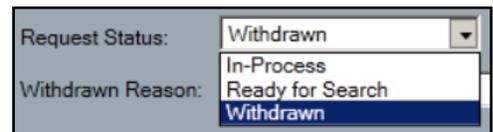


# CONNECTIONS Quick Tip Closing or Withdrawing a Placement Request

Sometimes a placement request will need to be closed after it has been initiated. Closing or withdrawing a placement request will be done in different windows depending on how far along the request has been processed. This Quick Tip describes various scenarios under which a placement request must be closed and how to do that. The PLACE DASH business functions is needed to access the Placement Dashboard. Additional business functions are needed to reach other windows (MAINT PLACE for Scenario 1, SEARCH PLACE for Scenarios 2 and 3, and RESOURCE COORD for scenario 4).

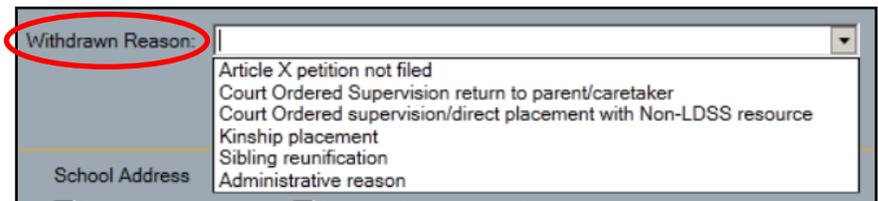
## Scenario 1 - The Request is Initiated and Saved in "In-Process" Status on the Dashboard

1. On the Placement Dashboard, select the request to be closed.
2. Use the Request Status drop down menu to select "Withdrawn."



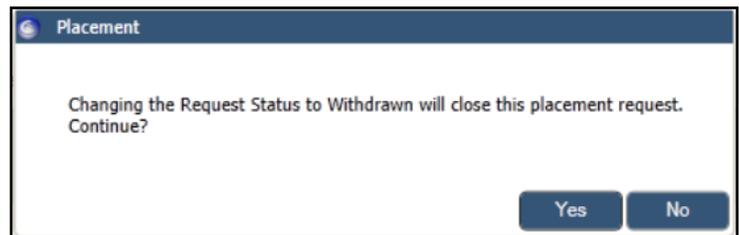
A screenshot of a software interface showing a dropdown menu for 'Request Status'. The menu is open, showing three options: 'In-Process', 'Ready for Search', and 'Withdrawn'. The 'Withdrawn' option is currently selected and highlighted in blue.

3. Select a Withdrawn Reason.



A screenshot of a software interface showing a dropdown menu for 'Withdrawn Reason'. The menu is open, showing several options: 'Article X petition not filed', 'Court Ordered Supervision return to parent/caretaker', 'Court Ordered supervision/direct placement with Non-LDSS resource', 'Kinship placement', 'Sibling reunification', and 'Administrative reason'. The 'Withdrawn Reason' label is circled in red.

4. Click the **Save** button.
5. On the requesting pop-up message that the placement request will be closed, click the **Yes** button.

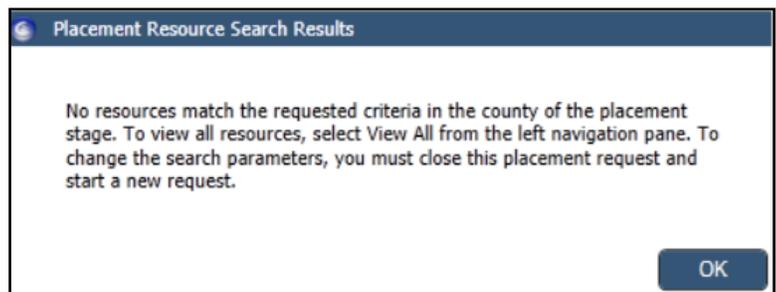


A screenshot of a 'Placement' pop-up message window. The message reads: 'Changing the Request Status to Withdrawn will close this placement request. Continue?'. There are two buttons at the bottom: 'Yes' and 'No'.

## Scenario 2 - A Search is Completed, but No Results are Returned

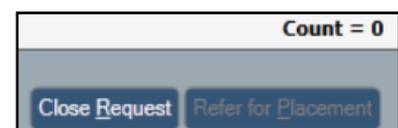
A child can only be involved in one open placement request at a time. If a resource search returns no suitable results, you will need to close the request in order to open another and change the search parameters. (See the Quick Tip, *Initiating a Placement Request with New Using* for details.)

1. From the **Placement Search** window, click the **OK** button on the pop-up message alerting you that no resources have returned.



A screenshot of a 'Placement Resource Search Results' pop-up message window. The message reads: 'No resources match the requested criteria in the county of the placement stage. To view all resources, select View All from the left navigation pane. To change the search parameters, you must close this placement request and start a new request.' There is an 'OK' button at the bottom right.

2. Click the **Close Request** button to the lower right of the search results grid.



A screenshot of a software interface showing a button labeled 'Close Request' next to a button labeled 'Refer for Placement'. Above the buttons, it says 'Count = 0'.

3. A pop-up warning will direct you to choose the appropriate action from the Place Child window. Click the **OK** button.

*The Place Child window opens.*

4. Select the appropriate Placement Action.

5. Add comments, if desired.
6. Click the **Save & Close** button.

### Scenario 3 - A Search is Completed and Referrals Sent

1. On the Placement Dashboard, select the request to be closed.
2. Click the **Referral Detail** link in the left navigation pane.
3. Click the **Place Child** link in the left navigation pane.
4. Select "Placement No Longer Needed" from the Placement Actions drop-down menu.
5. Add comments, if desired.
6. Click the **Save & Close** button.

### Scenario 4 - The Placement is Verified and is Awaiting Navigation in Activities

1. Access the Placement Dashboard from the Search/Maintain menu.  
*(Requires the PLACE DASH business function.)*
2. Click the **Verify Placements** link.  
*(Requires the RESOURCE COORD business function.)*
3. Since the child's placement has already been verified, you will need to locate the *closed* verification record by entering a date range and clicking the **Search** button.  
**From:** and **To:** dates must be within 30 days of each other. Results may be filtered by the request number, if known, or by entering a "C" in the status column to locate closed requests.
4. Once you have located the correct verification record, highlight the result.
5. Use the **Verification Status** drop-down menu to select "Child Failed to Arrive."
6. Click the **Save** button.

Children recently placed

From: 10/18/2019 To: 11/17/2019 Search

Child Name	PID	Placement Date	Verification St
Collins,Patrick	46548068	10/24/2019	Placement Verif

