RE-OPENING CLOSED CASE

NOTE: There is a related training video – “Re-opening closed case” – on the state’s website: www.oklahomacasa.org – Program Login/Optima Information (password – casaprogram)

When a child returns to DHS custody, you will want to reopen the case and the child instead of creating a new case. This way the entire history, notes and documents will come back.

1. Find and open the closed case file in Closed cases.

2. Scroll down to the bottom of the Case Details page and go to the Case Closing Information tab.

3. Click the Re-open Case button
   NOTE: This will reopen the case, but nothing else. Optima makes no assumptions about anything else or that all children return to care.

4. If needed, you can update the Case Number and Case Name. If you change the Case Number and Case Name, a suggestion would be to copy and paste the previous number(s) and Name(s) into the Notes.

5. Follow the same process you use to open a new case – People, Places and Things – to go through the newly opened case to reopen, add, and update each section.
   - Begin with the children, click on the magnifying glass of each child who came back into care and scroll down to the Closing Information tab. Click on the Reopen Child button.
   - Add any new children if necessary.
   - Add any new family members, inactivate any who are irrelevant (fathers of children who do not come back into care, for example).
   - Add Associated Parties, Case Assignments (CASA Supervisor, then advocate).
   - Create new entries even if some of the same individuals are involved again.
   - Enter current placements.
   - Enter the new Petitions and Allegations, Hearings, and Documents.