

<b>Chapter:</b>	Service Delivery		
<b>Title:</b>	Program Admission and Discharge Criteria		
<b>Policy:</b> <input checked="" type="checkbox"/> <b>Procedure:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Triennial  <b>Author:</b> Service/Treatment Leads	<b>Adopted Date:</b> 07.2023  <b>Review Date:</b> 07.2023	<b>Related Policies:</b> Service Philosophy Assessment Policy Rights Protection Limited English Proficiency

**Purpose:**

Hopeful Horizons (HH) has adopted an admission and discharge criteria policy to ensure that clients are admitted to and/or discharged from services/treatment in a consistent manner based on objective and evidence-based criteria.

**Scope:**

This policy applies to

- All HH Staff                                     Selected HH Staff, as specified: Direct service/treatment
- HH Board Members                             HH Volunteers: Direct service/treatment
- Other: Contract providers of service/treatment

**Policy:**

Each HH service/treatment program shall have formally adopted and approved admission and discharge criteria for all services and treatment provided. Where possible, criteria shall be based on evidence-based practice guidelines. Where required, criteria will reflect funder requirements.

- A. Service/treatment program specific admission and discharge procedures shall include:
  1. The process for assessment of client need
  2. Specific admission criteria for covered programs/services
  3. Applicable admission exclusion criteria
  4. Expected general parameters for length of service/treatment stay criteria
  5. Continued stay criteria
  6. Specific discharge criteria including criteria for unplanned discharge and/or program termination
- B. Undocumented Immigrants: HH will not deny services to potential clients based on their legal resident status. Federal law mandates that undocumented immigrants, who are victims of intimate partner abuse, receive services even when not eligible for federal-funded housing and other services.
- C. Waiting List: Program admission criteria and procedures shall address the process for assigning an eligible person to a waiting list including how decisions are made to prioritize cases for removal from the waiting list.
- D. Monitoring: Each program shall establish a process for monitoring adherence to this policy including case review and continued stay review.

**Communication and Training:**

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board’s policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

All employees whose responsibilities are affected or guided by this policy are expected to be familiar with the basic procedures and guidelines set forth pursuant to this policy.

**Definitions:**

1. Admission Criteria: Specific criteria used to determine whether a person is eligible for a specific treatment and/or services.
2. Continued Stay: Ongoing provision of an appropriately matched level service to an individual’s needs that exceeds the amount of service that was originally planned or is consistent with best practices.
3. Discharge Criteria: Specific criteria used to determine whether a person is appropriate for termination of treatment and/or services. Discharge criteria shall include guidelines provided to terminate service/treatment due to noncompliance or non-engagement.

**Other Related Materials:**

Program specific admission and discharge criteria  
Program specific intake procedures

**References/Legal Authority:**

[Service Delivery Standards, Council on Accreditation, 2023.](#)

[Violence Against Women Reauthorization Act of 2023](#)

**Change Log:**

<u>Date of Change</u>	<u>Description of Change</u>	<u>Responsible Party</u>
07.2023	This is a new policy	N. Miller, Prog Eval in consultation with service/treatment leads