

Briarpatch Youth Services Policy and Procedures

TITLE: Involuntary Termination of Client Services

Effective Date: 01/01/2000

Revision Date: 9/18/2024

Policy

Involuntary discharges of clients from agency services are a last resort and are only utilized when all other means of negotiating an opportunity for clients to continue to receive services have failed. Clients discharged involuntarily from services shall receive a written explanation of the reason(s) for their discharge. Clients who believe that their involuntary termination was unwarranted may file an appeal regarding the agency's decision to terminate services.

Clients may be involuntarily terminated from services for a variety of reasons including: sexual harassment of staff or other agency clients, sexual assault of staff or other agency clients, making repeated threats to physically harm staff or other agency clients, and physical assault of staff or other agency clients.

Before initiating involuntary termination procedures with a client, this document shall be reviewed with the client and signed by the client and by the client's primary case manager/counselor. A copy of this signed document shall then be provided to the client and a copy of same placed in the client's case file.

Procedures

1. When a decision has been made to involuntarily terminate a client from services, a Program Coordinator or the Briarpatch Program Director shall provide the client being terminated with a written notice of the reason(s) for termination. This notice shall be given directly to the client or mailed to the most recent address the client provided to the agency.
2. The written notice shall include a detailed statement of the facts and the source of the information on which the decision to terminate services is based.
3. Clients shall have the right to review any and all documentation related to the agency's decision to terminate services.

Appeal Process

1. Clients may submit an appeal of the agency's decision to terminate services by providing a written statement, phone message, or video message regarding why they believe they should not have been terminated from services. (Ideally, sent in a format that can be reviewed more than one time.) The statement should include an explanation of the requested remedy and the mailing address, email address and/or phone number of the person who submitted the appeal. As part of the appeal process, the client may request a face-to-face meeting with the Executive Director to discuss their objection(s) to their termination from services and to provide any evidence relative to the matter at hand.

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2. Written appeals should be placed in an envelope marked “Confidential” and addressed to Executive Director, 2720 Rimrock Road, Fitchburg, WI 53713. A confidential phone message statement can be left on (608)245-2550 x 1212. A brief video may be emailed to the Executive Director. jill.pfeiffer@briarpatch.org
3. The Executive Director shall review the appeal document, and if no meeting has been requested, send a written response to the client with his/her decision within ten (10) working days of receipt of the appeal document.
4. If the client has requested a meeting with Executive Director, this meeting shall be scheduled within ten (10) working days of receiving the appeal document. After the meeting has taken place, the Executive Director will send a written response to the client with his/her decision within five (5) working days after the date of the meeting.
5. In all cases, the Executive Director’s response will include an explanation of his/her/their decision (while maintaining necessary confidentiality) and information about reinstatement to services if applicable.
6. The decision of the Executive Director is final.

Client’s Signature

Date

Staff Signature

Date