

Agency Service Coordination Manual

8.1 File Transfer, Agency Discharge and Case Closure

Background

Community Living disABILITY Services (CLDS) program eligibility is determined at intake and once established, it does not change throughout a person's lifetime. Though eligibility remains the same, the status of an individual's CLDS file may change depending on their circumstances.

This procedure describes processes for three scenarios:

1. **File Transfer** – file transfer will occur when an individual moves to a new region of Manitoba, and where case management will remain with the current managing agency.
2. **Agency Discharge** – agency discharge will occur when an agency will no longer provide case management of an individual's file, and CLDS staff will resume case management.
3. **Case Closure** – case closure will occur when the criteria is met for an individual's file to close with CLDS.

Process

1. File Transfer

- A file transfer occurs when an individual moves to a new region in Manitoba, excluding a First Nations reserve, and the agency providing case management can continue to support the individual in their new location.
- The agency designate must inform the Service and Support Navigator (SSN) or Community Service Worker (CSW) of the move. The SSN or CSW will update demographic information in inFACT.
- Depending on the individual's new address, a new SSN or CSW and/or Program Manager may be assigned. The SSN or CSW will advise the agency designate of any changes.

2. Agency Discharge

- Agency discharge will occur when an agency will no longer provide case management of an individual's file, and CLDS staff will resume case management.
- This could occur for several reasons, including, but not limited to:

- an individual's move to a new region where they cannot be supported by the current agency;
 - a breakdown between the individual and managing agency, that is not able to be solved through the conflict resolution process; and/or
 - a change to an individual's support needs that would be better supported by an alternate agency.
- Agencies are required to have policies in place to guide and inform the process of closing a participant's file with the agency.
 - Upon agency discharge, for any reason excluding death, agencies are required to inform the individual in writing, in addition to other forms of communication the agency may deem appropriate.
 - For any scenario resulting in agency discharge, the agency will gather relevant file contents and provide copies to the SSN for storage in the individual's CLDS file. Relevant file contents include:
 - copies of all plans completed in the past two years or duration of time with agency if less than two years;
 - all medical/psychiatric/therapeutic professional documentation for the duration of time that the agency was providing case management;
 - all assessments or discharge summaries that have been completed; and
 - a completed Agency Discharge Summary form (see Appendix A).
 - Upon receipt of the file contents, the SSN will review to ensure the file is complete. The SSN may request additional information where required.
 - The agency designate will contact the appropriate program manager to notify of funding termination (i.e., Centralized Services and Resources (CSR) in Winnipeg, or the rural regional program manager).
 - **The SSN and Program Manager will complete the transfer process to have the individual's CLDS file transferred to the community area or regional office of their current residence. The individual's file will then be fully case managed by a CSW, allowing further assessment and appropriate referrals where required.**
 - **In situations where it has already been identified that an individual may leave their current residence, they will still be transferred to the community area or region of their address at the time of agency discharge. As per CLDS transfer protocols, if the individual relocates, the file can be transferred to the new community area or**

region following a one-month period of stability at their new residence.

3. Case Closure

- File closure occurs under the following circumstances:
 - an individual, Substitute Decision Maker (SDM) and/or committee has requested that the case file be closed and there is deemed to be no need for protective services;
 - an individual has been determined ineligible for services;
 - there has been no contact with an individual, the SDM (if applicable) or the nearest relative for a period of one year;
 - an individual has moved out of province or to a permanent address on a Manitoba First Nations reserve;
 - an individual has moved to a Personal Care Home;
 - an individual is incarcerated and receives a sentence longer than 3 months (may be reviewed on a case-by-case basis); and/or
 - an individual has died.

Agency Responsibilities

- When an agency designate becomes aware that an individual's CLDS file meets criteria for closure, they are to inform the SSN or CSW as soon as possible. The SSN or CSW will consult with their program manager to confirm whether case closure is supported, and notify the agency designate of the decision.
 - For individuals with the Public Guardian and Trustee (PGT) appointed as SDM, the CSW must receive authorization from the PGT to close the file.
- In the event case closure is required due to the death of a participant, the agency designate is to inform the SSN or CSW immediately. If a participant has died, and the cause of death is suspicious (death where there is questionable cause, unusual circumstances, or concern about service delivery), the Suspicious Death and Serious Injury procedure in this manual is to be followed.
- The agency designate will contact the appropriate program manager to notify of funding termination (i.e., CSR in Winnipeg, or the rural regional program manager). As per current CLDS policy, funding continues for a two-week period from the date of service termination.
 - The agency designate will follow the agency discharge procedure, providing all relevant participant file contents and a completed Agency Discharge

Summary to the SSN or CSW for storage in the individual's CLDS file. Upon receipt of the file contents, the SSN or CSW will review to ensure the file is complete. The SSN or CSW may request additional information where required.

- The SSN or CSW will compile all internal case documentation with the file provided by the agency, and submit for archival.
 - The SSN or CSW will follow the CLDS Case Closure Policy, including appropriate case notes and sending a letter informing the individual of file closure with direction on how to have file reopened that includes the address and phone number of nearest community area or regional office.

Re-Opening Closed CLDS Files

- If an individual's CLDS file was closed, and they want to resume services, they can contact their community area or regional office to have their file re-activated.
- Alternatively the individual can contact the agency who they were previously receiving services from, and the agency can assist them to contact a CLDS program manager.
- The re-activation of a CLDS case file does not automatically result in entitlement to services, as CLDS is a discretionary program and services are prioritized based on the urgency of need within available resources.

Standards

- For moves with no funding implications, the agency designate will notify the SSN of changes to an individual's home address within 14 days.
- For individuals with the PGT appointed as SDM for personal care, moves must be discussed with the assigned CSW and approved by the PGT.
- Following a three-month period of inactivity, the agency designate will notify the SSN or CSW, along with a brief summary of attempts to re-establish service. The SSN or CSW, in collaboration with the agency designate, will determine next steps. This may result in agency discharge and/or ultimate file closure.
- Agencies will inform the individual of agency discharge in writing, including the reason for discharge.
- In the event of CLDS file closure, the SSN or CSW will inform the individual in writing, including the reason for closure.
- Upon agency discharge, the agency designate will provide all relevant file contents and the completed Agency Discharge Summary to the SSN or CSW within 2 weeks of agency discharge. In the event of a crisis or emergency, the

SSN or CSW may request the Agency Discharge Summary at an earlier timeframe in order to support urgent crisis planning.

- File contents will be provided in paper form and delivered in person or by mail. If the SSN or CSW determines that file contents are incomplete, they may contact the agency designate to request further documentation.
- **Following agency discharge, the individual's file will be transferred to the community area or region of their current residence, regardless of whether they will be leaving that residence. Consistent with CLDS transfer protocols, the file will be transferred to the new community area or region following a one-month period of stability at their new residence.**
- Consistent with department policy, agencies must store all client information for a period of seven years, in a file management system that complies with standards set forth in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Act (PHIA).