

# **Interlake Eastern Regional Health Authority**

## **Manitoba Key Worker Program**

### **Closure Policy: Approved March 24, 2015**

#### **Purpose:**

The purpose of the Closure Policy is to establish the extent of service provided to families within the Manitoba Key Worker Program and to provide Key Workers with procedures to help them guide families towards self sufficiency. The Closure Policy will also allow for turnover within the program so that more families who need the service within the region can be serviced over time.

#### **Goal:**

The goal of the Closure Policy is to ensure that families are aware of the length of service they can expect from the program. The Closure Policy will also allow new families to receive service and to understand how long they may have to wait for service once they are referred.

#### **Procedures:**

Families will be offered service within the Manitoba Key Worker program for up to 2 years. In many cases the Key Worker will have completed their work with the family before the end of the second year. In some cases families will need additional support from the program beyond the 2 year period. The program service can be extended up to 3 years, depending on the situation. (see Service Beyond 2 Years below)

##### **a) Reasons for Closure:**

The following reasons for closure should be documented within the family file:

1. The family has completed their goals within the Manitoba Key Worker program
2. The family has moved out of the service region
3. The child or youth has moved out of the family (ie. placement change) and is no longer living in the service region
4. The family no longer wants the service
5. There has been no response from the family for a period of at least three months, despite reasonable efforts from the Key Worker to connect. Before the case file is officially closed, the Key Worker will send a letter to the family informing them of the closure and giving them an opportunity to resume service.
6. The youth has turned 21

#### b) Service Beyond 2 Years

If the family requires or requests service beyond the 2 year service period, the Key Worker should consult with the Clinical Supervisor at the 18 month mark. At this time the Key Worker and Clinical Supervisor will complete the 6 month Assessment of Client Progress form to assess the reason for the extension. The decision to extend service will be made by the Clinical Supervisor and the Key Worker based on clinical merit. In situations where there is disagreement, the RHA Program Manager will decide on the extension of service.

If the determination is to end service at 2 years, then the key worker will work with the family to ensure other appropriate resources are in place at exit from the program. If the determination is to extend service for another year, then the Key Worker will work with the family to identify clear and measureable goals for the extension period.

#### c) Re-Referral:

If a family is re-referred to the program after the file is closed for whatever reason, the Key Worker should assess the situation to see if the family's needs can be met with a brief intervention. If not, the family can choose to be placed on the wait list for service from the program as follows:

1. If a family moves out of the service region and the file is closed, and then moves back into the service region and want to resume service with the Manitoba Key Worker program, they can be re opened to their Key Worker. If their Key Worker's caseload is full, then they will be put at the top of the wait list for service.
2. If a family completes service in the Manitoba Key Worker program and is closed, but still wants the service, they can be put at the bottom of the wait list. Consideration should be made about the reason the family still requires service after completing the program.