### Allowable Reasons for SSBG Case Closure

**ID #** 14.05-21.01

<table>
<thead>
<tr>
<th>Reason for Closure</th>
<th>Homemaker</th>
<th>Adult Day Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client has adequate care from other sources</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>1. Client need is assessed and documented in each Assessment and Service Plan, with the number of unfulfilled hours clearly stated.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>3. If the client’s need is met through non-SSBG sources, then the SSBG case can close.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Client Refuses Services</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>1. Clients have the right to refuse services.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2. Follow <a href="#">SSBG Documentation Procedures</a>, section “Client Refuses Services.”</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Client refuses care from appropriate, qualified staff</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>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.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>2. If the agency has available staff, at the agency’s discretion it may assign a different PSA to the client.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>3. Agencies may not assign a different PSA to a client when the change results in even unintended discrimination against staff.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Client is self-sufficient and goals in the service plan have been achieved</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Client is non-compliant</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Client cancels/reschedules such that no services are provided in over 30 days</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Adult Protective Services (APS) requires closure</td>
<td>✓</td>
<td>✓</td>
</tr>
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<tr>
<td>Client’s home is unsafe for the PSA. Includes, but is not limited to:</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>1. Unsecured weapons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Production of methamphetamines</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>3. Unsecured aggressive animals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The area in the client’s home where the PSA is working is physically unsafe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documented pattern of inappropriate behavior including cursing or disrespect</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>toward staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client or household member threatens or engages in physical, sexual, or verbal</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>violence toward staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult day services fee not paid</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>