

**STEP, Inc.**  
**ADMISSION, SERVICE SUSPENSION, AND TERMINATION**  
**POLICIES AND PROCEDURES**

**I. Eligibility**

- A. In order for persons to be eligible to receive services from STEP, Inc., they must meet the following criteria:
  - 1. The individual must meet the eligibility and age criteria for the funding program and/or services requested.
  - 2. The agency must have the ability to provide appropriate services for the person. The determination of whether the agency has the ability to provide appropriate services will be based upon the following considerations: the availability of staff qualified to meet person's needs, the availability of professional support persons (therapists, medical personnel, etc.) to meet person's needs, the availability of appropriate employment or community opportunities for the person, and the ability of the agency to provide a safe environment for the person.
  - 3. Adequate funding must be available for the type of services to be provided for the individual.
  
- B. If a person meets the criteria above, there shall be no discrimination based on race, color, age, religion, sex, disability, or national origin. A person will not be denied admittance solely on the basis of type of residential service the person is receiving or solely on the basis of a person's severity of disability, orthopedic or neurological handicaps, sight or hearing impairments, lack of communication skills, physical disabilities, toilet habits, behavioral disorders, or past failure to make progress.

**II. Referrals**

- A. Referrals for placement may come from any appropriate source (human service agencies, parents, family members, schools, other agencies, etc.)
- B. If referrals come from a person or agency other than the person or agency responsible for funding the service, STEP, Inc. will work with the referring agent to coordinate services with the funding source.

**III. Admission Procedures for Direct Services for Licensed 245D Services**

- A. Application to STEP, Inc. shall be the responsibility of the referring agent and shall include the following:
  - 1. An application form provided by STEP, Inc., appropriate for the service requested, which will include at least the following:
    - a. Identifying information, including the person's name, date of birth, address and telephone number

- reasonable alternatives to protect the person and others and to support continuity of care
  3. Maintain information about the service suspension, including the written notice of temporary service suspension in the client's record.
- E. If, based on a review by the person's support team or expanded support team, that team determines the person no longer poses an imminent risk of physical harm to self or others, the person has a right to return to receiving services. If, at the time of the service suspension or at any time during the suspension the person is receiving treatment related to the conduct that resulted in the service suspension, the support team must consider the recommendation of the licensed health professional, mental health professional or other licensed professional involved in the person's care or treatment when determining whether the person no longer poses an imminent risk of physical harm to self or others and can return to the program. If the support team or expanded support team makes a determination that is contrary to the recommendation of a licensed professional treating the person, STEP must document the specific reasons why a contrary decision was made.

## V. TERMINATION OF SERVICES

- A. Services to a person may be terminated only in the following situations:
1. If the person or the person's legal representative request that services be terminated.
  2. If an alternative program may be more appropriate, and arrangements have been made for referral and/or transfer from STEP by the case manager.
  3. The termination is necessary for the person's welfare and the person's needs cannot be met in the facility;
  4. The safety of the person or others in the program is endangered and positive support strategies were attempted and have not achieved and effectively maintained safety for the person or others;
  5. The health of the person or others in the program would otherwise be endangered;
  6. The program has not been paid for services;
  7. The program ceases to operate; or
  8. The person has been terminated by the lead agency from waiver eligibility.
- B. Prior to giving notice of service termination STEP must document the actions taken to minimize or eliminate the need for termination.
1. Action taken by STEP must include, at a minimum:
    - a. Consultation with the person's support team or expanded support team to identify and resolve issues leading to the issuance of the notice; and
    - b. A request to the case manager for intervention services, including behavioral support services, in-home or out-of-home crisis respite

services, specialist services, or other professional consultation or intervention services to support the person in the program.

The request for intervention services will not be made for service termination notices issued because the program has not been paid for services.

2. If, based on the best interests of the person, the circumstances at the time of the notice were such that STEP was unable to consult with the person's team or request interventions services, STEP must document the specific circumstances and the reason for being unable to do so.
- C. The notice of service termination must meet the following requirements:
1. STEP must notify the person or the person's legal representative and the case manager in writing of the intended service termination.
  2. The written notice of a proposed service termination must include all of the following elements:
    - a. The reason for the action;
    - b. A summary of actions taken to minimize or eliminate the need for service termination or temporary service suspension, and why these measures failed to prevent the termination or suspension. A summary of actions is not required when service termination is a result of the when the program ceasing operation;
    - c. The person's right to appeal the termination of services under Minnesota Statutes, section 256.045, subdivision 3, paragraph (a); and
    - d. The person's right to seek a temporary order staying the termination of services according to the procedures in section 256.045, subdivision 4a or 6, paragraph (c).
  3. The written notice of a proposed service termination, including those situations which began with a temporary service suspension, must be given before the proposed effective date of service termination.
    - a. For those persons receiving 245D licensed services, the notice must be provided at least 60 days before the proposed effective date of service termination.
    - b. For those persons receiving other services, the notice must be provided at least 30 days before the proposed effective date of service termination.
  4. This notice may be given in conjunction with a notice of temporary service suspension.
- D. During the service termination notice period, STEP must:
1. Work with the support team or expanded support team to develop reasonable alternatives to protect the person and others and to support continuity of care;
  2. Provide information requested by the person or case manager; and

3. Maintain information about the service termination, including the written notice of intended service termination, in the person's record.

## **VI. POLICY REVISION AND REVIEW**

- A. These policies shall be reviewed and revised as necessary and at least yearly by the Board of Directors.
- B. A copy of this policy will be provided to clients and/or their legal representatives and his/her case manager upon admission and following revision of the policy.

Reviewed and Approved by STEP Board of Directors

September 8, 2021