

FY27 PROGRAM DESCRIPTION

HAMHDS PROGRAM: HERMITAGE & CYPRESS ENTERPRISES Day Services

Developmental Services Employment & Day Services Programs

CARF PROGRAM: ORGANIZATIONAL EMPLOYMENT & COMMUNITY INTEGRATION; Waiver Services: Group Day, Community Engagement

PHILOSOPHY

Henrico Area Mental Health and Developmental Services Developmental Services Division serve persons with developmental disabilities and children with developmental delay. Our Mission is to Support, Train, Educate, and Partner, thus making a positive difference in the lives of people we serve.

Home and Community-Based Services

The Developmental Disabilities (DD) Waiver Home and Community-Based Services (HCBS) Waivers provide Virginians eligible for DD Waiver services the choice to receive services and supports in the community versus an institutional setting. Per CMS federal regulations (42 CFR 441.301), individuals enrolled in long-term services and supports waivers are permitted specific rights.

Community Participation

HAMHDS supports the right of every individual to live and work in the setting of their choice and provides a continuum of services to support that belief. The agency embraces the belief that a person can choose where to live and whether to be employed; every effort should be made to help them work. The agency supports the need for true inclusion in the community with relationships, valued roles, and integrated participation.

The agency employs person-centered practices in our model, encourages individuals to choose options and activities, and encourages individuals to participate at the best of their ability. Community activities in the naturally occurring setting, building relationships with those who do not have disabilities, and interacting in a variety of community options are the optimal choice for full participation in one's community. Activities in integrated settings are developed, promoted, and encouraged and are fully supported by the organization through funding, design, and resources.

Since community is a large part of the lives of individuals, those who choose to and have an opportunity to engage in activities are integrated into their community. Options for community-based activities are open to all individuals, and those options are reflected in their annual person-centered plans. Activities may include volunteering, attending events, choosing to attend community activities of their choice, and exploring things in the community that they are interested in attending. These activities may occur individually, in small groups or larger groups depending on the activity, the choices made, and the intent of the activity.

DESCRIPTION OF SERVICES

A full spectrum of services is designed to allow maximum choice and options for everyone. An individual may be "enrolled" in one area or location, but their choices for activities are defined by their ISP, not their "designation" used for classification/administrative purposes. A full array of services will be offered, and individuals can choose which of the options they would like to be part of through their person-centered annual planning process. All the activities are options for individuals who attend both Hermitage and Cypress Enterprises. Work in an integrated setting is considered the optimal choice, and individuals in the program are encouraged to consider this as a long-term outcome. The

organization does not use Artificial Intelligence (AI) in service delivery or for health data analysis and processing.

For individuals who have been identified with substance use issues, the Case Manager will be notified for services to address these issues. We will notify them if the individual is pregnant to ensure timely and appropriate treatment.

The program areas are in pods, which allow for smaller activities, more individualized services and have enabled more choice from the individuals. While individuals are assigned to a pod and a training specialist for services, the program is designed to allow for participation across the program area and with program staff from across the building.

Group Day Services

Includes both activities in the building and in the community and may include paid work. The program is generally referred to as the building in which it is provided. The program provides opportunities in a variety of areas such as volunteer activities and enrichment activities, in both community and agency locations. The emphasis is placed on supporting individuals in learning about activities of their choice, with the goal of reaching their maximum level of independence. At least one skill building activity is included in their annual plan. Activities include leisure, learning personal skills and participating in activities of recreation, education and leisure. Activities of all types occur within the program space and in the community at a variety of locations and choices.

Work experience and career development are one option for individuals and for those whose goal may be community integrated employment. As of October 1, 2023, all work is paid at the County minimum wage (which is currently \$15.00 per hour) and the individual must be enrolled in the County payroll system as a temporary production worker. This work occurs through the Job Seeker Alliance (organizational employment for CARF) and/or mobile work crews. During this work time, a person will not be enrolled in their group day activities.

Activities that include paid work will include training and education in enhancing functioning in daily living, social, and communication and safety skills. Work experience will be paid at minimum wage or above and may occur in the center or at community sites. As of June 2026, there are work crews at Recreation and Parks sites, library sites, HAMHDS sites including Hermitage and Cypress and a newly developed site at Korman Signs. Tasks include janitorial, office tasks, cleaning toys, shredding and picking up shredding, and manufacturing tasks such as sewing.

Activities for leisure, recreation and skill building activities include activities developed by each pod with input from the individuals. Participants choose areas of interest and staff help in the development and implementation of everyone's outcomes and actions that support those outcomes. As individuals meet their objectives, they are encouraged to expand their skills. For some individuals, maintenance of their skills is their primary objective, and support will be provided to ensure maximization of their abilities. Some individuals have special needs for training in ADL, social, communication, relationship building, and other habilitation-type programs. The individual program plan, PART V of the individual service plan, guides the activities the individual chooses, is offered, and participates in. Areas specific to an individual's disabilities such as dementia, may dictate different activities meant to enhance the lives of those who are demonstrating signs of advanced aging.

Since community is a large part of the lives of individuals, many choose to have an opportunity to engage in activities that are integrated into their community. Options for community-based activities

are open to individuals who have indicated in their annual person-centered planning meetings that they would like to be in the community part of their day. Activities may include volunteering at local service organizations, attending job fairs, and exposure to their communities for which individuals may otherwise not have an opportunity, such as going to the library or bank, with an emphasis on skill building. Some activities are for leisure purposes. Community activities may occur with small groups or larger groups depending on the activity, the choices made and the intent of the activity. If eligible for waiver and they have chosen community engagement as a part of their services, these activities must occur with no more than a 1 staff to 3 individual ratios.

Those who show an interest in working in the community or center are encouraged and offered an opportunity to understand the impact of working on their benefits. We have one employment staff certified as a **Work Incentive Specialist (WISA) or a WIP-C** to ensure individuals have access to benefits analysis. Billing for this service may occur through DARS (Dept of Aging and Rehabilitative Services), Medicaid Waiver Services or county funding.

Individuals in the Day services programs may be billed through Waiver Group Day Services or Community Engagement/Coaching, while those without a waiver are supported through county funding.

There are currently 8 pods:

- A. Cypress Enterprises is a unique small program in Charles City County, serving residents of New Kent and Charles City Counties. It operates as one pod with 3 staff and a supervisor.
- B. There are 7 pods at Hermitage Enterprises, numbered 1 through 7.

Pods are home to 10 to 15 individuals depending on the individuals, size of the area, and the interest of the individuals. There are 3 staff assigned to each area, with floaters and relief staff providing assistance as assigned. There are 4 program supervisors.

Activities vary and are often developed by members of the pods. The emphasis is on growth of skills in both center and community-based activities. Each pod develops a monthly schedule with input from the individuals in the pods. Schedules are posted and sent home.

Many activities are designed to build skills in productivity, social interactions and stamina leading to employment. Other activities are designed to build skills in social interactions and general knowledge of our community. Community based activities are designed to assist an individual in learning about their community, experiencing leisure and fun activities in their community, learning skills to volunteer and give back to their community and activities designed to assist an individual with relationship building within their community. Many activities fit under more than one focus area.

- A. Work focus
 - Paid work with individualized supervision and training (both center and community based);
 - Volunteer activities in the community that target specific skill sets
- B. General knowledge/social interactions/health and safety
 - Stamina building exercises to help an individual maintain their health
 - Classroom work to help individuals improve their ability to respond to questions, interact with others and resolve differences
- C. Community based activities
 - Volunteer activities in the community that target specific skill sets

- Stamina building exercises
 - Activities that enhance the abilities of the individual to be engaged in community resources.
- D. Individual social skills/relationship building
- Volunteer activities in the community that target specific skill sets
 - Classroom and leisure activities to help individuals improve their ability to respond to supervision/help, interact with co-workers/others and resolve differences
- E. Leisure-based activities
- Group activities in the center and in the community
 - Activities must include a skill building area from each person's individualized plan
 - Activities are generally designed to teach or provide an opportunity to practice skills gained.

Program activities are carried out in the center and in various community locations. Examples of the type of community activities include volunteering at local service organizations and exposure to their communities for which individuals may otherwise not have an opportunity, such as going to the library or bank, with an emphasis on skill building. Program activities in the facility may include fun/leisure activities, skill development, crafts, exercise, and, in general building awareness of being a member of the community. Individual activities are focused on interests and on areas needing improvement as evidenced by the individual's program plan.

Billing for Group Day may occur when in the center or the community, while billing for Community Engagement may occur only when in the community. These Medicaid billable services must be pre-authorized. The county also provides funding for individuals who did not have Medicaid waiver services.

Community and Activities focus:

Several pods provide services to individuals who require a high level of ongoing support due to their functioning level, their medical conditions and/or physical or sensory involvement. A wide range of services are provided based on their personal interests and needs. Individuals are helped and trained in personal care, hygiene, social interactions, safety, communication, and other skill development areas. Community activities may be like those in Community Engagement, but include leisure activities, completion of personal errands, participation in local events, and exposure to community activities.

Program activities in the center may include work (generally for short periods of time), crafts, exercise, skill building such as word recognition, matching and name recognition, problem solving skills such as following more than one step direction and peer recognition are often the focus of games played. Music and activities involving music are often used to engage individuals in their surroundings.

Each quarter, staff will identify and offer "clubs" that are specialized areas of interest that were identified by the individuals attending the program. Staff develop the schedule for which clubs will be offered when Individuals can choose which clubs they want to attend based on their interests. Clubs vary quarter to quarter. Individuals choose which club they want to attend, and their schedules are adjusted and listed on the pod calendars, so everyone knows who goes where. Clubs occur weekly or bi-weekly for approximately 3 months each time.

Aging focus:

Services to our aging population occur primarily in the Pod 1, Pod 7, and Pod 4 area. Other pods may adapt their activities to fully incorporate their aging individuals. Staff training includes symptoms and triggers, behavioral concerns, providing routines and structures, environmental guidelines and providing care. Each staff member completes at least one training annually related to early aging or dementia. Staff have been trained in implementing the NTG-EDSD Screening Tool for individuals with DD and Dementia. All individuals who attend the program have received the screening tool if they are over the age of 35. This tool is reviewed annually and used to assist family members, case managers and other medical personnel understanding changing needs.

Based on the training and the individual's ISP, the environment may be designed to support these individuals to include lighting, music, sound control, and connecting with nature. Those who are aging are also provided with comfortable chairs and extra staffing supports to ensure health and safety. Individualized care is provided based on where a person is in their dementia journey.

Barriers are overcome such as providing red plates to encourage eating, assisting with getting individuals on and off vans when they feel unsure, being creative about where individuals go in the community to accommodate visual processing issues.

Staff continuously finds creative activities to encourage skill maintenance and a stimulating environment: Music activities, Reminiscence activities including youthful tasks such as tossing paper airplanes, playing ball toss, and during a snowy day outside, playing bean bag toss for a snowball fight. Staff is very flexible and dedicated to meeting each person where they are in the moment. This includes keeping in contact with caregivers and family members to help map out the best and most efficient way to help a person through the progression of the disease including accommodating a shortened schedule when it becomes apparent that a full day is too taxing for individuals who may become confused when tired. Individuals are supported to maintain their connection to their community through outings that invoke a sense of joy and reminiscence (going out to eat with friends, buying items).

Billing: Waiver billing may occur through Group Day Services or Community Engagement, depending on the setting and the person-centered plan. County funding supports individuals who do not have a Waiver.

Community Integration/Community Engagement

Community Engagement may be provided to those who are interested in community activities including volunteer work, participation in community groups, and other community interactions. There are two Training Specialists who are assigned as community specialists. Other training specialists and assistants may also supervise the community engagement activity. This service emphasis is on community integration activities involving 3 or fewer individuals. Transportation to and from sites will be included in this service. As per the service designation, up to 10% of the hours may occur in the center for planning activities with one individual.

Person Centered Planning will be the guide for the types of activities to explore. Skill building should be a piece of the service provided with the intent to assist the individual in participating to the best of their ability as independently as they are able, with the least amount of assistance they need to be successful. The development of natural supports within the community location will be encouraged.

Community integration is a type of activity, not an assigned program. Those enrolled in any pod will have an opportunity for community integration activities, based on the ISP of the individual. Some individuals may choose to only participate in community activities, and their individual schedule will reflect that choice. This is included as part of Group day, so ratios may vary. The ideal is 1 staff to 3 individuals but may be as high as 1 staff to 5 individuals.

Community activities are chosen by individuals based on their interests. Because many of the individuals we serve have not had the opportunity for full exposure to their communities, staff will explore interests and make suggestions of activities that may meet their wants or stated interests, may offer suggestions for new things not tried before and/or may offer the chance to explore something they never would have thought of as an interest. Volunteer assignments may be one area that is explored. Other activities may be social or recreational in nature, with the focus on helping individuals build relationships with community members.

Contingencies:

If there is a community-based activity scheduled and there is a circumstance that interferes with the individual's ability or availability to participate in that scheduled activity, contingency plans may be put into place.

Reasons why an activity may be postponed/rescheduled/canceled (not an inclusive list):

- The activity itself is canceled
- Weather may cause hazardous conditions, preventing driving
- Inclement weather for an outdoor event
- The individual is ill and cannot attend
- The individual declines to participate that day
- Staffing shortages due to illness or unexpected absences

Contingency plans may be offered, and the individual given their choice of alternate activities. Choices may be (but not limited to):

- Another activity in the community on the same day may be substituted
- Another activity in the community on an alternate day may be substituted.
- The individual chooses to return to their home
- An alternative activity within the Group Day program.

Considerations for contingency plans include staff availability, transportation options, weather and availability of alternatives in the community, to name a few.

Special Needs:

Special considerations are provided to those with high needs in adult living skills or the need for assistive technology. Jigs and job modifications are offered. These may include special apparatus for a specific task, assistance with mobility or adjustment in work hours to accommodate medical needs. Risks are assessed annually as part of the person-centered planning process and are documented in their plan along with support that will be provided to mitigate the risks. As individuals age, we will evaluate the ability to provide services on a case-by-case basis.

We do not offer nursing services. Medication is generally not provided in the Day Services programs but may be evaluated on a case-by-case basis in the center-based services upon request. Most medications stored are for health and safety related PRN medications. Approval must come from the Program Manager or Supervisor to ensure we can meet the needs of the medication regime requirements. All staff must be certified in an approved Medication course. Medications will not be carried into the community unless required for health and safety, such as epi-pens or seizure sprays.

STAFFING

Staffing at each location includes Training Specialists and Training Assistants who work directly with the individuals in the program. Everyone is assigned a Training Specialist as primary contact. This person will work with individuals to identify outcomes and instructions for implementation, develop a Part V Plan and implement the plan. The Training Specialist is the liaison with the family/care provider and Support Coordinator/Case Manager on program issues. Training Assistants work in the program, assisting in the implementation of goals and providing support, as needed. Hourly Training Assistants from the Relief roster will also be used. These are fully trained staff who supplement the program's assigned staff for training, vacations, and other days off.

All staff work in both the community-based and center-based components of the program; they work with a large variety of individuals daily, not just those on their assigned caseloads. All staff have the competencies required of their jobs, including county competencies and those required by the Department of Behavioral Health and Developmental Services. Some staff may receive special assignments. Two Training Specialists have been designated as community specialists and primarily provide community engagement and community activities.

Capacity:

Cypress Enterprises - 14 total capacity with 4 staff

Hermitage Enterprises - total capacity is 95 with a total of 23 staff

Adequate staffing is maintained to ensure individuals are safe while participating in the program and to assist as needed during evacuations. Operating ratio is 1-4 but in reality will be no more than 1 staff per 7 individuals. If staffing is to go above a ratio of one staff to 7 individuals, billing for Group Day will cease and notations will be kept as to the staffing ratio and reason why. Supervisors will work in the programs whenever needed and will work to resolve the higher ratios so that we can resume services at a ratio of 1-7 or less. The use of hourly relief staff supplements the regular staff to cover for time off, paperwork and planning time and training.

Staff reports to a DS Program Supervisor, who is responsible for the day-to-day operations of the programs while providing leadership, supervision, and support. Other staff includes supported employment supported individuals in administrative and janitorial duties.

Staff is required to possess knowledge about persons with Developmental Disabilities, positive behavior supports, work training and person-centered planning. In addition, staff will receive training, as needed, in skills needed to assist an individual in full participation and engagement in their activities.

Each staff person is required to attend 40 hours of training per year including mandatory training such as CPR and First Aid (every 2 years), Therapeutic Options, Human Rights and Infection Control, among others. Additional annual training includes dementia and aging, high risk factors such as seizures and choking and proper documentation processes. These trainings may be provided by outside sources, the County, and the Agency. Staff choose optional training areas if needed to complete 40 hours. Staff must also have a valid Virginia driver's license, been screened for tuberculosis and have a criminal background check at the start of employment.

Training Specialists are required to have a bachelor's degree and/or equivalent experience. DS Supervisors are required to have a bachelor's degree and supervisory experience or the equivalent combination. Training Assistants are required to hold a High School Diploma or equivalent with experience.

Admission/Readmission/Continued Stay/Exclusion criteria:

Individuals must meet the following criteria:

- Residency in Henrico, New Kent or Charles City counties
- Must be age 18 or older
- Must be eligible for Support Coordination/Case Management Services
- There must be a diagnosis of Intellectual Disabilities
- Must be able to and want to participate in activities of their choice based on their ISP within the parameters offered.

Anyone denied services or found to be ineligible may appeal the decision by following the Henrico Area Mental Health and Developmental Services grievance procedure. The individual will be informed, in writing, as to the reasons why. This will be documented in their file. The Support Coordinator/Case Manager will also be notified and will assist in referrals to other services.

Individuals, who meet eligibility criteria, are active in their program objectives, who wish to stay and whose needs can be met by the program are eligible for continued stay. Requests for readmission should follow the admission procedures and will be evaluated on a case-by-case basis based on the individual's needs and goals

Locations/Service hours

Services are offered at two locations to be geographically responsive to an individual's residence. Both locations offer individuals options in the array of services. In general, those in Henrico attend Hermitage and those in New Kent and Charles City Counties attend Cypress. Requests for entry into a location outside the regular boundaries will be considered on a case-by-case basis. Services will be individualized and may include part-time hours, intermittent hours and hours when in the community.

Cypress Enterprises is open Monday- Friday from 8:00 a.m. – 2:30 p.m. Staff are available from 8:00 am to 4:30 p.m. Bay Transit provides transportation for many residents of New Kent and Charles City Counties for a nominal fee and those with Waiver may use Motivcare transportation vendors.

Hermitage Enterprises is open Monday through Friday from 8:00 am to 4:30 p.m., with program hours from 8:00 am to 2:30 pm. Staff are available from 7:30 am to 4:00 p.m. Transportation to and from the program is provided by a contract with Glycerides Transportation for a fee, through private arrangements with another transportation providers or through a Motivcare transportation vender, if waiver funded. Individuals choose their own transportation provider.

While these are the normal operating hours, services may be provided outside these hours as dictated by the activities and considered on a case-by-case basis. Within Day Services, transportation is provided to and from activities in vehicles owned by the County of Henrico.

CONTRACT SERVICES

There are no current contract services with the Hermitage and Cypress programs at this time.

PROGRAM GOALS

Depending on the individual's needs, desires and plans, the goals of the program may include:

- A. To maximize an individual's abilities with the long-term goal of transitioning individuals into community employment by:
 - Providing opportunities for exposure to work in a community setting through mobile work crews, whenever available.
 - Increase Individual awareness of community employment options
 - Enhancing relationship building skills
 - Enhancing general work habit skills such as dealing with supervision and following work routines
- B. To maximize independence and abilities within a center-based program environment
 - Provide opportunities for work in a center-based setting or on a mobile work crew
 - Provide opportunities for advocacy and enhancing self-awareness
 - Provide opportunities for learning new activities and promoting a learning environment
 - Providing opportunities for making choices and building skills
 - Providing opportunities for improving social skills, fine and gross motor skills, attending to task/focus and participating in adult leisure activities.
- C. To maximize independence and encourage community inclusion both in the center and in community environments by:
 - Providing opportunities to participate in activities
 - Providing skill building towards employment and recreational activities
 - Promoting relationships
 - Promoting natural supports
 - Encouraging the expression of personal and cultural interests
 - Making choices and increasing self-sufficiency to the best of their abilities, particularly in the area of improving work skills and skills that may assist them in being employed.
 - Provide opportunity to all individuals to experience the community
 - Provide opportunity to all to be an integral part of the natural community environment

PROGRAM OBJECTIVES

On an annual basis objectives are developed to measure service access, effectiveness, efficiency, individual and stakeholder satisfaction within the program. These measures may consider three important factors: programming quality, customer value and/or financial performance. See program specific performance improvement goals and objectives.

FEES

There is no fee specifically for the programs. There is a fee charged by the County if the county contracted provider for transportation is chosen. The County of Henrico subsidizes the program.

Group Day and Community Engagement are provided for a fee, which is billed in the equivalent to the current reimbursement rate specified by the State of Virginia Home and Community Based Waiver. Services, and services are never denied based on an individual's ability to pay. The County of Henrico also provides support for this service for which there is no other funding source.

PROCEDURES FOR REFERRAL, SCREENING, ADMISSION AND RE-ADMISSION

Referrals are received from the Henrico Area Support Coordinator/Case Managers. Employment and Day Services do not have a waiting list; as openings occur, they are filled. Once an opening in one of the Employment and Day Services programs is announced, Support Coordinator/Case Managers complete the Request for Day Services form. Once determined that this may be the right program for the individual, there will be a discussion/meeting to determine the best placement options and to develop an initial plan. An assessment period of 60 days will be conducted, allowing both the individual and the program to determine where the individual best fits and where s/he may choose to participate. Program staff utilizes the information gathered during the assessment to complete a pre-admission screening and assessment form to determine the results of the assessment. After approximately 45 days, a meeting will be held with the individual, their Case Manager, and family/caregivers to determine the outcome of the assessment. If it is determined that the individual will continue at Hermitage or Cypress, the licensure requirements for admissions such as a completed physical/health certificate will be required.

ORIENTATION OF THE CLIENT TO THE SERVICE

Within 15 days of program admission, individuals will be oriented to the program through the use of the Program Handbook and checklist. The Orientation checklist will be completed; placed in the record and progress notes will be kept as to the orientation results. Legally authorized representatives and/or Guardians will be included in orientation activities as appropriate. Orientation includes sharing of both Human Rights and HCBS Rights with the individual and legally authorized representatives.

EMERGENCY CLINICAL CONSULTATION

Henrico Area Mental Health and Developmental Services Emergency Services staff provide emergency consultation. Emergency services are available on a 24 hours a day/7 days a week basis. Support Coordinator/Case Managers refer individuals in need of clinical services to Henrico Area Mental Health and Developmental Services Outpatient Division. Staff at Hermitage Enterprises and Cypress Enterprises may contact Emergency Services staff to assist with a crisis situation. Staff may contact Emergency Services staff or other Outpatient Clinical staff for consultation on behavioral programming. Emergency Services can be reached at 804-727-8484

PHYSICAL HEALTH COORDINATION

Staff at Employment and Day Programs assist in monitoring and coordinating care for those individuals we serve. At a minimum, staff review and update medications annually. For those who attend Day Services, staff are made aware of health conditions at the annual and incorporate the monitoring of care at the ISP meeting. For those individuals at risk, risk mitigation is details in the ISP 4.0 plan. This information will be shared with the teams who are working with everyone at team meetings and through notes in the record.

For all individuals, staff will monitor health and note any unusual symptoms or concerns regarding health. Staff will coordinate with Case Managers and families/caregivers through normal communication channels, such as phone calls, emails, and progress notes. Staff will provide information about observations, concerns expressed by the individual and any medical information

that we are aware of. Staff will notify group homes when an individual is sick and needs to be seen by a medical person. Case Managers will also be notified of any concerns. Documentation will be maintained of all concerns and follow up to each situation. Any information received back from the family or caregiver, or medical personnel will also be recorded and shared with team members as appropriate. Changes to the individuals plan will also be made as needed.

TELEHEALTH:

All direct service is provided face-to-face within the program or out in the community. Telehealth is not used.

MEDICATION MANAGEMENT

Hermitage & Cypress Enterprises staff are educated in medication assistance, medication management, and medication side effects. Staff observe the self-administration of medications and provides education on the safe storage and disposal of medications. In some circumstances and on a case-by-case basis, staff help with medication, generally medication that is provided for short periods of time, such as antibiotics. There are several individuals with PRN medications for seizures or bee stings, and these are stored and used per the policy. All medications must have a doctor's prescription; this includes over the counter medication. Medications, if maintained by the programs, are kept in a locked box in a locked cabinet (double locked) with only staff having access to the box. Documentation of medications given are kept using a MAR.

SECLUSION/RESTRAINTS/EMERGENCY HOLDS

Seclusion and restraint are prohibited and are not used in any agency programs. Brief physical holds are used only by staff trained in Therapeutic Options in an emergency.

TRANSFER/DISCHARGE PROCEDURES

Process/Documentation:

Employment and Day Services provide a long-term program for individuals who choose it. Individuals are encouraged throughout the service to expand their opportunities through participation in more difficult jobs, mobile work crews, group and individual supported employment and/or in more integrated community activities outside the center.

If a person is interested in more integrated employment opportunities, the Training Specialist will notify the Case Manager through their quarterly review. These discussions of the interest in other work activities will include the individual, the family/caregiver and the Support Coordinator/Case Manager. If interest in a work program or another day program is expressed, the Training Specialist notifies the Support Coordinator/Case Manager, who will assist the individual and their family in exploring other day support or employment options. Documentation will be maintained in progress notes.

Discharge from these programs may occur when the individual:

- no longer desires to attend
- moves from the catchment area
- is no longer having their needs met by the program or meets their goals
- no longer meets eligibility criteria.
- violates program rules or demonstrates inappropriate/dangerous behavior which requires a staffing intensity that interferes with the provision of services

Individuals may appeal the discharge decision by following the Henrico Area Mental Health and Developmental Services grievance procedure. Any discharge will be documented on the EDS Release from Services form and placed in the individual's record. Recommendations will be made as to continued services. Program Staff will contact the Support Coordinator/Case Manager, who will

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work with the individual around day support/employment options. A copy of the Release from Service will be available to each individual.

When an individual is discharged due to behaviors or a change in needs, a team meeting involving the Support Coordinator/Case Manager, the individual, the family/caregiver and the Program Supervisor will occur. The meeting and the discharge will be documented in the record.

When an individual leaves the program to enter a new program, the program space may be held for 60 days if determined to do so within the discharge process. If within that 60-day period, the individual determines they would like to return, they may do so. After the 60-day period, the individual will be viewed as a new referral.