

404 Temporary Service Suspension Policy

Section	Initiated	Last Update	Last Review	Related Procedure/Form	Page
Program	November 2022	September 2025	September 2025	See Appendix	1 of 2

Purpose:

To establish determination guidelines and notification procedures for service suspension.

Scope:

All ProAct employees and participants

Policy:

It is ProAct's intent to ensure continuity of care and service coordination between members of the support team including, but not limited to the participant, the legal representative and/or designated emergency contact, case manager, and other licensed caregivers during situations that may require or result in temporary service suspension. ProAct restricts temporary service suspension to specific situations according to MN Statutes, section 245D.10, subdivision 3.

ProAct recognizes that *temporary service suspension* and *service termination* are two separate procedures. ProAct must limit temporary service suspension to specific situations that are listed below. A temporary service suspension may lead to or include service termination or ProAct may do a temporary service suspension by itself. ProAct must limit service termination to specific situations that are listed in *Policy and Procedure on Service Termination*. A service termination may include a temporary service suspension or ProAct can do a service termination by itself.

ProAct must limit temporary service suspension to situations in which:

- The person's conduct poses an imminent risk of physical harm to self or others, and either positive support strategies have been implemented to resolve the issues leading to the temporary service suspension but have not been effective, and additional positive support strategies would not achieve and maintain safety, or less restrictive measures would not resolve the issues leading to the suspension.
- The person has emergent medical issues that exceed ProAct's ability to meet the person's needs; or
- The program has not been paid for services.

Prior to giving notice of temporary services suspension, ProAct must document actions taken to minimize or eliminate the need for service suspension. Action taken by ProAct must include, at a minimum:

- Consultation with the person's expanded/support team to identify and resolve issues leading to issuance of the suspension notice; and
- A request to the person's case manager for intervention services identified in section 245D.03, subdivision 1, paragraph (c), clause (1), or other professional consultation or intervention services to support the person in the program. This requirement does not apply to temporary suspensions issued due to non-payment of services.

- If, based on the best interests of the person, the circumstances at the time of the notice ProAct is unable to proceed, ProAct must document the specific circumstances and the reason for being unable to do so.

The notice of temporary service suspension must meet the following requirements:

- ProAct must notify the person or the person's legal representative and case manager in writing of the intended temporary services suspension.
- The notice of temporary services suspension must be given on the first day of the services suspension.
- The notice must include the reason for the action; a summary of actions taken to minimize or eliminate the need for temporary services suspension as required under MN Statutes, section 245D.10, subdivision 3, paragraph (d); and why these measures failed to prevent the suspension.
- ProAct must use forms provided by the commissioner to report service suspensions.

During the temporary suspension period, ProAct must:

- Provide information requested by the person or case manager.
- Work with the expanded/support team to develop reasonable alternatives to protect the person and others and to support continuity of care; and
- Maintain information about the temporary service suspension, including the written notice of temporary services suspension, in the service recipient record.

If, based on a review by the person's expanded/support team, the team determines the person no longer poses an imminent risk of physical harm to self or others, the person has a right to return to receiving services.

If at the time of the temporary service suspension or at any time during the suspension, the person is receiving treatment related to the conduct that resulted in the service suspension, the expanded/support team must consider the recommendation of the licensed health professional, mental health professional, or other licensed professional involved in the person's care or treatment when determining whether the person no longer poses an imminent risk of physical harm to self or others and can return to the program.

If the expanded/support team makes a determination that is contrary to the recommendation of a licensed professional treating the person, ProAct must document the specific reasons why a contrary decision was made.

There is a written warning form that may or may not be filled prior to a service suspension. The written warning form is also used in minor issues that do not result in a service suspension.

In addition to suspension, ProAct allows participant to be on hold for a period of up to 90 days.