

# DISCHARGE FROM SERVICES

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## POLICY

(Ref. 10 CCR 2505-10 8.607.7)

Metro Support Services, Inc. (MSS) will ensure just and equitable procedures for the discharge or transfer of individuals receiving services.

The following circumstances initiate a discharge from MSS services:

- The individual receiving services, guardian, or authorized representative(s) notifies MSS, verbally or in writing, that he or she no longer wishes to participate in the service(s);
- The individual refuses to attend the program, has not attended in 30 days and/or refuses to participate in services being provided;
- The individual moves out of MSS's service area and MSS is unable to continue to provide services in the new area;
- The individual no longer meets the criteria for eligibility;
- A determination has been made, through the individualized planning process, that services and supports are no longer appropriate or necessary to meet the needs of the individual.
- MSS is no longer able to provide the individual with needed services and supports.

An interdisciplinary Team (IDT) will be held to discuss the reasons for termination, resolution of possible problems, and to develop a discharge plan. The individual receiving services, guardian, or authorized representative(s) shall be given 15 days written notice prior to termination of services. (See Dispute Resolution Procedure)

When termination is requested by the individual receiving services, discharge from the program shall occur within a reasonable period of time, except under the following conditions:

- If the individual receiving services has a legal guardian and/or authorized representative, or is under court jurisdiction, MSS will immediately notify these parties of the desire to be discharged;

- The individual is subject to an emergency order, which could affect the ability to leave the program voluntarily.

No individual will be terminated from services during a dispute resolution/appeals process

An individual who is discharged entirely from services and subsequently reappplies is considered a new applicant.