



Policy: 14.04

Title **Social Services Block Grant Case Closure**

Approved by

Clarence H. Carter

Approval Date: 04/23/2021

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Authority

45 CFR 96.70 et seq. [Social Services Block Grants]
42 CFR §§1397

Application

SSBG Provider Staff

Policy Statement

Sub-recipients of Social Services Block Grant funding must follow standardized requirements regarding case closure.

Reason for Policy

The purpose of this policy is to define the circumstances under which Social Services Block Grant cases are closed. This standardizes closure reasons across the state ensuring both providers and clients can understand why and when services end.

Policy

Most Social Services Block Grant (SSBG) cases are opened by referral from Adult Protective Services (APS) when APS determines SSBG can assist vulnerable clients with maintaining independence. Because the circumstances of many SSBG clients are unstable, it must be outlined when and why a case may be closed. The following are reasons for case or referral closure:

1. Client has adequate care from other sources
2. Client refuses services
3. Client refuses care from appropriate, qualified staff
4. Client is self-sufficient and goals in the service plan have been achieved
5. Client is non-compliant
6. Client cancels/reschedules such that no services are provided in over thirty (30) days

- 7. APS requires closure
- 8. Client’s home is unsafe for personal support assistant (PSA)
- 9. Documented pattern of inappropriate behavior including cursing or disrespect toward staff
- 10. Client or household member threatens or engages in physical, sexual, or verbal violence toward staff
- 11. Adult day services fee not paid

Note: Cases cannot be closed due to hoarding, pet waste, the need for pest control, or substance abuse that does not put the PSA in danger.

Notification of termination must be in writing. Case closure is not finalized until ten (10) business days after the agency has notified the client, but services are not required in between notification and case closure.

Allowable closure reasons are further defined in the supporting document [Allowable Reasons for SSBG Case Closure](#).

Supporting Documents [Allowable Reasons for SSBG Case Closure](#)

Retention of Records Records Management Policy Summary [14.04 SSBG Case Closure](#)

Definitions/Acronyms

Term	Definition/Acronym
APS	Adult Protective Services
PSA	Personal Support Assistant
SSBG	Social Services Block Grant

APPROVAL HISTORY

Approved by	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	04/23/2021	05/01/2021

REVISION HISTORY

Date	Version	Location of Change	Description/Reason for Change
04/23/2021	05/01/2021	New Document	New Document