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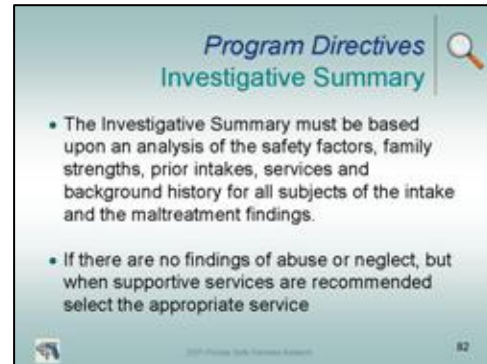
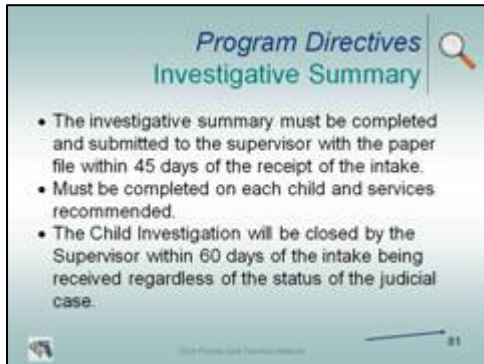
## Topic ~ Closing a Case / Investigation

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### Policy

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**Display PPT# 81 & 82 and Review**



- » ***The Case Closure page is used to document case closure information and initiate all case closure activities. You will manage all case closing activities from this page.***
  
- » ***If the system detects any reason(s) to deny a case closure request (for example, there is work associated with a case participant that must be closed or completed, or there are missing AFCARS data elements), this information is displayed by clicking on the expando to display the Closure Denial Message group box.***
  
- » ***The investigator is responsible for closing all cases that have no active service worker assigned to the case.***

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### Trainer Led Instruction

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- » ***This training scenario has been staffed to services- so we do not want to close the case. We will demonstrate the following steps to close a case not needing services.***
  
- » ***Remind class NOT to [Save](#) at the end.***
  1. From the Desktop, click the **Angela Vilmer** hyperlink