



## STANDARD OPERATING PROCEDURES

Subject	Program Area	Revised	Number
<b>Day Services Suspension Policy &amp; Procedure</b>	Client Services	December 2024	7.13B

### 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:

Participants may be suspended from OHI Day Services programming due to the following:

- 1) Behavioral concerns 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.
- 2) Program participants may be suspended for transportation issues if there's a potential to affect the functioning of the program site.
- 3) NJISP errors which may include but are not limited to:
  - a. Incomplete NJISP documents, Missing Prior Authorizations, and errors in NJISP documentation resulting in the agency's inability to over-bill and or/under-bill for a particular service.

The Program Director will contact the served individual, guardian, and Support Coordinator with a phone call and email to inform them of the suspension prior to the next scheduled program date.

A participant's suspension from OHI Day Services will be followed by an emergency IDT meeting within (5) business days to include the Program Director, guardian, served individual and Support Coordinator during which the following will be discussed verbally and documented in writing though IDT meeting minutes:

- (1) the reasons for the suspension
- (2) the expected length of the suspension based on the situation
- (3) criteria for the return to services.

A formal appeal may be submitted, in writing (refer to OHI SOP 7.15A Client Guardian Grievances), to the OHI Minimum Utilization of Services Committee, who will meet and notify the guardians and Support Coordinators within (5) business days. If the decision is to uphold the discharge, the decision may be appealed to the President & CEO, in writing, who and notify the guardians and Support Coordinators within (5) business days. The decision of the President & CEO is final.