

<b>Topic</b>	Allowable Reasons for SSBG Case Closure	<b>ID #</b>	14.05-21.01
--------------	---	-------------	-------------

Reason for Closure	Homemaker	Adult Day Services
<p>Client has adequate care from other sources</p> <ol style="list-style-type: none"> <li>1. Client need is assessed and documented in each Assessment and Service Plan, with the number of unfulfilled hours clearly stated.</li> <li>2. If the client's need is not completely met through non-Social Services Block Grant (SSBG) sources, then the SSBG case must remain open and the agency should provide the balance of the need or the maximum possible number of hours.</li> <li>3. If the client's need is met through non-SSBG sources, then the SSBG case can close.</li> </ol>	✓	
<p>Client Refuses Services</p> <ol style="list-style-type: none"> <li>1. Clients have the right to refuse services.</li> <li>2. Follow <a href="#">SSBG Documentation Procedures</a>, section "Client Refuses Services."</li> </ol>	✓	
<p>Client refuses care from appropriate, qualified staff</p> <ol style="list-style-type: none"> <li>1. Clients may choose not to receive services from a given personal support assistant (PSA), but doing so may result in the client's SSBG case being closed.</li> <li>2. If the agency has available staff, at the agency's discretion it may assign a different PSA to the client.</li> <li>3. Agencies may not assign a different PSA to a client when the change results in even unintended discrimination against staff.</li> </ol>	✓	
Client is self-sufficient and goals in the service plan have been achieved	✓	
Client is non-compliant	✓	✓
Client cancels/reschedules such that no services are provided in over 30 days	✓	✓
Adult Protective Services (APS) requires closure	✓	✓

**Topic: Allowable Reasons for SSBG Case Closure**

Reason for Closure	Homemaker	Adult Day Services
Client's home is unsafe for the PSA. Includes, but is not limited to: 1. Unsecured weapons 2. Production of methamphetamines 3. Unsecured aggressive animals 4. The area in the client's home where the PSA is working is physically unsafe	✓	
Documented pattern of inappropriate behavior including cursing or disrespect toward staff	✓	✓
Client or household member threatens or engages in physical, sexual, or verbal violence toward staff	✓	✓
Adult day services fee not paid		✓