

Topic	Allowable Reasons for SSBG Case and Referral Closure	ID #	14.05-23.01
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Reason for Closure	Homemaker	Adult Day Services
<p>Client has adequate care from other sources</p> <ol style="list-style-type: none"> Client need is assessed and documented in each Assessment and Service Plan, with the number of unfulfilled hours clearly stated. If the client's need is not completely met through non-Social Services Block Grant (SSBG) sources, then the SSBG case must remain open and the agency should provide the balance of the need or the maximum possible number of hours. If the client's need is met through non-SSBG sources, then the SSBG case can close. 	✓	
<p>Client refuses services</p> <ol style="list-style-type: none"> Clients have the right to refuse services. Follow <u>SSBG Documentation Procedures</u>, section "Client Refuses Services" and "Denial of Services". 	✓	✓
<p>Client refuses care from appropriate, qualified staff</p> <ol style="list-style-type: none"> Clients may choose not to receive services from a given personal support assistant (PSA), but doing so may result in the client's SSBG case being closed. If the agency has available staff, at the agency's discretion it may assign a different PSA to the client. 	✓	
Client is self-sufficient and goals in the service plan have been achieved	✓	✓
Client is non-compliant with service plan	✓	✓
The client cancels/reschedules such that no services are provided in over thirty (30) days, requiring case closure	✓	✓
Adult Protective Services (APS) requires closure	✓	✓
<p>Client moves out of area</p> <ul style="list-style-type: none"> If the client moves within the state of Tennessee, attempt to transfer to another provider. 	✓	✓
<p>Client cannot be located after:</p> <ul style="list-style-type: none"> three (3) unsuccessful phone calls, each at least seven (7) calendar days apart, an unsuccessful visit to the client's home, and a discussion with APS staff seeking assistance with client contact if the APS case is open. 	✓	✓
Adult day services fee not paid		✓

Topic: Allowable Reasons for SSBG Case Closure

Reason for Closure	Homemaker	Adult Day Services
Client moves to a Long-Term Care Facility (LTCF)	✓	✓
Client is deceased	✓	✓
Documented pattern of inappropriate behavior including cursing or disrespect toward staff	✓	✓
Client or household member threatens or engages in physical, sexual, or verbal violence toward staff	✓	✓
Client's home is unsafe for the PSA. Includes, but is not limited to: <ul style="list-style-type: none">• Unsecured weapons• Production of methamphetamines• Unsecured aggressive animals• The area in the client's home where the PSA is working is physically unsafe	✓	