

Case Closure Script

1. [On-screen words and narration] This is a script for closing a case under the following circumstance: when the survivor's needs are met and/or their (pre-existing or new) support systems are functioning. This would only be done in circumstances in which the survivor is not still experiencing violence.

2. **[CASEWORKER]** Today, I wanted to check in with you about the support you are receiving from us and the progress made on your action plan since you first came here for help. I'd like us to go goal by goal and discuss with you what you think we have been able to accomplish and whether there is anything further you would like to work on together. How does this sound to you?

3. **[SURVIVOR]** Sure.

4. [On screen words and narration] *[If survivor can read, caseworker can show the survivor the action plan so that they can look at the goals together and the notes on progress to date.]*

5. **[CASEWORKER]** So, let's take our first goal— of securing your access to health services. I know this was something you were able to do, and I know from our conversations that you have been going for follow-up care. Is there anything from your perspective that you think you need or that we need to continue to work on together to ensure that you can continue with your follow-up appointments?

6. **[SURVIVOR]** No. I don't think so.

7. **[CASEWORKER]** Ok. One of the things we had talked about was you asking a friend or family member whom you trust to go with you to appointments. Has that been helpful? Is it something you will continue to do?

8. **[SURVIVOR]** Yes, it's been helpful. I don't know if I will be able to have someone come to all of my appointments, but I feel comfortable now asking my friend and my sister. That was also one of our other goals—that identify 1-2 people with whom I feel comfortable talking to when I need to and who I can ask for support during difficult moments. I was able to do that with my friend and sister.

9. **[CASEWORKER]** Ok, yes that's wonderful that you were able to do that. I know that was not an easy step for you to take, but you did it!

10. Ok, if there aren't any other new needs or goals there, let's move onto the next one. We also had a goal related to you coming to the tea/coffee sessions at the women's center on a regular basis so that you could connect with other women. In the past, you have mentioned that you have been able to attend those sessions—sometimes not as regularly as you would



like to—but you have attended them and that you liked attending. What are your thoughts about attending these sessions now?

11. [SURVIVOR] I would like to attend them when I can. Sometimes because of all the housework and caretaking I have to do, it gets difficult to attend them but I have been trying to go once a month at least.

12. [CASEWORKER] Ok that's great. I wonder too if there's anyone you have met in the group or maybe you could bring your friend or sister who could help you make it to a sessions at least once a month. What do you think about that?

13. [SURVIVOR] I think I could try that.

14. [CASEWORKER] Ok that's great. Overall, it seems to me that you are doing much better than when you first came for help, and the needs we discussed have been met. You've been attending our sessions regularly, you have been able to identify a few consistent sources of support in your life and you are also connecting with other women at the women's center. It's a lot what you have been able to do over the past two months. I'm very proud of you and hope you are too.

[SURVIVOR] Yeah I agree

[CASEWORKER] In my perspective, I think you may be ready to move on from receiving services here. You would be welcome to come back whenever you needed to. What are your thoughts about this? How would you feel about this?

[SURVIVOR] Thanks for your support. I'm satisfied about the services and glad to know I can come back if I need to.

[CASEWORKER] Do you feel we can close your case?

[SURVIVOR] Yes, we can close the case.

[CASEWORKER] Here's the form we use to close the case. [CW PRESENTS FORM] [CW SIGNS FORM]

[CASEWORKER] Of course, feel free to come back to me and re-open your file at any time.

[SURVIVOR] Thank you.

[NARRATION] Part of ensuring quality services is tracking client satisfaction with services, commonly done through a client satisfaction survey. This can be administered at various points in the case management process. Depending on your context, this could be the third or fourth visit or the close of services. In either case, you may introduce the concept of client satisfaction by saying:

In order to serve you better, we regularly collect feedback on the services you received. Is it okay with you if my colleague asks you a few questions about the services provided? Alternatively, you can provide your feedback through an anonymous survey.