “Closure Disrupted” from the Reason drop-down, launch the Approval page, select “Not Approve,” and, upon saving, the Case Closure page freezes and the batch and merge process is stopped. It is important to note that, although the Case Closure page becomes frozen in this instance, the Maintain Case page remains modifiable. To maintain data integrity and retain documentation, the Case Closure Request is displayed on the Closing History tab with a reason of “Closure Disrupted” and the associated hyperlink is “Historical”.

When the user needs to submit another case closure, he/she simply selects “Submit Case Closure Request” from the Options drop-down and follows the standard process. Once the case closure for reason of “Merge” is accepted by the batch and the case closure request is approved, the system merges the two cases. The system also automatically transposes the narrative that is documented in the “Closure Summary” narrative text field into a case note. The Case Note is given a note type of “Case Merge,” contains the narrative captured in the “Closure Summary” on the Case Closure page and has a “Start Time” of whenever the supervisory approval occurred.
When performing the merge process, the following three pieces of work can only exist once within the same case for any case participant:

- Medical/Mental Health
- Interim Child Information
- Independent Living includes associated work:
  - Life Skills Assessment
  - EFC Program Eligibility
  - PESS Program Eligibility
  - Young Adult Case Plan Worksheet
  - Young Adult Judicial Review Worksheet
  - Young Adult Court Involved Case Plan legal document
  - Young Adult Judicial Review legal document

In order to maintain a record of each case participant information, thereby ensuring data integrity, the following process occurs with regard to the three pieces of work mentioned above upon merging the two cases: within the designation (“kept”) case, a case folder labeled “Merged Case” is displayed. Upon drilling down on the Merged Case icon, cases which have been merged into the current case are displayed as case folder icons with their case ID displayed in parentheses on the case name hyperlink. Upon drilling down on any of the cases within the Merged Case folder, the icons associated with each of the pieces of work are displayed, and when drilled down upon, displays the respective record for each of the case participants in the “remove” case. All other pieces of work are filed under the applicable work icon within the “kept case.”

In accordance with updates to FSFN, the Legal Record, Education Record, and Assets and Employment pages are no longer case dependent. Therefore, since these pages are attached to Person ID, the Legal, Education, and Assets and Employment records are no longer merged within the merged case icon.

When working within a closed case, which must be accessed via the Search page, upon selecting the Merge Case option from the Options drop-down on the Closing History tab, the Case Closure page is opened and only the Reason drop-down and narrative text field, within the Closure Summary group box, are enabled and both are required. Other fields are disabled and grayed out. Upon selecting Merge, which is the only available selection, from the Reason drop-down the Case Search page is displayed. The user searches for, locates, and selects the
appropriate case with which to merge the current case, and selects the Continue button on the Case Search page to return to the Case Closure page. Upon selecting Save on the Case Closure page, the following message is displayed: “Are you certain you wish to continue with the process of merging Case ID: XXXXXX with Case ID: XXXXXX?” with a “Yes” and “No” button for selection. If “No” is selected, the batch is not triggered. Upon selecting “Yes,” the batch is triggered. Because the current case is a closed case, and there is no need for the batch to accept a closure request, nor does it need approval, there is no way to stop the merging of the two cases once “Yes” is selected. Once the case merge is accepted by the batch, the system merges the two cases. The system also automatically transposes the narrative that is documented in the “Closure Summary” narrative text field into a case note. The Case Note is given a note type of “Case Merge,” contains the narrative captured in the “Closure Summary” on the Case Closure page and has a “Start Time” of whenever the Save was successfully initiated and processed.

The same processes described above pertaining to open cases also apply to closed cases with regard to the indicated pieces of work being displayed within the Merge Case icon.

In both instances, whether working within an open or closed case, other pieces of work are automatically displayed within the destination (“kept”) case.

Finally, users are not able to merge cases with a case type of “Post Adoption Services” or, if the same participant exists in both cases and has a Trust Account in both cases.

### 2.3.2 Page Information

<table>
<thead>
<tr>
<th>Group Box</th>
<th>Basic Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fields</td>
<td>Case Name</td>
</tr>
<tr>
<td></td>
<td>Case name; system derived text field; not user modifiable; disabled.</td>
</tr>
<tr>
<td></td>
<td>Case Number</td>
</tr>
<tr>
<td></td>
<td>Case ID; system derived text field; not user modifiable; disabled.</td>
</tr>
<tr>
<td></td>
<td>Open Date</td>
</tr>
<tr>
<td></td>
<td>Case open date; system derived date field; not user modifiable; disabled.</td>
</tr>
<tr>
<td>Group Box</td>
<td>Closing Information</td>
</tr>
<tr>
<td>Closure Status</td>
<td>Case closure status (Pending Not Requested, Denied, Accepted, Historical); updated by the batch program that checks to determine whether required case work is completed/closed, and the case can be closed; a value of Accepted enables the user to launch the Approval window from the options drop-down and submit the case for approval to his/her</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Request for Closure</td>
<td>Flag indicating the case needs to be processed by the system, such as, run through the batch program that checks whether required case work is completed/closed in order to determine whether the case can be closed; user selected check box; required; defaults to not checked.</td>
</tr>
<tr>
<td>Closed Date</td>
<td>Date of most recent case closure; system derived date field; not user modifiable; disabled.</td>
</tr>
<tr>
<td>Check Here if Closing Checklist Is Not Applicable</td>
<td>Flag indicating that the Closing Checklist is not applicable to this closure; user-selected check box; required; defaults to not checked; a check in this box deactivates the Checklist option under the Options drop-down; the checklist is only able to be launched from the Options drop-down if not checked.</td>
</tr>
<tr>
<td>Reason</td>
<td>Reason for closing the case; user selected drop-down; required.</td>
</tr>
<tr>
<td>Closing Checklist</td>
<td>Launches the Case Closing Checklist as applicable to case Checklist closure; user selected drop-down; not required.</td>
</tr>
<tr>
<td>Fields</td>
<td>Describes the closure process with the family and service providers, and the family's plan for meeting future service needs. Describes how any behaviors or conditions judged to be at a level where safety is not assured, or risk of maltreatment is a concern must be managed or sufficiently mitigated by other resources/supports; user-entered narrative text field; required.</td>
</tr>
<tr>
<td>Fields</td>
<td>Lists the reasons a closure request was denied, only if the request is denied by the system after the batch runs. The group box information is drawn from the Case Closure batch and Case Closure Edits report. The data in this box must update hourly to reflect only currently outstanding closure denial reasons.</td>
</tr>
<tr>
<td>Options: Text</td>
<td>Closure Summary</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Closure Denial Report</td>
<td>Opens a template.</td>
</tr>
<tr>
<td>Checklist</td>
<td>Opens Ongoing Case Closing Checklist if “Ongoing Case Closing Checklist” is selected in the Closing Checklist drop-down and “Check Here If Closing Checklist is Not Applicable” check box is not checked (Ongoing Case Closing Checklist is described in detail in CM03: Checklists).</td>
</tr>
<tr>
<td>Options: Action</td>
<td>Approval</td>
</tr>
<tr>
<td>Links</td>
<td>Merge</td>
</tr>
<tr>
<td>Button</td>
<td>Save</td>
</tr>
<tr>
<td></td>
<td>Close</td>
</tr>
</tbody>
</table>

### 2.3.3 Background Processing – Standard Case Closure

- If a case is undergoing a closure, users are not able to create a new closure request page for the case.

- If the user selects “Closing Disrupted” from the Reason drop-down, the user receives this message “The Reason of ‘Closing Disrupted’ is not picked up by the Case Closure batch. Do you wish to continue?” followed by “Yes” or “No” buttons. If the user selects “Yes” or “No” he or she is returned to the Case Closure page in edit mode.

- The standard case closure process in FSFN involves two main steps.

- The first step is to indicate that a case closure is requested for this case by selecting the “Request for Closure” check box, and a Reason for closure from the corresponding drop-down list.

- Following this, a closure summary narrative must be entered in the Closure Summary text field. Completion of these actions triggers the Process Request for Case Closure
batch program by creating a record in the Case Closure table. This also updates the Case Closure Status field to “Pending.” The batch program is run hourly and performs a number of edits to confirm that case closure requirements have been met. The batch performs a check on each case submitted for closure that has a Status of “Pending” or “Closure Request Denied” to determine if any of the following conditions exist and, if so, results in a closure status of either “Accepted” or “Denied.”

• If a Payment Activity is pending approval, automatically end the approval as “Not Approved” so the case can close regardless of whether there is a Payment Activity with a pending approval.

• If a Service Authorization is pending approval, automatically end the approval as “Not Approved” so the case can close regardless of whether there exists a Service Authorization with a pending approval.

• Upon submitting a Case Closure Request FSFN must only look at the Medicaid Record within that FSFN Case when determining if there is an open Medicaid Eligibility record. If a Medicaid Eligibility record exists in another FSFN Case, the Case Closure Request will NOT look at that Medicaid if not associated with that particular FSFN Case.

• The following logic will apply to relevant IV-E Foster Care pages when a case is submitted for closure:
  
  o The case closure batch will look to see if the Initial Determination is completed or voided.
  
  o If a Redetermination record exists, the case closure batch will look to see if the redetermination is completed or voided.

    • If Yes, then the following additional logic applies:

      o The case closure bath will verify that the Episode End Date is not null.

        • If Yes, case closure will be allowed.

        • If No, case closure will be denied.

• The following additional logic will apply for TANF Eligibility (if applicable):

  o The case closure batch will look to see if the TANF (if applicable) is Approved or Voided.

    o If Yes, case closure will be allowed.
• If No, case closure will be denied.

• The following logic will apply when a case with Adoption pages is submitted for closure:
  o The case closure batch will look to see if the Adoption Eligibility (if applicable) is Approved or Voided.
    o If Yes, case closure will be allowed.
    o If No, case closure will be denied.

• The following additional logic will apply:
  o The case closure batch will look to see if all Adoption Information pages (if applicable) are completed.
    o If Yes, case closure will be allowed.
    o If No, case closure will be denied.

• The following additional logic will apply:
  o The case closure batch will look to see if the Adoption Subsidy agreement is Terminated OR completed and frozen.
    o If Yes, case closure will be allowed.
    o If No, case closure will be denied.

• The following additional logic will apply (if applicable):
  o The case closure batch will look to see if the Adoption TANF (if applicable) is Approved or Voided.
    o If Yes, case closure will be allowed.
    o If No, case closure will be denied.

• The following additional logic will apply (if applicable):
  o The case closure batch will look to see if the Extended Maintenance Adoption Subsidy is terminated.
    o If Yes, case closure will be allowed.
    o If No, case closure will be denied.
• The following logic will apply when a case with open Youth/ Young Adult pages is submitted for closure:
  o The case closure batch will look to see if any of the young adults in the case being closed have open (not terminated) Youth/ Young Adult program Eligibility pages. The Youth/ Young Adult program Eligibility must be one of the following: Denied OR Redetermination Reason and Date OR Termination Reason and Date
    • If No, case closure will be allowed.
    • If Yes, case closure will be denied.

• The following logic will apply when a case with open Guardianship Assistance Program pages is submitted for closure:
  o The case closure batch will look to see if any participants in the case being closed have open (non-terminated) GAP pages.
    • If No, case closure will be allowed.
    • If Yes, then the following additional logic applies:
      o The case closure batch will look to see if the participant that has open GAP pages is marked on Maintain Case as “Child Receiving Services”
        • If No, case closure will be allowed.
        • If Yes, case closure will be denied.

• The following logic will apply when a case with open Over-Capacity Assessment pages is submitted for closure:
  o The case closure batch will look to see if any participants in the case being closed have open (pending) Over-Capacity Assessment pages or pending Over-Capacity Assessment page approvals.
    • If No, case closure will be allowed.
    • If Yes, case closure will be denied.

• The following logic will apply if the case type is Post Adoption Services:
  o The case closure batch will look to see if the Adoption Assistance Agreement is Terminated.
• If Yes, case closure will be allowed.

• If No, case closure will be denied.

• Upon submitting a Case Closure Request and the Case Closure Batch either initially picking up the Case for processing OR the Case Closure Batch continuing to pick up and process Denied Case Closure Requests, the batch will look for either of the following conditions to be met in order to accept a Case Closure Request:
  - The most recent record has an Action = Initial and the Status = Denied; OR
  - If the first criteria isn’t met, THEN all records have a Status = Approved or Denied AND the most recent record has an Action = Close (with Status = Approved or Denied)

<table>
<thead>
<tr>
<th>Conditions</th>
<th>Denial/Validation Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any open Out-of-Home placements</td>
<td>Closure request denied due to open Out-of-Home Placement</td>
</tr>
<tr>
<td>- The case closure batch does not include placements that have been closed as “Placements Made in Error” when verifying if any Out-of-Home Placement are open in a case.</td>
<td></td>
</tr>
<tr>
<td>Any open ended Out-of-Home placement with no discharge</td>
<td>Closure request denied due to open ended Out-of-Home Placement with no discharge</td>
</tr>
<tr>
<td>- Any removal episode where the most recent Out-of-Home Placement has been ended, thereby no open Out-of-Home Placement exists, but the removal episode hasn’t been discharged.</td>
<td></td>
</tr>
<tr>
<td>Any open In-Home Services</td>
<td>Closure request denied due to open In-Home Service</td>
</tr>
<tr>
<td>Any open Living Arrangements</td>
<td>Closure request denied due to open Living Arrangement</td>
</tr>
</tbody>
</table>

<p>| Any open Family Support status (not “Completed”) | Closure request due to open Family Support status |
| Any active Child Placement Agreement | Closure request denied due to non-terminated Child Placement Agreement |
| Any open Interim Child Eligibility | Closure request denied due to open Interim Child Eligibility |
| • An open eligibility does not exist on the Interim Child Information page | |
| Any open Medicaid Eligibility | Closure request denied due to open Medicaid Eligibility |
| • Any Medicaid Eligibility page where the most recent record (last row) is NOT an Action of Close with a Status of Approved or Denied must be submitted to FLORIDA for closure and have a Status of Approved or Denied in order to close the FSFN case. | |
| Any open Interim Child Legal Status | Closure request denied due to open Interim Child Legal Status |
| • Legal Statuses on the Interim Child Information page have an “End Date.” | |
| Any open Legal pages | Closure request denied due to open Legal page |
| • A “Completed Date” is documented for Legal pages. | |
| • This does not apply to deactivated children Not Receiving Services. | |
| Any open Interim Child Permanency Goal record | Closure request denied due to open Interim Child Permanency Goal |
| • No open Child Permanency Goals exist in Interim Child Information. | |
| • The Legal Module is designed to address this without needing an additional edit during Case Closure. | |</p>
<table>
<thead>
<tr>
<th>Any open Interim Child Adoption Factors</th>
<th>Closure request denied due to open Interim Child Adoption Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No open Child Adoption Factors exist in Interim Child Information.</td>
<td></td>
</tr>
<tr>
<td>Any open Intake that is not linked to an Investigation</td>
<td>Closure request denied due to open Intake not linked to an Investigation</td>
</tr>
<tr>
<td>Any open Family Functioning Assessment (FFA) Ongoing</td>
<td>Closure request denied due to open Family Functioning Assessment (FFA) Ongoing</td>
</tr>
<tr>
<td>• Open if not approved.</td>
<td></td>
</tr>
<tr>
<td>Any open Safety Plan</td>
<td>Closure request denied due to open Safety Plan</td>
</tr>
<tr>
<td>• Open if no Termination Date.</td>
<td></td>
</tr>
<tr>
<td>Any open Over-Capacity Assessment</td>
<td>Closure request denied due to a pending Over-Capacity Assessment.</td>
</tr>
<tr>
<td>• Open if Pending.</td>
<td></td>
</tr>
<tr>
<td>Any Over-Capacity Assessment with a pending approval</td>
<td>Closure request denied due to a pending Over-Capacity Assessment approval.</td>
</tr>
<tr>
<td>Any open Present Danger Assessment</td>
<td>Closure request denied due to open Present Danger Assessment (PDA).</td>
</tr>
<tr>
<td>• Open if Complete check box is not selected.</td>
<td></td>
</tr>
<tr>
<td>Any open Risk Assessment</td>
<td>Closure request denied due to open Risk Assessment.</td>
</tr>
<tr>
<td>• Open if Complete check box is not selected.</td>
<td></td>
</tr>
<tr>
<td>Any open Progress Update</td>
<td>Closure request denied due to open Progress Update.</td>
</tr>
<tr>
<td>• Open if not approved.</td>
<td></td>
</tr>
<tr>
<td>Any open/incomplete Investigation</td>
<td>Closure request denied due to open, incomplete Investigation</td>
</tr>
<tr>
<td>Any open/pending Approvals</td>
<td>Closure request denied due to pending XXXX [approval type] Approval.</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td>• For any open Approvals, the validation message populates with the Approval type.</td>
<td></td>
</tr>
<tr>
<td>• For example, if an unapproved Safety Plan exists, the following message is generated:</td>
<td></td>
</tr>
<tr>
<td>“Closure request denied due to pending Safety Plan approval.”</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any active Alerts</th>
<th>Closure request denied due to active XXXX [Alert type] Alert.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• For any active Alerts on case participants in the case being closed, the validation</td>
<td></td>
</tr>
<tr>
<td>message populates with the Alert type.</td>
<td></td>
</tr>
<tr>
<td>• For example, if a Request to Locate alert exists, the following message is generated:</td>
<td></td>
</tr>
<tr>
<td>“Closure request denied due to active Request to Locate alert.”</td>
<td></td>
</tr>
</tbody>
</table>

| Any MCR (Missing Child Record) records that DO NOT have a status of either “Closed –    | Closure request denied due to Missing Child Record (MCR) that does   |
| Rapid Recover” or “Closed – Standard Recover.”                                           |    not have a status of either “Closed – Rapid Recovery” or “Closed –  |
|                                                                                            |    Standard Recovery.”                                               |

<table>
<thead>
<tr>
<th>AFCARS errors exist</th>
<th>Closure request denied due to unresolved AFCARS errors.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please note that this case closure edit is coded but is not currently included in the</td>
<td></td>
</tr>
<tr>
<td>batch process. Therefore, case closure is not currently denied if there are existing</td>
<td></td>
</tr>
<tr>
<td>AFCARS errors.</td>
<td></td>
</tr>
</tbody>
</table>

<p>| Any child who has been discharged for the reason of “Adoption Finalization” but does not | Closure request denied. Child has been adopted but child’s adoption status is not “Withdrawn – Adoption Finalization.” |
| have an Available Status of “Withdrawn – Adoption Finalization.”                           |                                                                     |</p>
<table>
<thead>
<tr>
<th>Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any child who has an Available Status of “Available.”</td>
<td>Closure request denied. Child has an Adoption Available Status of “Available.”</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-TPR on Appeal.”</td>
<td>Closure request denied. Child has an Adoption Available Status of “On Hold-TPR on Appeal.”</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Identified Local/In-State Family.”</td>
<td>Closure request denied. Child has an Adoption Available Status of “On Hold-Identified Local/In-State Family.”</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Relative Adoption.”</td>
<td>Closure request denied. Child has an Adoption Available Status of “On Hold-Relative Adoption.”</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Foster Parent Adoption.”</td>
<td>Closure request denied. Child has an Adoption Available Status of “On Hold-Foster parent Adoption.”</td>
</tr>
<tr>
<td>Any case participant who is associated with a “Pending” Private Adoption page.</td>
<td>Closure request denied Participant has a “Pending” Private Adoption page.</td>
</tr>
<tr>
<td>Any case participant who is associated with a “Pending” Title IV-E Eligibility including EFC.</td>
<td>Closure request denied due to a “Pending Title IV-E Eligibility (EFC) status.</td>
</tr>
<tr>
<td>Any case participant with a Title IV-E Eligibility including EFC with no end date.</td>
<td>Closure request denied due to a Title IV-E Eligibility not having an Episode End Date.</td>
</tr>
<tr>
<td>Any case participant who is associated with a “Pending” TANF Eligibility.</td>
<td>Closure request denied due to pending TANF Eligibility Enhancement approval</td>
</tr>
<tr>
<td>Case participant who is associated with a “Pending” Adoption Eligibility.</td>
<td>Closure request denied due to a ‘Pending’ Adoption Eligibility status.</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td>Case participant who is associated with a “Pending” Adoption TANF.</td>
<td>Closure request denied due to a ‘Pending’ Adoption TANF status.</td>
</tr>
<tr>
<td>Case participant who is associated with an “open” Adoption Information page.</td>
<td>Closure required denied due to an open Adoption Information page.</td>
</tr>
<tr>
<td>• Open if the Complete check box is not selected</td>
<td></td>
</tr>
<tr>
<td>Case participant who is associated with an open Adoption Assistance Agreement.</td>
<td>Closure request denied due to a non-terminated Adoption Assistance Agreement status</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
<tr>
<td>Case participant who is associated with an open Extended Maintenance Adoption Subsidy.</td>
<td>Closure request denied due to a non-terminated Extended Maintenance Adoption Subsidy status</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
<tr>
<td>Case participant who is associated with a “Pending” Youth/Young Adult Eligibility.</td>
<td>Closure request denied due to a non-terminated Youth/Young Adult Eligibility status</td>
</tr>
<tr>
<td>Case participant with an open GAP Program Eligibility.</td>
<td>Closure request denied due to open Guardianship Assistance Program Eligibility.</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
<tr>
<td>Case participant with an open Guardianship Assistance Agreement.</td>
<td>Closure request denied due to open Guardianship Assistance Agreement.</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
<tr>
<td>Case participant with an open Extended Guardianship Assistance Agreement.</td>
<td>Closure request denied due to open Extended Guardianship Assistance Agreement.</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
<tr>
<td>Case Post Adoption Services case with an open Adoption Assistance Agreement.</td>
<td>Closure request denied due to a non-terminated Adoption Assistance Agreement status</td>
</tr>
<tr>
<td>• Open if there is no termination reason/date</td>
<td></td>
</tr>
</tbody>
</table>

Before the case closure is finalized, i.e., approved, by the supervisor, if the user links a screened-in intake to the case, the case closure is automatically “Not Approved” by the system. If the case closure request was for the reason of Merge, initiated from an open case, the merge is also not processed under these circumstances.
If the batch program does not find any of the items in the list above, the Case Closure Status is updated to Accepted and the user can proceed to the second step in case closure, which is the Approval process. After a user completes any remaining closing tasks, he/she selects “Approval” from the Options drop-down to document his/her own approval of case closure. After indicating approval, the user selects the Save command button and the case is forwarded to the user’s supervisor, where it can be accessed either via “Approval Management” on the Utilities menu or under the Approvals expands, unless the user has self-approval capability.

If the edit check fails (i.e., the batch program finds one or more of the above open items), the Closure Status is updated to “Denied” and the user must complete the items that are open (i.e., not complete). Open items appear on the Process Request for Case Closure Report described below (i.e., an exception report of sorts). A status other than “Accepted” prevents the user from initiating the approval process. For Case Closure Requests with a status of “Pending” or “Denied,” the system continues to run the hourly batch program. Once the user has closed each open item and the status is updated to “Accepted” by the system, the user can proceed to the approval process described above.

When the supervisor approves the case closure request, the status of the case changes to “Closed” and the closing date is automatically recorded by FSFN.

2.3.4 Background Processing – Case Merge

- Cases with a Case Type of “Post Adoption Services” cannot be merged. Cases with an existing Post Adoption Services page, however, CAN be merged with the following background processing:
  - Because the Post Adoption Services page is by Person ID across the FSFN application the system will not have to make any modifications to the page itself with respect to the Case ID and Case Name, as it is simply always the original Case in which it was initially created. However, even if the Post Adoption Services page was created initially in a Case that is now closed the user is able to access that page from any other FSFN Case in which that participant is a Case Participant and will have the ability to edit it from that FSFN Case using Desktop, Case Book or Person Book (when accessed from the Desktop).
  - If the same participant exists in both cases and has a Trust Account in both cases, the cases cannot be merged.
  - Upon completion of a Case merge, the Family Support page is automatically displayed within the destination (“kept”) case.
2.3.5 Save Processing

- Upon clicking Save, if a Closure Summary has not been documented the following error message is displayed: “Please enter data in the fields which are highlighted – Closure Summary <Close>.”

- Upon clicking Save, for either open or closed cases, the following message is displayed: “Are you certain you wish to continue with the process of merging Case ID: XXXXXX with Case ID: XXXXXX?”, with “Yes” and “No” options.

- Upon clicking Save, if working within an open case, the batch process is triggered, as with the standard processing, to either accept or deny the case closure request.

- Upon clicking Save, if working within a closed case, the batch process for merging is triggered, which does not require a batch acceptance or approval.

- Upon clicking Save, when merging a closed case into an open or closed case (Case Merge from Options drop-down), the system automatically transposes the narrative documented in the “Closure Summary” text field into a case note. The Case Note is given a note type of “Case Merge”, and contains the narrative captured in the “Closure Summary” on the Case Closure page and has a “Start Time” of whenever the Save was successfully initiated and processed.

- When merging an open case into an open or closed case (Case Merge through standard closure process), upon selecting the Save button, once the batch has accepted the Case Closure and Supervisor Approval occurs, the system automatically transposes the narrative document in the “Closure Summary” text field into a case note. The Case Note is given a note type of “Case Merge”, contain the narrative captured in the “Closure Summary”, on the Case Closure page and have a Start Time” of whenever the supervisory approval occurred.

2.3.6 CRUD Matrix

<table>
<thead>
<tr>
<th>Table Name</th>
<th>Create</th>
<th>Read</th>
<th>Update</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASE_MASTER</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASE_CLOSURE</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>CASE_PART_STAT</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>CASE_PART</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COURT_DISP</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>---</td>
<td>-----</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>PERSON</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

2.4 Case Search Pop-up Page

2.4.1 Page Overview

The Case Search pop-up page is displayed when the user selects the Merge hyperlink that appears next to the Reason drop-down on the Case Closure page. The user enters the appropriate search criteria and clicks the Search button. When the results are returned, each case has a radio button displayed to the left. The user selects the appropriate case in which to merge the current case and clicks the Continue button to return to the Case Closure page. For more information regarding the search criteria fields, including those contained within the Additional Search Criteria expando, please refer to the CM10: Search Topic Paper. The Print function prints expanded areas on the page, regardless of what is displaying in the search page at the point in time. If users want to see and print less information, the user must open fewer expandos; if the user wants to see and print more information, the user must open more expandos before invoking the Print command.
### 3 Inventories

#### 3.1 Table Descriptions

<table>
<thead>
<tr>
<th>Table Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASE</td>
<td>A CASE is the focus of every human services business activity. A case is created as a result of intake work and can be one of three types: individual, family, and DCF/Sheriff’s Office/ Community-Based Care personnel or other provider. The CASE table contains case relations, address and approval information. Processes of SM04 (Maintain Case) and SM05 (Close Case) create and maintain case records.</td>
</tr>
<tr>
<td>CASE_CLOSURE</td>
<td>The CASE CLOSURE table stores authorization information and reasons associated with closing a case. A case can be closed and reopened. Processes of SM04 (Maintain Case) and SM05 (Close Case) build and maintain this information.</td>
</tr>
<tr>
<td>CASE_PART</td>
<td>This table maintains information pertaining to the PERSONs involved in a CASE, or a collateral person about whom DCF/Sheriff’s Office/ Community-Based Care personnel needs to keep information for assessment or other purposes. A CASE PART can be any person who has a high degree of relevance to the family in question. A PERSON can be a case participant, eligible for payments, in only one open case at a time, though he/she can participate in a second or third case as a non-client (a neighbor, attorney, teacher, or aunt,). A client is any person for whom the agency is required to provide either voluntary or mandated services for such as a court study, services or Interstate Compact home study or supervision. A CASE PART is assisted by one or more users at any given time. SM04a (Maintain Case) processes build and maintain this table.</td>
</tr>
<tr>
<td>CASE_PART_STAT</td>
<td>The CASE PART STAT table maintains information about changes in Case Participant status. New records in this table are created each time statuses change by processes in SM04a (Maintain Case).</td>
</tr>
</tbody>
</table>
The COURT_DISP table contains disposition and other information on the legal status of the case participants. Pre-Adoptive Child case participants are expected to be associated with the Legal Status of Adoption Finalized (Cd_lgl_stat = 59).

This PERSON table maintains information that identifies an individual known to DCF/Sheriff’s Office/Community-Based Care personnel such as name, date of birth, social security number, race, and sex. A PERSON can be a USER, REPORT PART, REFERRAL PART, CASE PART or PROVIDER PART. Primary search processing is centered on this data. Processes of CM01 (Manage Person), build and maintain this information.

### 3.2 Reference Data

#### 3.2.1 Drop-Downs

| FSFN Page: | Maintain Case |
| Tab Name: | Case Closure |
| Field Name: | Reason |
| Table Name: | CODE_DESC |
| Group Id: | CASECLOS |

| FSFN Page: | Maintain Case |
| Tab Name: | Case Closure |
| Field Name: | Closing |
| Checklist Table Name: | |
| Group ID: | |

#### 3.2.2 List Boxes

- None

#### 3.3 Automated Messages

- None
3.4 Checklists

3.4.1 Ongoing Case Closing Checklist

- Submit a Case Evaluation or case note (as appropriate) to your Supervisor for approval.
- Close case goals as appropriate.
- Update/End legal status as appropriate.
- Close placements/living arrangements/removals.
- Notify family, collaterals and service providers as necessary.
- Prepare paper file for closure.
- Prepare case closure/termination summary
- Prepare final safety/risk assessment.
- Prepare final case notes.

3.5 Task Due

None

3.6 Notifications

3.6.1 Closure Summary

Pre-fills with the Case Closure Reason and the Closure Summary captured on the Case Closure page; contains no user-entered fields.

3.6.2 Closure Denial Report

Opens a non-editable template showing the Case Closure Denial Messages for printing purposes.

3.7 Templates

3.7.1 Closing Checklist

3.8 Reports

- List of Cases Closed during Month
- Pre and Post Case Merge Report
- Statistical Report of Cases Merged and Split
- Pre and Post Case Split Report
• Children Deactivated by Legal Status

3.9 Triggers

• None

4 Batch Programs

4.1 Process Request for Case Closure

Summary: This program checks cases for which a closure request has been submitted to determine whether or not the closure must proceed. It processes case records from the Case Closure table that have a status of “Pending” or “Closure Request Denied.” The program performs a check on each case to determine if any of the following conditions exist:

<table>
<thead>
<tr>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any open Out-of-Home Placements</td>
</tr>
<tr>
<td>• The case closure batch does not include placements that have been closed as “Placements Made in Error” when verifying if any Out-of-Home Placement are open in a case.</td>
</tr>
<tr>
<td>Any open ended Out-of-Home Placement with no discharge</td>
</tr>
<tr>
<td>• Any removal episode where the most recent Out-of-Home Placement has been ended, thereby no open Out-of-Home Placement exists, but the removal episode hasn’t been discharged.</td>
</tr>
<tr>
<td>Any open In-Home Services</td>
</tr>
<tr>
<td>• Denial/Validation message: “Closure request denied due to open In-Home Service.”</td>
</tr>
<tr>
<td>Any open Living Arrangements</td>
</tr>
<tr>
<td>• Denial/Validation message: “Closure request denied due to open Living Arrangement.”</td>
</tr>
<tr>
<td>Any open Interim Child Eligibility</td>
</tr>
<tr>
<td>• An open Eligibility does not exist on the Interim Child Information page.</td>
</tr>
</tbody>
</table>
Any open Medicaid Eligibility

- Any Medicaid Eligibility page where the most recent record (last row) is NOT an Action of Close with a Status of Approved or Denied must be submitted to FLORIDA for closure and have a Status of Approved or Denied in order to close the FSFN case.

Any open interim child legal status

- Legal Statuses on the Interim Child Information page have an “End Date.”

Any open Legal pages

- A “Completed Date” is documented for Legal pages. This does not apply to deactivated children Not Receiving Services.

Any open interim Child Permanency goal record

- No open Child Permanency goals exist in Interim Child Information.
- The Legal Module is designed to address this without needing an additional edit during Case Closure.

Any open interim Child Adoption Factors

- No open Child Adoption Factors exist in Interim Child Information.

Any open Intake that is not linked to an Investigation

- Denial/Validation message: “Closure request denied due to open Intake not linked to an Investigation.”

Any open Family Functioning Assessment (FFA) Ongoing

- Open if not approved.
- Denial/Validation Message: “Closure request denied due to open Family Functioning Assessment (FFA) Ongoing.”

Any open Safety Plan

- Open if no Termination Date.
- Denial/Validation Message: “Closure request denied due to open Safety Plan.”
Any open Present Danger Assessment

- Open if the “Complete” check box is not selected.
- Denial/Validation Message: “Closure request denied due to open Present Danger Assessment (PDA).”

Any open Risk Assessment

- Open if the “Complete” check box is not selected.
- Denial/Validation Message: “Closure request denied due to open Risk Assessment.”

Any open Progress Update

- Open if not approved.
- Denial/Validation Message: “Closure request denied due to open Progress Update.”

Any open/incomplete investigation

- Denial/Validation message: “Closure request denied due to open, incomplete Investigation.”

Any open/pending Approvals

- For any open Approvals, the validation message populates with the Approval type.
- For example, if an unapproved Safety Plan exists, the following message is generated: “Closure request denied due to pending Safety Plan approval.”

Any active Alerts

- For any active Alerts on case participants in the case being closed, the validation message populates with the Alert type.
- For example, if a Request to Locate alert exists, the following message is generated: “Closure request denied due to active Request to Locate alert.”

Any MCR (Missing Child Record) records that DO NOT have a status of either “Closed – Rapid Recover” or “Closed – Standard Recover.”

- Denial/Validation message: “Closure request denied due to Missing Child Record (MCR) that does not have a status of either “Closed – Rapid Recovery” or “Closed – Standard Recovery.””
AFCARS errors exist

- Please note that this case closure edit is coded but is not currently included in the batch process. Therefore, case closure is not currently denied if there are existing AFCARS errors.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Denial/Validation message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any child who has been discharged for the reason of “Adoption Finalization” but does not have an Available Status of “Withdrawn – Adoption Finalization.”</td>
<td>“Closure request denied. Child has been adopted but child’s adoption status is not “Withdrawn – Adoption Finalization.””</td>
</tr>
<tr>
<td>Any child who has an Available Status of “Available.”</td>
<td>“Closure request denied. Child has an Adoption Available Status of “Available.””</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-TPR on Appeal.”</td>
<td>“Closure request denied. Child has an Adoption Available Status of “On Hold-TPR on Appeal.””</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Identified Local/In-State Family.”</td>
<td>“Closure request denied. Child has an Adoption Available Status of “On Hold-Identified Local/In-State Family.””</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Relative Adoption.”</td>
<td>“Closure request denied. Child has an Adoption Available Status of “On Hold-Relative Adoption.””</td>
</tr>
<tr>
<td>Any child who has an Available Status of “On Hold-Foster Parent Adoption.”</td>
<td>“Closure request denied. Child has an Adoption Available Status of “On Hold-Foster parent Adoption.””</td>
</tr>
<tr>
<td>Any Participant who has a ‘Pending’ Private Adoption page.</td>
<td>“Closure request denied Participant has a “Pending” Private Adoption page.”</td>
</tr>
<tr>
<td>Any case participant who is associated with a “Pending” Title IV-E Eligibility including EFC or one without an end date.</td>
<td>“Closure request denied due to a ‘Pending’ Title IV-E Eligibility (EFC) status.”</td>
</tr>
<tr>
<td></td>
<td>“Closure request denied due to a Title IV-E Eligibility (EFC) not having an Episode End Date.”</td>
</tr>
<tr>
<td>Any case participant who is associated with a “Pending” TANF Eligibility.</td>
<td>“Closure request denied due to a pending TANF Eligibility”</td>
</tr>
</tbody>
</table>
Any case participant who is associated with a “Pending” Adoption Eligibility.
- Denial/Validation message: “Closure request denied due to a ‘Pending’ Adoption Eligibility.”

Any case participant who is associated with a “Pending” Adoption TANF.
- Denial/Validation message: “Closure request denied due to a ‘Pending’ Adoption TANF.”

Any case participant who is associated with an “open” Adoption Information page.
- Denial/Validation message: “Closure request denied due to an open Adoption Information page.”

Any case participant who is associated with a “Pending” Adoption Assistance Agreement.
- Denial/Validation message: “Closure request denied due to a non-terminated Adoption Assistance Agreement status.”

Any case participant who is associated with a “Pending” Extended Maintenance Adoption Subsidy.
- Denial/Validation message: “Closure request denied due to a non-terminated Extended Maintenance Adoption Subsidy status.”

Any case participant who is associated with a “Pending” Youth/Young Adult Eligibility.
- Denial/Validation message: “Closure request denied due to a non-terminated Youth/Young Adult eligibility status.”

Any case participant who is associated with an open GAP Program Eligibility
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Guardianship Assistance Program Eligibility"

Any case participant associated with an open Guardianship Assistance Agreement
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Guardianship Assistance Agreement"

Any case participant associated with an open Extended Guardianship Assistance Agreement
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Extended Guardianship Assistance Agreement"

If open items are found, the Case Closure status is updated to “Closure Request Denied”, and the closure process cannot proceed.
Once the Case Closure batch has run and accepts the request, if the Closure Reason is “Merge Case,” once the Supervisor approves the Case Closure Request and the selected Case is merged “into” the “destination case” the following pieces of work must be moved and accessible from within the “destination case” on the Desktop/ Search/ Case Book/ and Person Book:

- Investigation and the associated pieces of work: **This must be accessible from within the “destination case” under the Investigation icon/ Investigation/Special Conditions Referral center group box drop-down.**
  - FFA – Investigation: **This must be accessible from within the “destination case” under the Investigation icon/ Investigation/Special Conditions Referral
center group box drop-down, as well as the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **
  
  • Present Danger Assessment (PDA): **This must be accessible from within the “destination case” under the Investigation icon/ Investigation/Special Conditions Referral center group box drop-down, as well as the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Safety Plan: **This must be accessible from within the “destination case” under the Investigation icon/ Investigation/Special Conditions Referral center group box drop-down, as well as the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Risk Assessment: **This must be accessible from within the “destination case” under the Investigation icon/ Investigation/Special Conditions Referral center group box drop-down, as well as the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Family Functioning Assessment (FFA) – Ongoing: **This must be accessible from within the “destination case” under the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Present Danger Assessment (PDA): **This must be accessible from within the “destination case” under the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Safety Plan: **This must be accessible from within the “destination case” under the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **

  • Risk Assessment: **This must be accessible from within the “destination case” under the Assessment and Planning icon/ Assessment and Planning center group box drop-down. **
### 4.1.1 Background Processing:

For each Case record in the Case Closure table with a status of “Pending” or “Closure Request Denied,” perform a check to determine if any of the following open items are present for the case:

<table>
<thead>
<tr>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any open Out-of-Home Placement</td>
</tr>
<tr>
<td>• The case closure batch does not include placements that have been closed as “Placements Made in Error” when verifying if any Out-of-Home Placement are open in a case.</td>
</tr>
<tr>
<td>Any open ended Out-of-Home Placement with no discharge</td>
</tr>
<tr>
<td>• Any removal episode where the most recent Out-of-Home Placement has been ended, thereby no open Out-of-Home Placement exists, but the removal episode hasn’t been discharged.</td>
</tr>
<tr>
<td>Any open In-Home Services</td>
</tr>
<tr>
<td>• Denial/Validation message: “Closure request denied due to open In-Home Service.”</td>
</tr>
<tr>
<td>Any open Living Arrangements</td>
</tr>
<tr>
<td>• Denial/Validation message: “Closure request denied due to open Living Arrangement.”</td>
</tr>
<tr>
<td>Any open Family Support</td>
</tr>
<tr>
<td>• Denial/Validation message: “Closure request denied due to open Intake not linked to an Investigation”</td>
</tr>
<tr>
<td>Any open Interim Child Eligibility</td>
</tr>
<tr>
<td>• An open Eligibility does not exist on the Interim Child Information page.</td>
</tr>
<tr>
<td>Any open Medicaid Eligibility</td>
</tr>
<tr>
<td>• Any Medicaid Eligibility page where the most recent record (last row) is NOT an Action of Close with a Status of Approved or Denied must be submitted to FLORIDA for closure and have a Status of Approved or Denied in order to close the FSFN case.</td>
</tr>
<tr>
<td>Any open Interim Child Legal Status</td>
</tr>
<tr>
<td>• Legal Statuses on the Interim Child Information page have an “End Date.”</td>
</tr>
<tr>
<td>Conditions</td>
</tr>
<tr>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>Any open Interim Child Permanency Goal record</td>
</tr>
<tr>
<td>• No open Child Permanency Goals exist in Interim Child Information.</td>
</tr>
<tr>
<td>• The Legal Module is designed to address this without needing an additional edit during Case Closure.</td>
</tr>
</tbody>
</table>

| Any open Legal pages                          |
| • A “Completed Date” is documented for Legal pages. |
| • This does not apply to deactivated children who are Not Receiving Services. |

| Any open Interim Child Adoption Factors       |
| • No open Child Adoption Factors exist in Interim Child Information. |

| Any open Intake that is not linked to an investigation |
| • Denial/Validation message: “Closure request denied due to open Intake not linked to an Investigation.” |

| Any open Family Functioning Assessment (FFA) Ongoing |
| • Open if not approved. |
| • Denial/Validation Message: “Closure request denied due to open Family Functioning Assessment (FFA) Ongoing.” |

| Any open Safety Plan.                         |
| • Open if no Termination Date.               |
| • Denial/Validation Message: “Closure request denied due to open Safety Plan.” |

| Any open Present Danger Assessment            |
| • Open if the “Complete” check box is not selected. |
| • Denial/Validation Message: “Closure request denied due to open Present Danger Assessment (PDA).” |
Any open In-Home Services
- Denial/Validation Message: “Closure request denied due to open In-Home Service.”

Any open Living Arrangements
- Denial/Validation Message: “Closure request denied due to open Living Arrangement.”

Any open Family Support
- Denial/Validation Message: “Closure request denied due to open Intake not linked to an Investigation.”

Any open Interim Child Eligibility
- An open Eligibility does not exist on the Interim Child Information page.

Any open Risk Assessment
- Open if the “Complete” check box is not selected.
- Denial/Validation Message: “Closure request denied due to open Risk Assessment.”

Any open Progress Update
- Open if not approved.
- Denial/Validation Message: “Closure request denied due to open Progress Update.”

Any open/incomplete Investigation.
- Denial/Validation message: “Closure request denied due to open, incomplete Investigation.”

Any open/pending Approvals.
- For any open Approvals, the validation message populates with the approval type.
  - For example, if an unapproved Safety Plan exists, the following message is generated: “Closure request denied due to pending Safety Plan approval.”
Any active alerts.

- For any active alerts on case participants in the case being closed, the validation message populates with the alert type.
  
  - For example, if a Request to Locate alert exists, the following message is generated: “Closure request denied due to active Request to Locate alert.”

Any MCR (Missing Child Record) records that DO NOT have a status of either “Closed – Rapid Recover” or “Closed – Standard Recover.”

- Denial/Validation message: “Closure request denied due to Missing Child Record (MCR) that does not have a status of either “Closed – Rapid Recovery” or “Closed – Standard Recovery.””

AFCARS errors exist

- Please note that this case closure edit is coded but is not currently included in the batch process. Therefore, case closure is not currently denied if there are existing AFCARS errors.

Any child who has been discharged for the reason of “Adoption Finalization” but does not have an Available Status of “Withdrawn – Adoption Finalization.”

- Denial/Validation message: “Closure request denied. Child has been adopted but child’s adoption status is not “Withdrawn – Adoption Finalization.””

Any child who has an Available Status of “Available.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “Available.””

Any child who has an Available Status of “On Hold-TPR on Appeal.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “On Hold-TPR on Appeal.””

Any child who has an Available Status of “On Hold-Identified Local/In-State Family.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “On Hold-Identified Local/In-State Family.””

Any child who has an Available Status of “On Hold-Relative Adoption.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “On Hold-Relative Adoption.””

Any child who has an Available Status of “On Hold-Foster Parent Adoption.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “On Hold-Foster Parent Adoption.””

Any child who has an Available Status of “On Hold-Out-of-State Family/ICPC.”

- Denial/Validation message: “Closure request denied. Child has an Adoption Available Status of “On Hold-Out-of-State Family/ICPC.””
### Conditions

<table>
<thead>
<tr>
<th>Any case participant who is associated with a “Pending” Adoption TANF.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Denial/Validation message: “Closure request denied due to a ‘Pending’ Adoption TANF status.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any case participant who is associated with an “open” Adoption Information page.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Denial/Validation message: “Closure request denied due to an open Adoption Information page.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any case participant who is associated with a “Pending” Adoption Assistance Agreement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Denial/Validation message: “Closure request denied due to a non-terminated Adoption Assistance Agreement status.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any case participant who is associated with a “Pending” Extended Maintenance Adoption Subsidy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Denial/Validation message: “Closure request denied due to a non-terminated Extended Maintenance Adoption Subsidy status.”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any case participant who is associated with a “Pending” Youth/Young Adult Eligibility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Denial/Validation message: “Closure request denied due to a non-terminated Youth/Young Adult Eligibility status.”</td>
</tr>
</tbody>
</table>

### Any open GAP Program Eligibility
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Guardianship Assistance Program Eligibility"

### Any open Guardianship Assistance Agreement
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Guardianship Assistance Agreement"

Any open Extended Guardianship Assistance Agreement
- Open if there is no termination reason/date
- Denial/validation Message: "Closure request denied due to open Extended Guardianship Assistance Agreement"

If a case is found to contain any of the above open work, update the Case Closure status to “Closure Request Denied” and write open items to a report. Otherwise, update the Case Closure status to “Closure Request Accepted.”
4.2  **Post Case Closure Batch**

Summary: Upon closure of a case, this program deletes any extraneous tasks due associated with functions that are not required for completion prior to the closure of a case. The program simply deletes all tasks due associated with these functions as well as the references associated with them (where the ID_TKLR is stored) as part of the closure clean-up process.

**Frequency:** Nightly

**Dependency:** None

**Parameters:** None

**Inputs:**

- Case table
- Court_Disp table

**Outputs:**

- Task Due table
- Legal_Action table
- Court_Disp table
- Legal_Doc table
- CPS_Report table
- Agreement table
- Assessment table
- Title_XIX
- Child_Care_Elig table
- Adult_Svcs_Elig table

4.2.1  **Background Processing:**

(1) Scan the Case table for case records with DT_CASE_CLS equal to up to seven days prior to the current day, using this Case ID, perform the below logic:
(2) Delete records in the TICKLER table associated with the case; Delete the rows in the TICKLER table where Case ID = TICKLER.ID_PRMRY_TYPE and CD_PRMRY_TYPE = ‘C’
(3) Remove references to the deleted ticklers by setting the ID_TKLR_XXXX fields to NULL for tables/columns listed below:

<table>
<thead>
<tr>
<th>Table</th>
<th>Column</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEGAL_ACTION</td>
<td>ID_TKLR</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_MTN</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_EXPR</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_ILP</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_ASSMT_CONF</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_PLAN</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_RPT_DUE</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_ADJ_HRNG</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_PERMH</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_FTP</td>
</tr>
<tr>
<td>COURT_DISP</td>
<td>ID_TKLR_NINE</td>
</tr>
<tr>
<td>AGREEMENT</td>
<td>ID_TKLR</td>
</tr>
<tr>
<td>AGREEMENT</td>
<td>ID_TKLR2</td>
</tr>
<tr>
<td>LEGAL_DOC</td>
<td>ID_TKLR</td>
</tr>
<tr>
<td>CPS_REPORT</td>
<td>ID_TKLR_CMPLT</td>
</tr>
</tbody>
</table>
(4) Delete open Child Care and Adult Services associated with ID_CASE; DELETE records in CHILD_CARE_ELIG and ADULT_SRVC_ELIG where DT_DTRM = NULL using ID_CASE.

(5) Delete ticklers from the Tickler table whose ID_TKLR value is found in the ID_TKLR_RPT_DUE field on the Court Disp table and whose DT_CTM_END is less than the date of the batch run.

Report: None

4.3 Database Definitions

Table Name: CASE_CLOSURE

Primary Key: ID_CASE, ID_CASE_CLS

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Data Type</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID_CASE</td>
<td>number</td>
<td>Not Null</td>
</tr>
<tr>
<td>ID_CASE_CLS</td>
<td>number</td>
<td>Not Null</td>
</tr>
<tr>
<td>CD_RSN</td>
<td>number</td>
<td>Not Null</td>
</tr>
<tr>
<td>FL_CHKL</td>
<td>char(1)</td>
<td>Not Null</td>
</tr>
<tr>
<td>FL_RISK_ASES</td>
<td>char(1)</td>
<td>Not Null</td>
</tr>
<tr>
<td>CD_MRG_OR_ADPTN</td>
<td>char(1)</td>
<td>Not Null</td>
</tr>
<tr>
<td>CD_RQST_CLS</td>
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</tr>
<tr>
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</tr>
<tr>
<td>TS_CR</td>
<td>datetime</td>
<td>Not Null</td>
</tr>
<tr>
<td>ID_UP</td>
<td>number</td>
<td>Not Null</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
<td>----------</td>
</tr>
<tr>
<td>TS_UP</td>
<td>datetime</td>
<td>Not Null</td>
</tr>
<tr>
<td>DT_CASE_OPN</td>
<td>datetime</td>
<td>Null</td>
</tr>
<tr>
<td>DT_CASE_CLS</td>
<td>datetime</td>
<td>Null</td>
</tr>
<tr>
<td>ID_RISK_ASES</td>
<td>number</td>
<td>Null</td>
</tr>
<tr>
<td>ID_CHKLS</td>
<td>number</td>
<td>Null</td>
</tr>
<tr>
<td>ID_CASE_MRG</td>
<td>number</td>
<td>Null</td>
</tr>
<tr>
<td>TX_DOC_PATH</td>
<td>varchar(236)</td>
<td>Null</td>
</tr>
<tr>
<td>CD_CHKLS_TYPE</td>
<td>number</td>
<td>Null</td>
</tr>
</tbody>
</table>
4.4 Requirements

- CMC 001
- CMC-002
- CMC-010
- CMC-013
- CMG-015
- CMG-021