

**True Friends  
Temporary Service Suspension Policy  
August 1, 2015**

**Program Name:** True Friends

**TEMPORARY SERVICE SUSPENSION POLICY**

**I. Policy**

It is the policy of True Friends to ensure our procedures for temporary service suspension promote continuity of care and service coordination for persons receiving services.

**II. Procedures**

- A. True Friends will limit temporary service suspension to the following situations:
  - 1. The person's served conduct poses an imminent risk of physical harm to themselves or others and either;
    - a. Positive support strategies have been implemented to resolve the issues leading to the temporary service suspension and have not been effective and successful, and additional positive support strategies would not achieve and maintain safety; and
    - b. Less restrictive measures would not resolve the issues leading to the suspension. Or,
  - 2. The person has emergent medical issues that exceed True Friends ability to meet the person's needs. Or,
  - 3. True Friends has not been paid for services.
- B. Prior to giving notice of temporary service suspension, True Friends must document actions taken to minimize or eliminate the need for service suspension.
  - 1. Actions taken by True Friends must, at a minimum, include:
    - 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 identified, 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 served in the program.
  - 2. If, based on the best interests of the person, the circumstance at the time of the notice were such that True Friends is unable to consult

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with the person's team or request intervention services, True Friends must document the specific circumstances and the reason for being unable to do so.

- C. The notice of temporary service suspension must meet the following requirements:
1. True Friends must notify the person or the person's legal representative and the case manager in writing of the intended temporary service suspension.
  2. If the temporary service suspension is from residential supports and services, including supported living services, foster care services, or residential services in a supervised living facility, including an ICF/DD, True Friends must also notify the Commissioner in writing. DHS notification will be provide by fax at 651-431-7406.
  3. Notice of temporary service suspension must be given on the first day of service suspension.
  4. The written service suspension notice must include the following items:
    - a. The reason for the action;
    - b. A summary of the actions taken to minimize or eliminate the need for temporary service suspension; and
    - c. Why these measures failed to prevent the suspension.
  5. During the temporary service suspension period, True Friends must:
    - a. Provide information requested by the person or case manager;
    - b. Work with the support team or expanded support team to develop reasonable alternative to protect the person and others and to support continuity of care; and
    - c. Maintain information about the service suspension, including written notices of the temporary service suspension in the person's served record.
- D. A person has the right to return to receiving services during or following a service suspension with the following conditions:
1. Based on a review by the person's served support team or expanded support team, if the person served no longer poses an imminent risk of physical harm to self or others, they have a right to return to receiving services.
  2. If, at the time of service suspension or at any time during the suspension, the person served is receiving treatment related for the conduct that resulted in the service suspension, the support team or the expanded support team must consider the recommendation(s)

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of the licensed health professional, mental health professional, or other licensed professionals involved in the person's served care or treatment when determining whether the person served no longer poses an imminent risk of physical harm to self or others, and can return to the program.

3. If the support team or expanded support team makes a determination that is contrary to the recommendation(s) of the licensed professional treating the person, True Friends must document specific reasons why a contrary decision was made.

**Policy reviewed and authorized by:**

**Legal Authority: Minn. Stat. 245D.10, subd.3**