

**STATE OF CONNECTICUT
DEPARTMENT OF MENTAL RETARDATION**

Procedure No: I.C.1.PR.005
Subject: Discontinuance of Services
Section: Case Management

Issue Date: July 30, 2003
Effective Date: Upon release

A. Purpose

The purpose of this procedure is to establish a consistent approach for implementation of the Discontinuance of Services Policy.

B. Applicability

This procedure shall apply to all individuals who are eligible for DMR supports and services.

This procedure does **not** apply to individuals who are within the custody and control of the Department of Mental Retardation (DMR).

This procedure shall apply to case managers, case management supervisors, Eligibility Unit staff and DMR staff responsible for determining eligibility for DMR supports and services.

C. Definitions

See Case Management Definitions at the beginning of this section.

D. Implementation

1. When the case manager receives information that an individual may no longer meet the DMR eligibility requirements (must be a resident of Connecticut and have mental retardation as defined in CGS 1-1g or have a medical diagnosis of Prader-Willi Syndrome), the case manager shall refer the case to the regional psychologist for review in accordance with the Eligibility Procedure.
2. When a case manager receives a request from an individual to discontinue DMR services, the case manager shall notify his or her case management supervisor. A letter will be generated by the case management supervisor to acknowledge receipt of that request and to notify the person of the discontinuance of services. The case manager will document this change of status in the individual record and the automated data system (CAMRIS code XO).
3. When the case manager receives information that an individual is no longer a resident of the state, the case manager shall notify his or her case management supervisor. The supervisor will review the situation and shall refer the case in accordance with the eligibility procedure.
4. When the whereabouts of an individual is unknown, the case manager shall document reasonable attempts to contact the individual or legal representative and shall inform his or her case management supervisor. The case management supervisor shall send at least one certified letter to last known address of the individual. The letter shall indicate that services will be discontinued unless the case management supervisor is contacted by the individual or legal representative within fourteen (14) days of receipt of the letter. If no response is received, the case management supervisor shall notify the case manager and the case shall be inactivated and documented in the case record and automated data system. (CAMRIS code XO)
5. In **all** situations in which an individual may be subject to legal processes and court proceedings, the region shall seek consultation from the department's Division of Legal and Governmental Affairs.

6. All required documentation shall be completed by the case manager and distributed as specified in this procedure.

D. References

1. CGS 1-1g, "Definition of Mental Retardation"
2. Eligibility Policy and Procedure
3. Discontinuance of Services Policy
4. Acknowledgment Letter: Request for Discontinuance of Services
5. Acknowledgment Letter: Discontinuance of Services: Inability to Contact

E. Attachments

None