

POLICY AND PROCEDURE

REACH for Tomorrow

POLICY: RC-913

TITLE: Termination of Mental Health/SUD Services

EFFECTIVE DATE: 2/16/21

AUTHORIZED BY: Board of Trustees

REACH recognizes that clients come into care for a range of reasons. As a provider of Mental Health/SUD Services, Community Psychiatric Supportive Therapy, BH Counseling and Group Therapy services, REACH assesses the specific need of the client to receive these services. Should a client be determined eligible for mental health/SUD services, REACH will provide such services in a manner that best addresses the needs of the client. REACH will not terminate a client from CPST or Counseling and therapy services due to behaviors, which are symptomatic of the mental health/SUD condition/illness that caused him/her to need treatment. In cases in which these behaviors place the client or others at significant physical risk, REACH will make every effort to link the client with services to address these behaviors.

1. REACH recognizes the voluntary nature of participation in mental health/SUD services.
2. In the event that a client of independent age and judgment refuses services after multiple efforts to engage in care, the client would be terminated from services with an explanation of the potential detriments to discontinuing services.
3. Clients may receive Mental Health/SUD services. Termination of services may occur for the following reasons:
 - a. Client refuses to engage in services despite repeated efforts to engage in CPST, BH/SUD Counseling/group therapy services as appropriate.
 - b. Client's behavior is beyond reasonable control in a community setting and a more restrictive environment is required.
 - c. Client is at imminent risk of harm to self or others and is unable to be stabilized in an acute psychiatric setting, requiring a more intensive level of care or environment.
 - d. Client demonstrates acutely menacing, threatening or physically assaultive behaviors and/or chronically incorrigible behaviors not due to symptoms of a mental illness.
 - e. Youth or adult would be referred to juvenile court or police authorities as appropriate to provide alternate means to manage the behaviors.
 - f. In those cases in which termination is determined to be necessary due to reasons as noted above, efforts will be made to provide linkage for alternative care options.

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- g. Additionally whenever possible, a meeting with the client, the legal guardian and/or significant others as well as other clinical service providers should occur, with recommendations for future treatment options and referrals being given to the client.

4. Involuntary Termination from Services:

- a. In the event that a client's needs cannot be adequately met within the available programs within the agency, REACH may choose to terminate a client from care against their wishes.
- b. The client and/or legal guardian will then receive written reason of why the person was terminated within five (5) days of the date of termination of services. This written notification will also include recommendations for future treatment.

5. Termination Due to Lack of Payment:

- a. REACH understands that the assessed fee for services may be difficult for clients to afford based on the client's income level and recognizes that not all clients have the capacity to pay the full fee in an immediate manner. When applicable, REACH will provide clients with flexible options to pay, to include establishing payment plans and consider a reduction in fees under those specific circumstances where a lack of services would be of significant detriment to the client
- b. In rare instances, a situation may occur in which a client may refuse or may fail to pay for services. In such situations, REACH will make every attempt to address barriers to payment, to include re-assessing the required fee amount, setting up a payment plan and modifying service levels and/or intensity if appropriate or linking the client to alternate resources.
- c. It is believed that the client's willingness to address obligations to pay for services is a reflection of the overall motivation of the client and the client's value and commitment to the service. In the event that steps are taken to address barriers to treatment and the client still refuses or fails to meet the agreed upon financial commitment, REACH will make every attempt to assure that alternate treatment options are given to the client prior to termination from services.