



STANDARD OPERATING PROCEDURES

Subject	Program Area	Revised	Number
Day Services Discharge Policy & Procedures	Client Services	December 2024	7.13

Purpose:

1. To outline criteria used by the Our House, Inc. (OHI) for the discharge of a client.
2. To be in compliance with NJ Department of Human Services (DHS) Division of Developmental Disabilities (DDD) Supports Program (SP) Policies & Procedures Manual Section 5.3.
3. To be in compliance with NJ DHS/DDD Division Circular #36, Transfer or Discharge from Contracted Provider.

Procedures:

- A. The served individual, hereinafter referred to as “client” must maintain allowable Medicaid coverage to continue services.
 1. Refer to OHI SOP 8.12 Minimum Utilization of Services for additional related policies and procedures.
- B. In addition to the above referenced NJ DHS/DDD regulations and OHI Standard Operating Procedure, the following criteria will be included in the decision by the Interdisciplinary Team (IDT) when determining whether or not a client will be discharged:
 1. If a client experiences one or more of the following situations, the Program Director will present his/her case to the Director of Day Services for review:
 2. Behavioral concern during the program day that may endanger themselves or others and/or inability to participate in program within their assigned ratio as determined by the agency. Program participants may be suspended for transportation issues if there is potential to affect the functioning of the program site.
 1. NJISP errors which may include but are not limited to: Incomplete NJISP documents, missing/expired Prior Authorizations, and errors in the NJISP documentation resulting in the agency’s inability to bill for a particular service.
 2. Consistent disregard for agency/DDD rules and regulations or if the guardian/family member demonstrates consistent disregard for agency/DDD rules and regulations.
 3. An irreversible or re-occurring change in the client’s status that would cause him/her to be ineligible or inappropriate for the program.
- C. Clients may also be discharged under the following circumstances:
 - a. If the client was admitted for an interim period and the interim period ends, or other agreed upon factors warrant discharge.
 - b. If, after a reasonable period of time, it becomes evident that a client is not appropriate for the assigned type of program or new information becomes available which indicates ineligibility or inappropriateness.
 - c. If a client no longer needs a day habilitation program.
 - d. Non-compliance with Our House Inc. Standard Operating Procedures 7.11 Agency Rules and 8.12 Minimum Utilization of Services.
 - e. Guardian refusal to comply with client’s medical orders.



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- D. Within 7 business days of notification of non-compliance with any of the items in Section C. of this policy, the Director of Day Services will conduct an investigation to determine what appropriate steps should be taken.
- Necessary steps include but are not limited to:
 - Medical or psychological intervention
 - Temporary hospitalization
 - Relocation to another program
 - Immediate discharge
- E. If, after the Director of Day Services concludes his/her investigation and makes a decision to recommend discharge, an IDT meeting must be called and the meeting must be held within the following 10 business days.
1. If the IDT makes a determination that discharge is warranted, an addendum to the ISP shall update the existing plan and include the specifics of the transition including, but not limited to, an assessment of the individual's continuing needs and a recommended plan for provision of follow-up services in the individual's new environment. This must occur a minimum of 30 days prior to the planned discharge date.
 - Within 5 business days of IDT determination to discharge, Our House Inc. will provide written notification to the guardian and the NJ DHS Division of Developmental Disabilities appropriate regional office shall be notified of the final discharge date.
- F. If the case is presented to the OHI Administrative team and they find that extraordinary conditions exist, a client may not be discharged in spite of the fact that one or more of the criteria for discharge exists.
- G. The individual, or his/her legal guardian, has the right to appeal a decision to discharge. Refer to NJAC 10:48-1.1.
- H. Upon final dispensation, the Our House Administrative team and the DDD Support Coordinator will work closely with the individual receiving services and their guardian/family to make all the necessary arrangements for a smooth transition to a more appropriate day habilitation setting.
1. The client and their guardian must remove all personal property from the program within seven (7) days of final decision. Removal and any associated expenses are the responsibility of the client and their guardian.
- I. The client and his/her guardian must sign off on the Day Services Discharge Policy and Procedures Acknowledgement Form, OHI 7.13A.