

Service Suspension and Termination Policy

Program Name: **HOMEMAKING**

I. Policy

It is the policy of this DHS licensed provider (program) to ensure our procedures for temporary service suspension and service termination promote continuity of care and service coordination for persons receiving services.

II. Procedures

A. Temporary Service Suspension

1. The use of temporary service suspension by this program is restricted to situations in which the conduct of the person being served poses an imminent risk of physical harm to self or others and less restrictive or positive support strategies would not achieve safety.
2. The program must notify the person or the person's legal representative and the case manager in writing of the intended temporary service suspension.
3. The program must provide information requested by the person or the person's legal representative or case manager when services are temporarily suspended.
4. Notice of temporary service suspension must be given on the first day of the service suspension.
5. Prior to giving notice of temporary service suspension, the program must document the actions taken by the program to minimize or eliminate the need for temporary service suspension. For example:
 - a. The person's behavior that is prompting the temporary service suspension, including the frequency, intensity and the duration of the behavior.
 - b. The events leading up to the temporary service suspension.
 - c. Consultations with others on methods to minimize or eliminate the need for temporary service suspension.
6. During the period of temporary service suspension the program will work with the support team or expanded support team to develop reasonable alternatives to protect the person and others.
7. The program must maintain information about the temporary service suspension in the person's record.

B. Service Termination

1. The program must notify the person or the person's legal representative and the case manager in writing of the intended service termination and the person's right to seek a temporary order staying the termination of service according to the procedures in Minnesota Statutes, section 256.045, subdivision 4a or 6, paragraph (c).
2. The written notice of a proposed service termination, including those situations which began with a temporary service suspension, must be given before the proposed effective date of service termination. This notice may be given in conjunction with a notice of temporary service suspension.
 - a. For those persons receiving intensive supports and services, the notice must be provided at least 60 days before the proposed effective date of service termination.
 - b. For those persons receiving other services licensed under Minnesota Statutes, chapter 245D, the notice must be provided at least 30 days before the proposed effective date of service termination.

3. The program must provide information requested by the person or the person's legal representative or case manager upon notice of service termination.
4. Prior to giving the written notice of service termination, the program must document the actions taken by the program to minimize or eliminate the need for service termination.
5. During the service termination notice period the program will work with the support team or expanded support team to develop reasonable alternatives to protect the person and others.
6. The program must maintain information about the service termination including the written termination notice in the person's record.
7. The program must provide a copy of this policy to the person or the person's legal representative and case manager within five working days of service initiation.

Policy reviewed and authorized by:

Aging Services Board of Directors

Print name & title Ron Germsheid-President

Signature



Date of last policy review: 6/17/2015

Date of last policy revision: 5/15/2015

Legal Authority: MS §§ 245D.10, subd. 3 and 4

Homemaker Service Suspension and Termination Policy Questionnaire

Temporary Service Suspension

- 1: The use of temporary service suspension is restricted to what?**

- 2: Who must the program provide information to when requested?**

- 3: When must notification be given in the case of Temporary Service Suspension?**

Service Termination

- 1: Can the notice of Temporary Suspension and Service Termination be given together?**

- 2: Who must receive a copy of the policy when service begins?**

- 3: How soon after service begins does a copy of this policy have to be provided to the parties in question 2?**

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Service Termination

- 1: Can the notice of Temporary Suspension and Service Termination be given together?**
- 2: Who must receive a copy of the policy when service begins?**
- 3: How soon after service begins does a copy of this policy have to be provided to the parties in question 2?**