



STANDARD OPERATING PROCEDURES

Subject	Program Area	Revised	Number
Minimum Utilization of Services	Financial	November 2024	8.12

Purpose:

- To be in compliance with the Department of Human Services/Department of Developmental Disabilities (DHS/DDD) guidelines applicable to Residential and Day Program recommendations for a minimum of 90% Utilization of DDD licensed programs and services.
- To outline staff's responsibility to implement this policy.
- To establish procedures for communicating DDD 90% Utilization recommendations and Our House, Inc. (OHI) attendance policies to guardians.

Statement:

- To ensure compliance with 90% DHS/DDD guidelines, Our House, Inc. has determined that the minimum utilization threshold is:
 - **Not more than 24 overnights absent (6 per quarter) per calendar year for Residential Programs.**
 - Hospitalization in excess of 14 days will require an IDT (Interdisciplinary Team) meeting to be held within the following 5 business days. The IDT will make determination on whether or not to discharge in accord with Our House, Inc. Standard Operating Procedure (SOP) 2.3 Residential Discharge Policy & Procedures.
 - **Not more than 20 days absent per calendar year (5 per quarter) for Day Services Full-Time participants and not more than 8 days absent per calendar year for Day Services Part-Time participants (2 per quarter).**
 - Participants who are present at Day Programs for 3 hours will be counted as a half day present. Two half day absences will be counted as one full day absent. (NOTE: Pick-up and drop off for half day program is restricted to 12:00 Noon.) Three hours is the minimum amount in a day that a participant may attend.
- The calendar year for all OHI programs is January 1st through December 31st.
- With regard to OHI Day Programs, the calendar year does not include holidays, weekends, in-service days, and closures for emergencies or inclement weather.
- Failure on the part of any OHI resident or Day Program participant to meet the attendance requirements may result in the served individual's discharge from the residence and/or program.
- A signed copy of Our House's 8.12A Minimum Utilization of Services Agreement is required to be on file in the client's file with a copy on file with OHI Finance Department for all served individuals. This can be signed through DocuSign or on paper and a copy will be kept on the electronic client record (ECR).

Communication to Parents/Guardians:

- It is the responsibility of the Site Manager/Program Director to communicate to the parents/guardians at time of intake into all Our House, Inc. programs the agency's Minimum Utilization of Services Policy, and the consequences of non-compliance. This policy must be signed at the time of intake.



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- It is the responsibility of Site Manager/Program Director to notify the guardian of existing residents the terms of this policy and revisions. Guardian must sign the Minimum Utilization Services Policy Agreement at time of intake. Revisions to this policy/agreement must be signed by the guardian and returned to the Site Manager/Program Director no later than 30 days following receipt of a revised version of this policy.
- Site Manager/Program Directors are responsible for scanning the signed agreement into the resident/participant's electronic client record (ECR) and submitting the original signed agreement to the Finance Department.

Procedures:

- Notification of a client's absences will be made to guardians on the following schedule:
 - A. For Residential Programs:
 - Upon exceeding the allotted 6 absences for the quarter, an Attendance Warning Notice will be sent to the guardian.
 - Upon exceeding 12 absences prior to the end of the first 6 months of the fiscal year (December), an Emergency IDT will be held.
 - At the conclusion of the IDT meeting, if there is refusal to comply with not more than the allowable number of remaining absences, there will be a meeting of the Service Utilization Committee.
 - The Service Utilization Committee will have final decision on whether or not to Discharge the client. If the decision is made to Discharge the client, a Discharge Letter will be sent to the Guardian and Support Coordinator/Case Manager.
 - If the IDT does not result in compliance of the Minimum Utilization Policy and additional thresholds are reached, the participant will be discharged and a discharge letter sent to the guardian and Support Coordinator.
 - B. For Day Programs:
 - Upon exceeding the allotted 5 absences (full-time) or 2 absences (part-time) for the quarter, an Attendance Warning Notice will be sent to the guardian.
 - Upon exceeding 10 absences prior to the end of the first 6 months of the fiscal year (December), an Emergency IDT will be held.
 - At the conclusion of the IDT meeting, if there is refusal to comply with not more than the allowable number of remaining absences, there will be a meeting of the Service Utilization Committee.
 - The Service Utilization Committee will have final decision on whether or not to Discharge the client or we may allow continuation of the program on a provisional basis, where a fee may be assessed for future absences. This fee will be a personal charge and not billed to Medicaid. If the decision is made to Discharge the client, a Discharge Letter will be sent to the Guardian and Support Coordinator/Case Manager.



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- If the IDT does not result in compliance of the Minimum Utilization Policy and additional thresholds are reached, the participant will be discharged and a discharge letter sent to the guardian and Support Coordinator.

Attendance records for programs will be maintained as follows:

- A. For all Residential and Day Programs:
 - a. The Site Manager/Program Director or his/her designee is required to record client attendance and absences as they occur in each client’s service documentation using the electronic client record (ECR) system on a daily basis. These absences may be due to overnight home visits, hospitalizations, attendance at a resident camp, and the like.
 - b. The Quality Assurance Department is responsible for verifying accuracy, auditing and updating the Occupancy Report no later than the 15th day of the month for the previous month.
 - c. The Finance Department is responsible for billing for authorized services to NJ Medicaid. A copy of the current Attendance Record is available in the ECR at all times.
 - d. Attendance records are reviewed on a monthly basis by the OHI Service Utilization Committee, consisting of the President & CEO, COO, Department Directors, and representatives from the Finance and Quality Assurance Departments.

NOTE: This Policy supersedes the OHI Overnight Visits Policy 6.3 dated July 2004. OHI may revise this Policy as needed and will communicate such changes to all guardians.