

# Social Services Block Grant Case Closure

**Policy 14.04**

**Effective: April 15, 2024**

## Introduction

Subrecipients of Social Services Block Grant funding must follow standardized requirements regarding case closure.

## Scope

The purpose of this policy is to define the circumstances under which Social Services Block Grant cases and referrals 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 uncertain it must be outlined when and why a case or referral may be closed.

The following are valid reasons for 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 with service plan
6. SSBG cases in which the client cancels/reschedules such that no services are provided in over thirty (30) days must close
7. APS requires closure
8. Client moves out of area
9. Client cannot be located
10. Adult day services fee not paid
11. Client moves to a Long-Term Care Facility (LTCF)  
**Note:** Refer to Nursing Homes and Institutions section of [14.01 SSBG Eligibility policy](#) for specifics regarding transitional care.
12. Client is deceased
13. Documented pattern of inappropriate behavior including cursing or disrespect toward staff
14. Client or household member threatens or engages in physical, sexual, or verbal violence toward provider staff
15. Client's home is unsafe for personal support assistant (PSA), including, but not limited to:
  - unsecured weapons on premises which client refuses to secure

- client's home or premises are being used for the manufacture of methamphetamines or opioids
- aggressive, unsecured animals on premises

Denial of SSBG services and case closure, at times, may be appropriate and necessary. SSBG rules require that all clients receive proper notification of their right to file a grievance when services are denied. Denial of services for health and safety reasons requires consultation and approval in accordance with the Denial of Service section of the [SSBG Documentation Procedures](#).

### **Notification of Termination**

A notification of termination letter is generated through the case management system (CMS) and includes information on filing grievances in accordance with [14.10 SSBG Client Grievances Policy](#). Case closure is not finalized until ten (10) calendar days after the provider 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](#).

### **Continuity of Services**

With approval from the SSBG Program Coordinator, the provider has the discretion to reopen cases within ninety (90) calendar days if the client continues to display a significant need. This would not require a new referral or authorization of services from APS, and would be reopened under the Without Regard to Income (WRI) category.

**Note:** Personal support 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.

### **Supporting Documents**

[SSBG Documentation Procedures](#)

[14.01 SSBG Eligibility policy](#)

[Allowable Reasons for SSBG Case Closure](#)

## Definitions/Acronyms

Term	Definition
APS	Adult Protective Services
PSA	Personal Support Assistant
SSBG	Social Services Block Grant
WRI	Without Regard to Income

## Supersedes

14.04 Social Services Block Grant Case Closure, eff. date 05/15/2023

## Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	04/09/2024	04/15/2024
Clarence H. Carter	Commissioner	05/09/2023	05/15/2023
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## Revision History

Date	Version	Location of Change	Description/Reason for Change
04/09/2024	04/15/2024	Policy Section	Added examples of unsafe environment, Adjusted denial of services to match Documentation policy, Adjusted closure time frame from 10 business days to 10 calendar days to match the CMS. Adjusted continuity of services from 60 to 90 days to match Eligibility policy, Clarified the Note regarding reasons not eligible for closure are specific to homemaker rather than adult day
05/09/2023	05/15/2023	Policy Section	Added case closure reasons and Continuity of Services section
04/23/2021	05/01/2021	N/A	New Policy

Approved By	<i>Clarence H. Carter</i>	Approval Date	04/09/2024
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Application	SSBG Provider Staff		