Closing a Bridges Case

Ohio Department of Children & Youth

Knowledge Base Article

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Overview

This article provides step-by-step instruction for closing a Bridges case.

Important: Prior to closing a Bridges case, please be certain of the following:

- There are no Activity Logs in “Draft” status.
- The Bridges Legal Custody Episode has been end-dated.
- The Housing Record has been end-dated
- Tier Level has been end-dated.

Important: An Activity Log for case closure must be completed prior to closing a case. Please see instructions below for completing an Activity Log.

From the Ohio SACWIS home screen:

1. Click the **Case** tab.
2. Click, **Workload**.
3. Click the name of the appropriate caseworker.

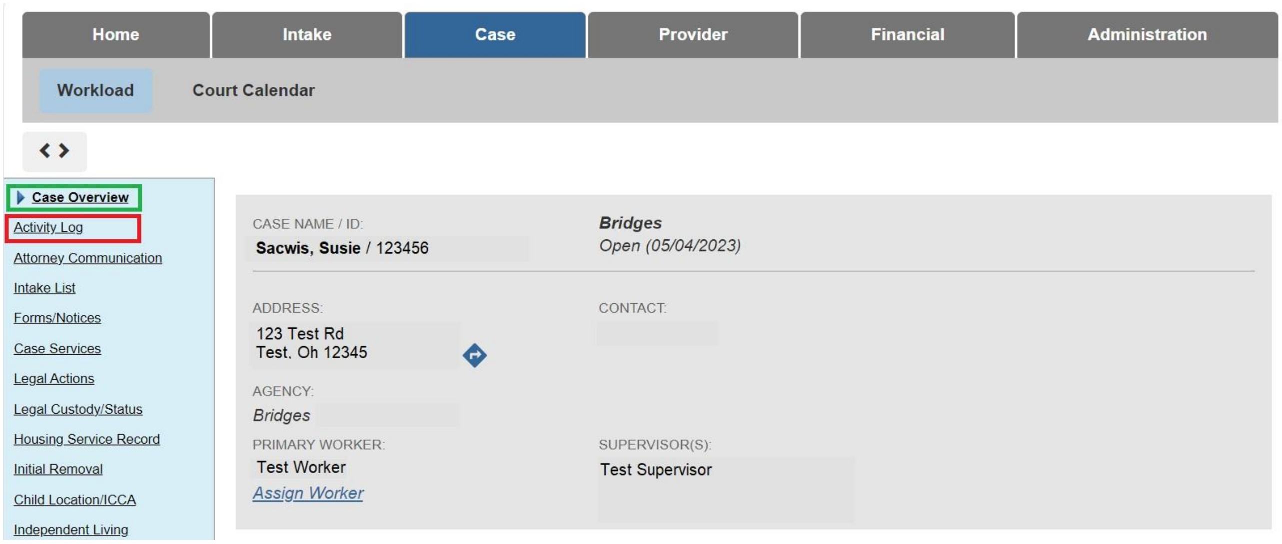
A list of cases appears.

4. Click the appropriate case number.

The **Case Overview** screen appears.

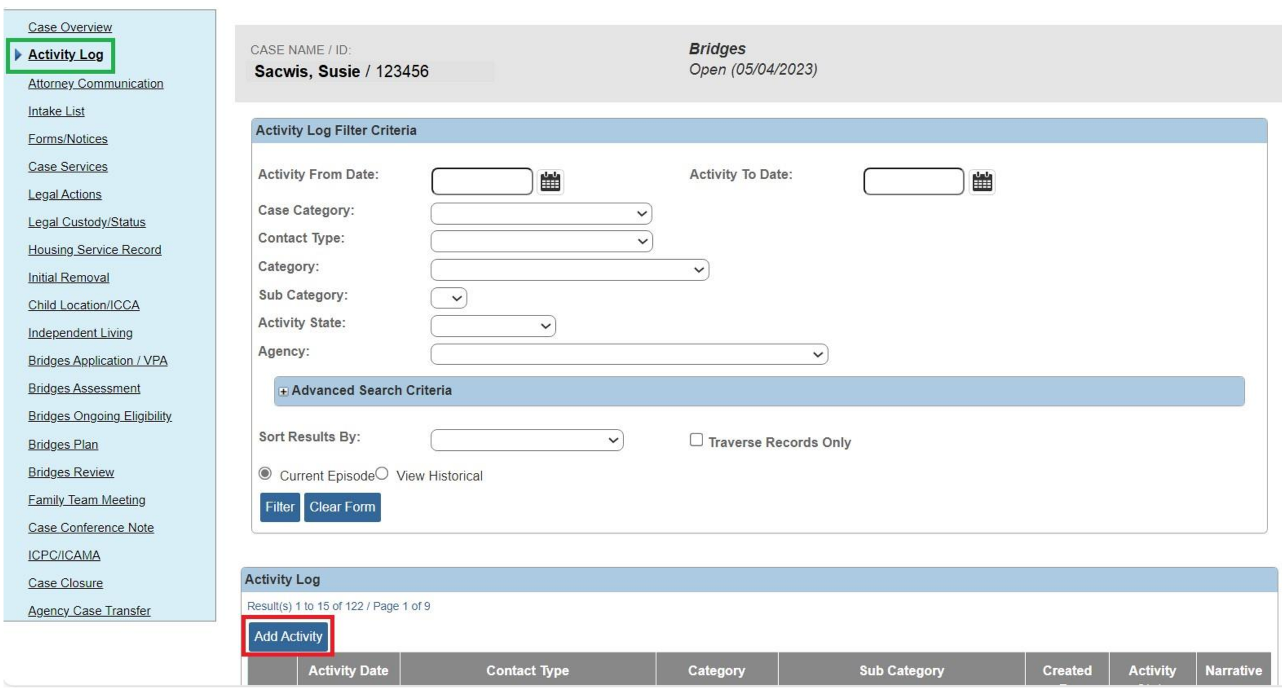
Creating the Activity Log

1. Click, **Activity Log**, in the navigation pane.



The **Activity Log** screen appears.

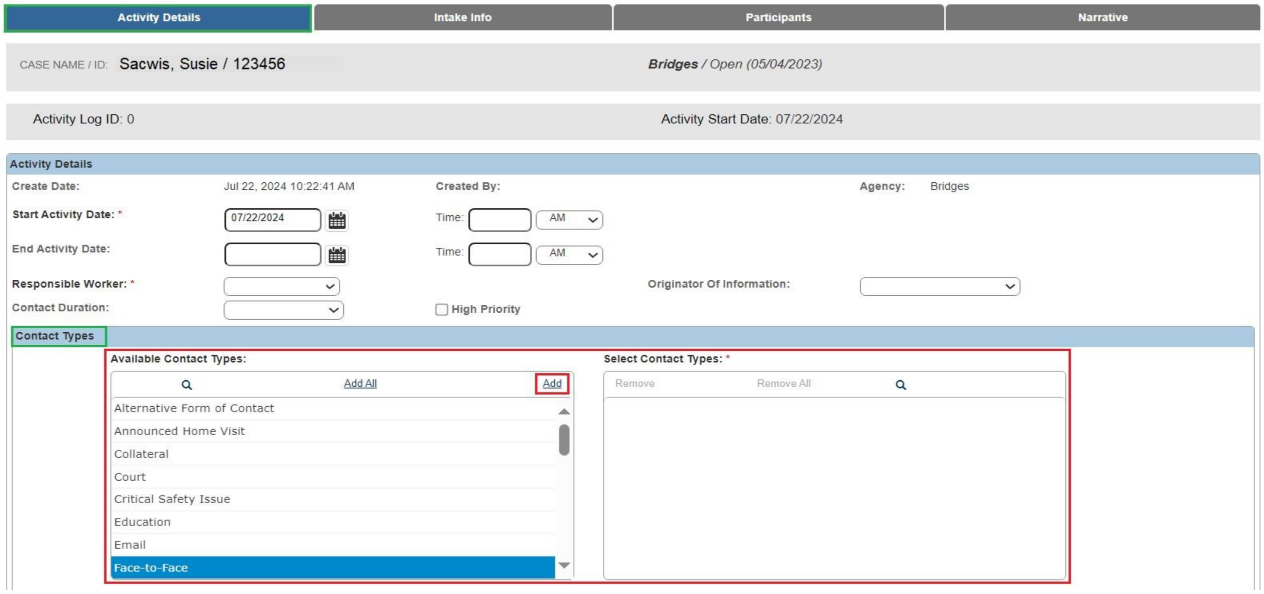
2. Click, **Add Activity**.



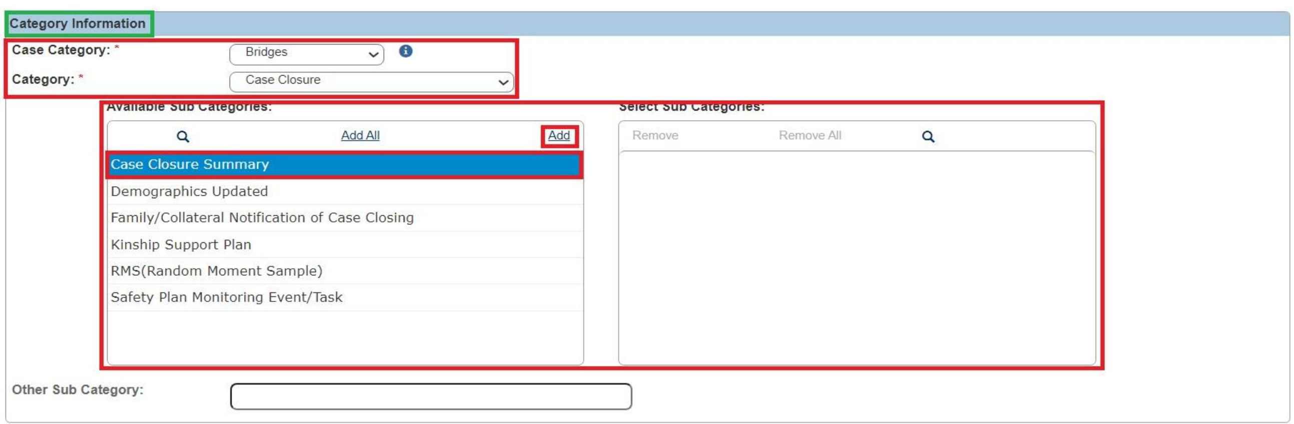
The **Activity Details** screen appears.

3. Make a selection from the list of **Available Contact Types** in the **Contact Types** grid (this will activate the **Add** feature).
4. Click, **Add** (this will place your selection in the **Select Contact Types** box).

Closing a Bridges Case



5. Select **Bridges** from the **Case Category** drop-down menu in the **Category Information** grid.
6. From the **Category** drop-down menu, select **Case Closure**.
7. Select, **Case Closure Summary** from the list of **Available Sub Categories**.
8. Click, **Add**.



9. From the top of the page, click the **Participants** tab.

The **Participants** screen appears.

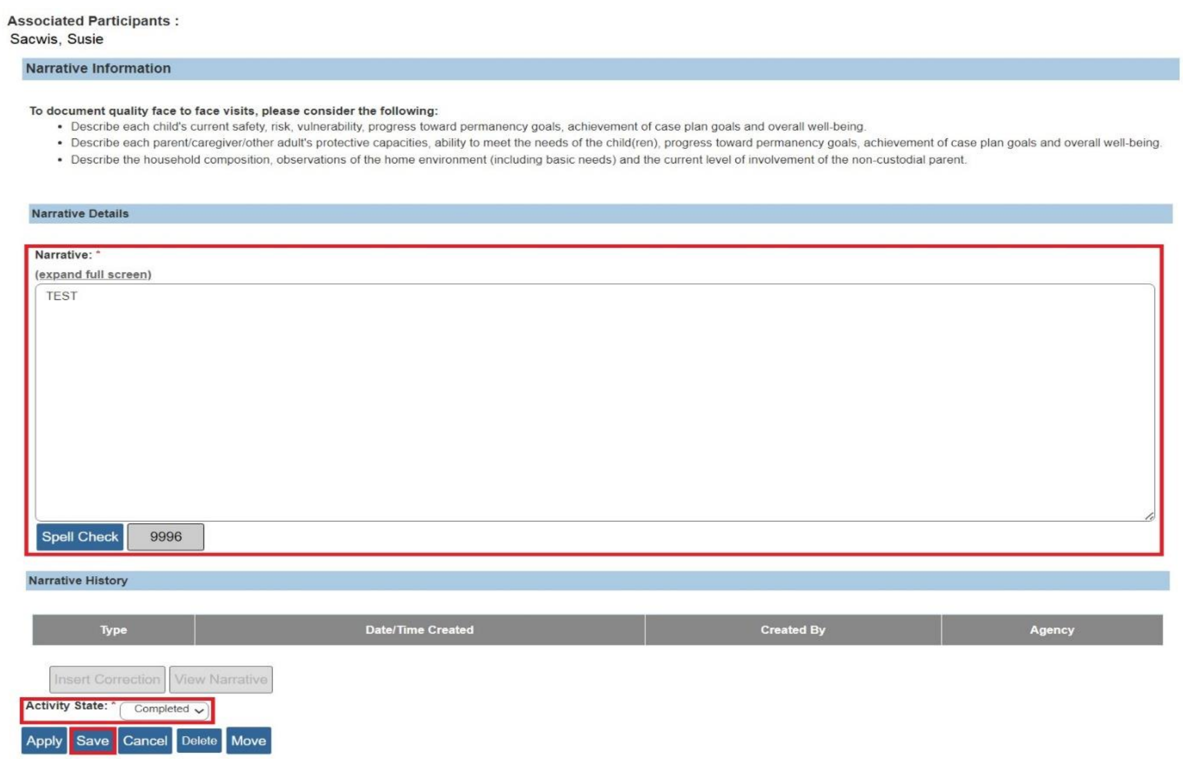
1. Make a selection from the available options under, **Contact Status**.
2. Click the **Narrative** tab.

The **Narrative** screen appears.

1. Enter text in the **Narrative** text box in the **Narrative Details** grid.
2. Select, **Completed** from the **Activity State** drop-down menu.

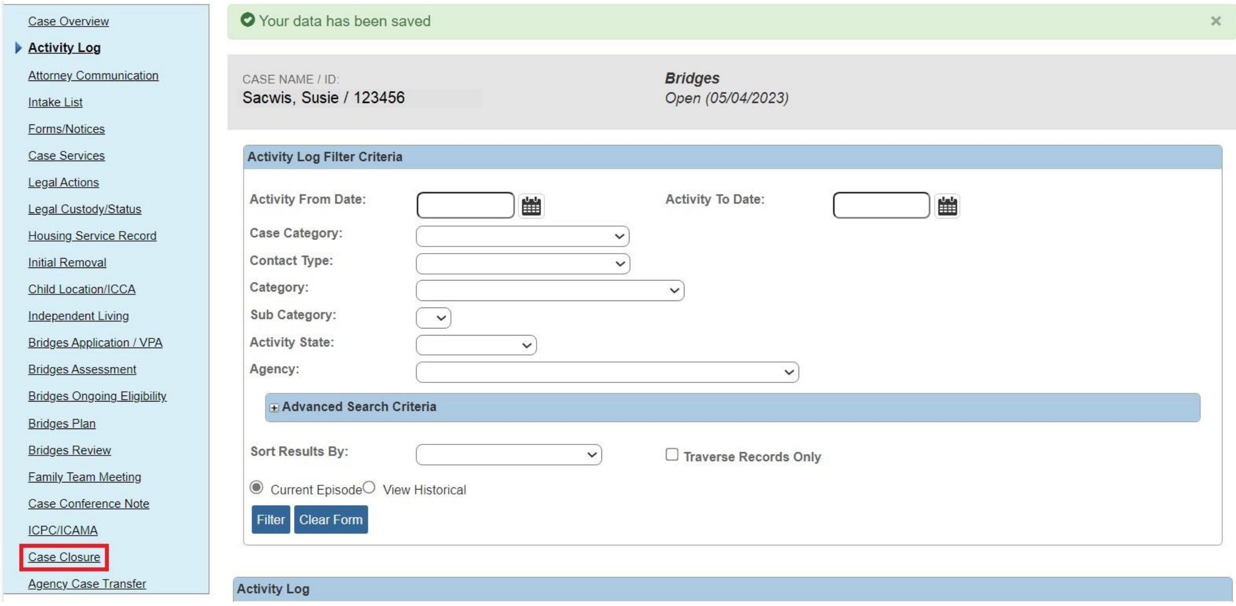
   Important: Prior to selecting Completed, be certain to carefully review the record; once you have selected Completed, you will not be able to edit the Narrative.

3. Click, **Save**.



The **Activity Log** screen appears.

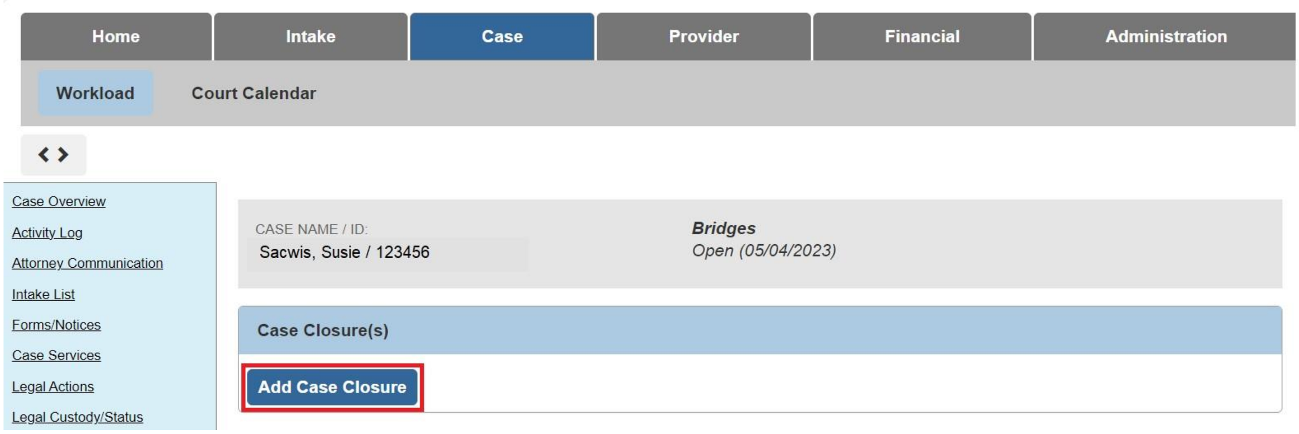
1. Select, **Case Closure**, from the navigation pane.



The **Case Closure** screen appears.

Adding a Case Closure

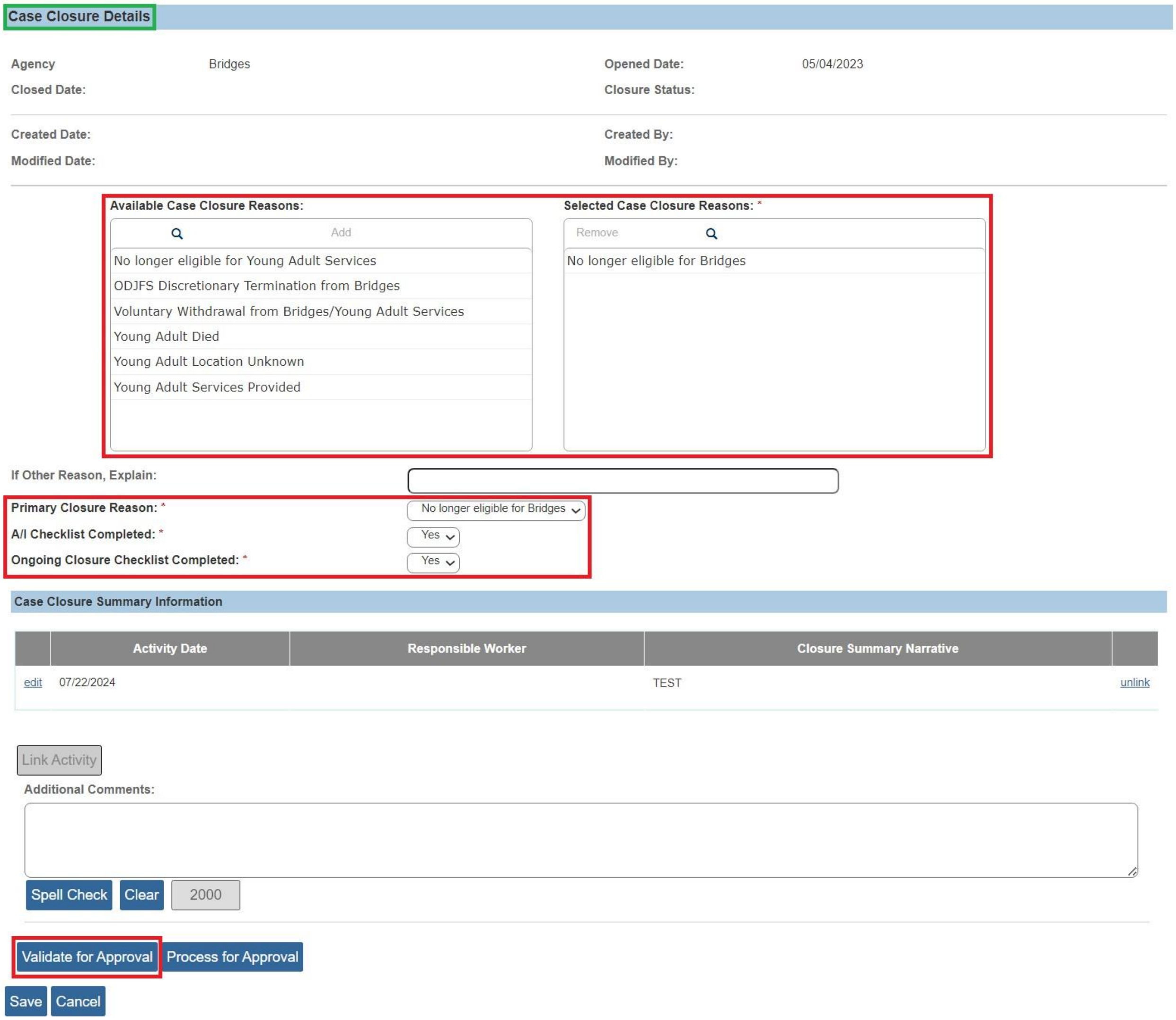
1. Click, **Add Case Closure**.



The **Case Closure** screen appears.

2. Make a selection from the **Case Closure Reason** drop-down menu.

3. The **A/I Checklist Completed** and the **Ongoing Closure Checklist Completed** responses will remain as **N/A**.
4. Click, **Validate for Approval**.


Case Closure Details

Agency Bridges
Opened Date: 05/04/2023
Closed Date:
Closure Status:
Created Date:
Created By:
Modified Date:
Modified By:

Available Case Closure Reasons:
Add
No longer eligible for Young Adult Services
ODJFS Discretionary Termination from Bridges
Voluntary Withdrawal from Bridges/Young Adult Services
Young Adult Died
Young Adult Location Unknown
Young Adult Services Provided

Selected Case Closure Reasons: *
Remove
No longer eligible for Bridges

If Other Reason, Explain:
Primary Closure Reason: * No longer eligible for Bridges
A/I Checklist Completed: * Yes
Ongoing Closure Checklist Completed: * Yes

Case Closure Summary Information

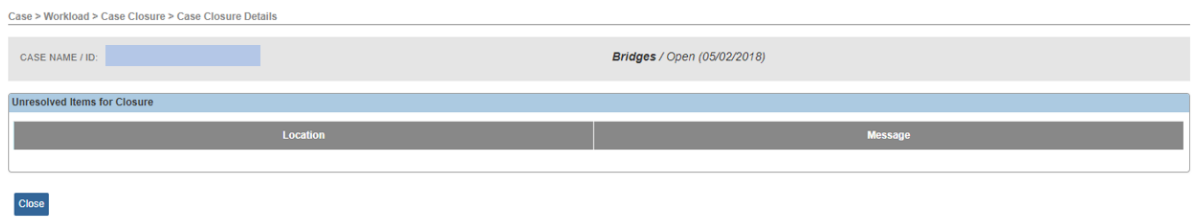
	Activity Date	Responsible Worker	Closure Summary Narrative	
edit	07/22/2024		TEST	unlink

Link Activity
Additional Comments:
Spell Check Clear 2000
Validate for Approval Process for Approval
Save Cancel

The **Case Closure Details** screen appears. If there are unresolved issues that would prevent the Bridges case from being closed, the **Unresolved Items for Closure** grid will appear (see graphic below), providing the location of the item(s) (**Location** tab), as well as the specifics of the issue(s) (**Message** tab). You will need to click the hyperlink(s) in the Location grid to resolve the issue(s).

If there are no unresolved issues, the Unresolved Items for Closure grid will still appear, but it will be empty. When there are no unresolved issues:

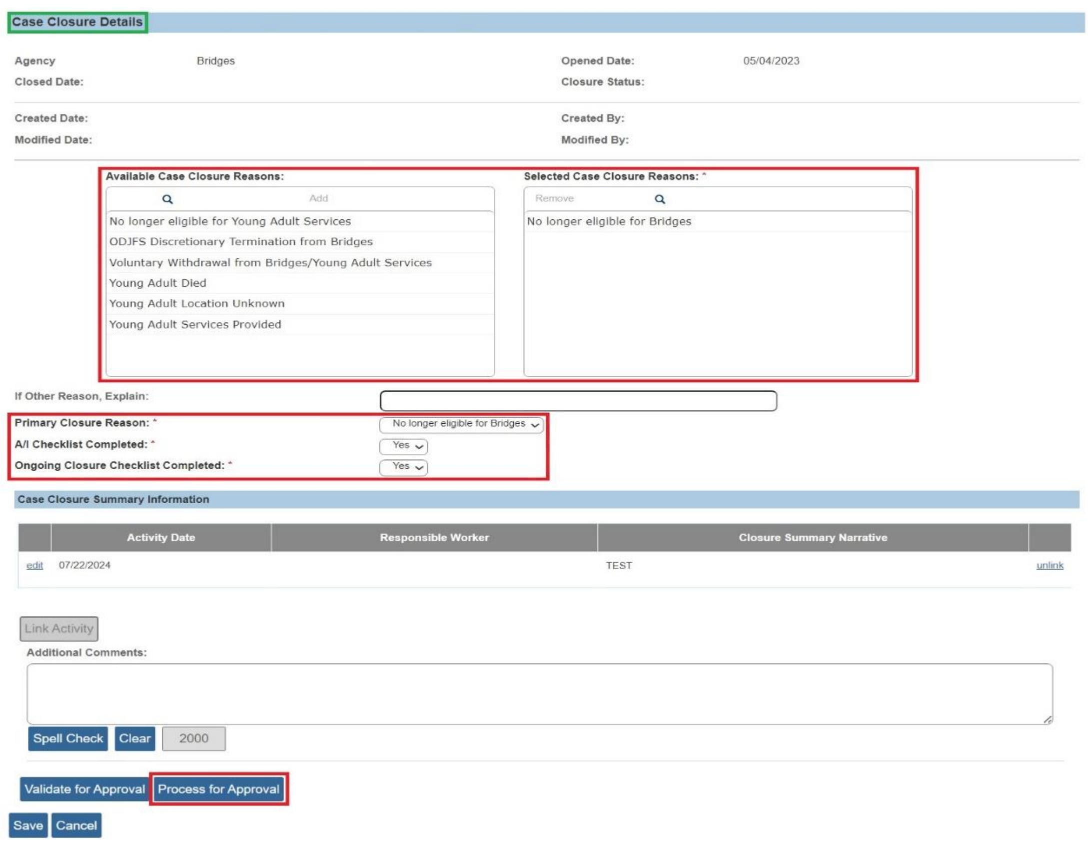
5. Click, **Close**.



The **Case Closure** screen appears.

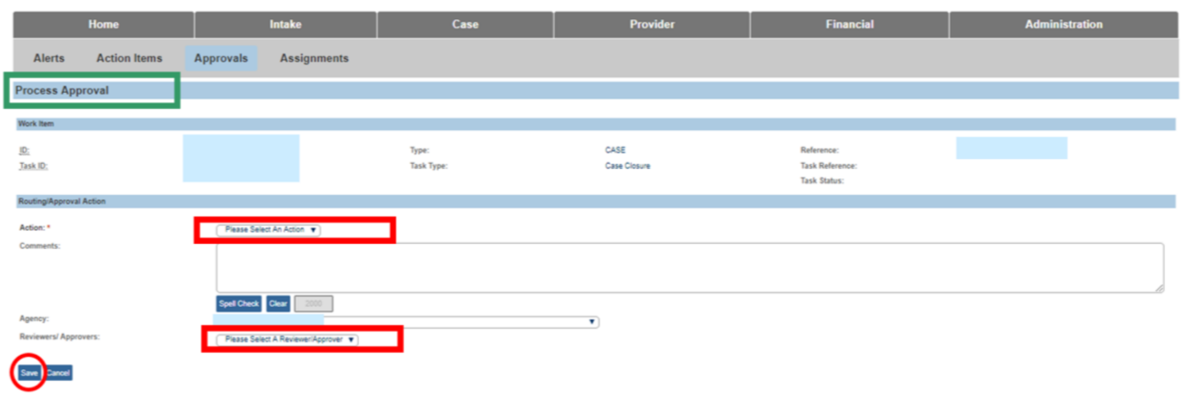
Processing for Approval

1. Click, **Process for Approval**.



The **Process Approval** screen appears.

2. Make a selection from the **Action** drop-down menu. (supervisor can just final approve).
3. Make a selection from the **Reviewers/Approvers** drop-down menu.
4. Click, **Save**.



If you have additional questions pertaining to this Deployment Communication, please contact the [Customer Care Center](#).