

MENTAL HEALTH SERVICE STANDARD

Bergen-Passaic Transitional Grant Area

Grant Year: 2020/21



Service Category Definition – Mental Health Services

(HIV/AIDS Bureau Policy Clarification Notice #16-02, Revised 10/22/2018)

Mental Health Services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV. Services are based on a treatment plan, conducted in an outpatient group or individual session, and provided by a mental health professional licensed or authorized within the state to render such services. Such professionals typically include psychiatrists, psychologists, and licensed clinical social workers.

Program Guidance

(HIV/AIDS Bureau Policy Clarification Notice #16-02, Revised 10/22/2018)

Mental Health Services are allowable only for PLWH who are eligible to receive HRSA RWHAP services.

(HIV/AIDS Bureau, 2019)

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PATERSON-PASSAIC COUNTY-BERGEN COUNTY
HIV HEALTH SERVICES PLANNING COUNCIL

Ryan White HIV/AIDS Program Eligibility Requirements

(HIV/AIDS Bureau Policy Clarification Notice #13-02, Revised 5/1/2019)



Person(s) seeking services in the Ryan White HIV/AIDS Program (RWHAP) must meet the following requirements for eligibility:

- Any person(s) with an HIV diagnosis or their legal guardian who lives in the City of Paterson, Passaic County, and/or Bergen County, New Jersey; **OR**
- A person designated as the individual's medical power of attorney (i.e., their court appointed representative or legal representative). *Proper documentation must be collected at initial determination and redetermination to verify guardianship or medical power of attorney.* **AND**
- Any individual with a household income that is at or below 500% of the federal poverty level; **AND**
- Any individual who is uninsured or underinsured.



Client eligibility must be certified annually and recertified at least every six months. The primary purpose of the RWHAP eligibility certification process is to ensure that an individual's residency, income, and insurance status continues to meet the Bergen-Passaic transitional grant area (TGA) eligibility requirements and to verify that the RWHAP is the payer of last resort. The eligibility recertification process includes checking for the availability of all other third-party payers. Subrecipients are also required to obtain documentation of CD4 and viral load laboratory results at each eligibility certification and recertification for all clients. Laboratory results must be recent and within 6-months of the eligibility determination date. Subrecipients are required to obtain documentation and maintain the results of the laboratory results in client chart and documented in eCOMPAS.

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Ryan White HIV/AIDS Program Eligibility Requirements

(HIV/AIDS Bureau Policy Clarification Notice #13-02, Revised 5/1/2019)

RWHAP Required Documentation Table and Frequency		
Eligibility Requirement	Initial Eligibility Determination & Once a Year/12 Month Period Recertification	Recertification (minimum of every six months)
HIV STATUS	Documentation required at initial eligibility determination.	No documentation required (Proof of HIV status must remain in the client file for the entire time the client is enrolled in RWHAP services.)
	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • A positive HIV Immunoassay (IA) test result from an initial antibody or combination antigen/antibody (Ag/Ab) test followed by a positive (reactive) HIV-1/2 type-differentiating test (Supplemental IA), qualitative Nucleic Acid Test (NAT)/Nucleic Acid Amplification Test (NAAT), Western Blot or Immunofluorescence Assay (IFA). • A positive qualitative HIV NAT (DNA or RNA) or HIV-1 p24 antigen test. • A detectable (quantitative) HIV viral load (<i>undetectable viral load tests are NOT proof of HIV.</i>) • An HIV nucleotide sequence (genotype). 	
	Documentation required for once a year/12-month recertification.	
	<p>No documentation required (Proof of HIV status must remain in the client file for the entire time the client is enrolled in RWHAP services.)</p>	

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<h2>HOUSEHOLD INCOME</h2>	<p>Proof of household income: This includes income for the client, client’s spouse if legally married, client’s minor child under the age of 18, any person claimed by the client as a dependent on a tax return, and any person that has legal custody or other legal arrangements or guardianship of the client).</p> <p><i>*** Income that is not counted includes grants, scholarships, fellowships, value of SNAP benefits, 401K if not accessed, and any other non-accessible income, such as trust funds.</i></p>	
	<p>Documentation required at initial eligibility determination and for once a year/12-month recertification.</p>	<p>Documentation required at eligibility recertification.</p>
	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Pay stubs (at least two), OR • A signed and dated employer statement on company letterhead may be used. It must state the name of client, rate and frequency of pay, a phone number, and whether the client is currently receiving or is eligible to receive health benefits from the employer, OR • IRS 1040 form or IRS W-2 from most recent year; OR • IRS W-4 form. 	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Self-attestation of no change; OR • One of the approved documents listed in the <i>Initial Eligibility Determination & Once a Year/12 Month Period Recertification (on the left).</i>
	<p>For clients declaring no income.</p>	
<p>At least one of the following is required:</p> <ul style="list-style-type: none"> • A statement provided as to how the client receives food, clothing, and shelter (also known as a letter of support). • A recent Summary Earnings Query (SEQY) printout, or Work and Gain Economic Self Sufficiency (WAGES) printout or an income tax return from the previous year. • Federal Insurance Contributions Act (FICA) to establish prior work year income. 		

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RESIDENCY	Documentation required at initial eligibility determination and for once a year/12-month recertification.	Documentation required at eligibility recertification.
	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Current New Jersey or local photo identification (includes NJ driver’s license); OR • Utility bill with client name and street address; OR • Housing, rental, or mortgage agreement with client’s name and street address; OR • Recent school records with client’s name and street address; OR • Bank statement with client’s name and street address; OR • Letter from person with whom the client resides; OR • Property tax receipt or W-2 form for previous year with client’s name and street address; OR • Unemployment document with client’s name and street address; OR • Current voter registration card with client’s name and street address; OR • Official correspondence (postmarked in last three months) with client’s name and street address; OR • Prison records (if recently released) with client’s name and street address. 	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Self-attestation of no change, OR • If client has moved, proof of residency is required. One of the approved documents listed in the <i>Initial Eligibility Determination & Once a Year/12 Month Period Recertification (on the left)</i>.
	For clients declaring homeless status or living in a shelter.	
	<p>At least one of the following is required:</p> <ul style="list-style-type: none"> • A statement from the shelter in which the client resides or visits; OR • A written statement of the client describing living circumstances and a physical observation of location of residence by eligibility staff eligibility staff signed and dated by the client and eligibility staff; OR • A statement from a social service agency attesting to the homeless status of the client. 	
INSURANCE STATUS	Subrecipient must verify if the client is eligible for or is enrolled in health care coverage programs. Obtain documentation of insurance status maintain status in client chart and documented in eCOMPAS. This includes Medicaid, Medicare, and employer-based health insurance programs.	
	Documentation required at initial eligibility determination and for once a year/12-month recertification.	Documentation required at eligibility recertification.

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	<p>Clients with Insurance:</p> <ul style="list-style-type: none"> Obtain a copy of the insurance card (front and back) to be maintained in client chart and documented in eCOMPAS. <p>Clients without Insurance:</p> <ul style="list-style-type: none"> Document steps taken to ensure insurance is not available; AND Document steps taken to screen client for Medicaid benefits; OR Documentation of Medicaid denial; OR If the client is employed but without insurance, the client will need to provide proof that they have no access to insurance from their employer (Letter from employer; or Personnel handbook that describes benefits). 	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> Self-attestation of no change; OR If the client has lost insurance coverage: <ul style="list-style-type: none"> Document steps taken to ensure insurance is not available (e.g. Cobra); AND Document steps taken to screen client for Medicaid benefits; OR Documentation of Medicaid Denial. If the client has gained insurance coverage, obtain a copy of the insurance card (front and back) to be maintained in client chart and documented in eCOMPAS.
<p>CD4 / VIRAL LOAD RESULTS</p>	<p>Subrecipient must obtain documentation of most recent CD4/Viral Load laboratory results at least every 6-months to be maintained in client chart and documented in eCOMPAS.</p>	
	<p>Documentation required at initial eligibility determination and for once a year/12-month recertification.</p>	<p>Documentation required at eligibility recertification.</p>
	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> Obtain documentation of most recent CD4/Viral Load laboratory results (within 6-months of eligibility certification date). 	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> Obtain documentation of most recent CD4/Viral Load laboratory results (within 6-months of eligibility recertification date).
	<p>For clients who are newly diagnosed.</p> <p>Subrecipient is responsible for:</p> <ul style="list-style-type: none"> Obtaining documentation of CD4/Viral Load laboratory test results within 90 days of initial eligibility determination. Documentation of most recent CD4/Viral Load laboratory results to be maintained in client chart and documented in eCOMPAS. 	

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Personnel Qualifications

(HIV/AIDS Bureau Policy Clarification Notice #13-02, Revised 5/1/2019)

Mental Health services will be provided by staff who meet the minimum requirements and qualifications listed in this section.

1. Master of Social Work (MSW), Certified Social Worker (CSW), Licensed Clinical Social Worker (LCSW), Licensed Social Worker (LSW) are preferred; **OR**
2. Bachelor of Social Work (BSW); or other related health or human service degree from an accredited college or university with two years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**
3. A Bachelor's degree from an accredited college or university, with four years of experience working with HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**
4. Current licensed registered nurse (RN). If licensed, a copy of the most current license must be kept in the personnel file; **OR**
5. An Associate degree from an accredited college, with at least six-years of experience working as a RWHAP non-medical case manager, HIV diagnosed populations, chronic illness populations, or underserved populations; **OR**
6. A high school (HS) diploma or General Education Diploma (GED) with at least eight-years of experience working as a RWHAP non-medical case manager, HIV diagnosed populations, chronic illness populations, or underserved populations.

All Mental Health services staff must complete yearly, a minimum training regimen that includes at least 8 continuing education units (CEU's). If CEU's are not attainable, prior authorization for alternate training sources must be approved by the Recipient prior to enrollment in training. CEU's may include, but are not limited to, the following areas:

1. HIV case management standards; **AND/OR**
2. AIDS Drug Assistance Program requirements; **AND/OR**
3. Health Insurance Premium and Cost Sharing Assistance programs; **AND/OR**
4. HIV disease processes, treatment, testing, legal ramifications to include confidentiality, counseling/referral and prevention, and ethics (Such as Fundamentals of HIV/HCV Counseling and Testing Training); **AND/OR**
5. Cultural competency training; **AND/OR**
6. Medicaid, Medicare, and Marketplace training/updates; **AND/OR**
7. Health education, risk-reduction, and harm reduction; **AND/OR**
8. STI prevention strategies, pre-exposure prophylaxis (PrEP), and post-exposure prophylaxis (PEP); **AND/OR**
9. Access to and knowledge of all RWHAP core and support services in the TGA; **AND/OR**
10. Access to and knowledge of non-RWHAP funded services that ensures that the RWHAP remains the payer of last resort.

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Quality Management Outcomes and Quality Assurance Measures

(HIV/AIDS Bureau Policy Clarification Notice #15-02, Updated 11/30/2018)

In addition to the system-wide Service Standards applicable to all RWHAP Part A and Minority AIDS Initiative (MAI)-funded subrecipients, the following program specific Service Standards apply to Mental Health Services subrecipients. These Service Standards are an essential component of the Bergen-Passaic Quality Management program to inform the on-going monitoring and evaluation of RWHAP Part A and MAI-funded mental health subrecipients by the City of Paterson Ryan White Grants Division Office (Recipient). Full compliance with these Service Standard is expected for RWHAP Part A funded subrecipients that have contracts with the City of Paterson, Ryan White Grants Division.

HRSA/HAB Performance Measure: HIV Viral Load Suppression (NQF#: 2082)				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of patients, regardless of age, with a diagnosis of HIV with a HIV viral load less than 200 copies/ml at last viral load test during the measurement year.	Number of clients in the denominator with a HIV viral load less than 200 copies/ml at last HIV viral load test during the measurement year	1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) i. If yes, did the client have a HIV viral load test with a result <200 copies/mL at the last test? (Y/N) 	NONE	90%
	Denominator			
HRSA/HAB Performance Measure: HIV Medical Visit Frequency (NQF#: 2079)				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients, regardless of age, with a diagnosis of HIV who had at least one medical visit in the last 6-month period of the 24-month measurement period with a minimum of 60 days between medical visits	Number of clients who had at least one medical visit in each 6-month period of the 24-month measurement period with a minimum of 60 days between medical visits.	1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) i. If yes, did the client have at least one medical visit in each 	NONE	90%
	Denominator			

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	Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least one mental health encounter in the measurement year	6-month period of the 24-month measurement period with a minimum of 60 days between medical visits? (Y/N)		
HRSA/HAB Performance Measure: Gap in HIV Medical Visits (NQF#: 2079)				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients, regardless of age, with a diagnosis of HIV who did not have a medical visit in the last 6 months of the measurement year.	Number of clients who did not have a medical visit in the last 6 months of the measurement year.	<ol style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ol style="list-style-type: none"> a. If yes, did the client have a medical case management encounter in the measurement year? (Y/N) <ol style="list-style-type: none"> i. If yes, did the client have at least one medical visit in the last 6 months of the measurement year? (Y/N) 	Client(s) who were not enrolled in Medical Case Management Services for a continuous 12-month measurement period.	90%
	Denominator			
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of subrecipient mental health staff who met the minimum requirements and qualifications listed in personnel qualification section of the mental health service standard.	Number of subrecipient staff in the denominator who met the minimum requirements and qualifications listed in personnel qualification section of the mental health service standard in the measurement year.	<ol style="list-style-type: none"> 1. Is the MH staff listed on the Subrecipient budget or budget modification during the measurement year? (Y/N) <ol style="list-style-type: none"> a. If yes, did MCM staff meet the minimum qualifications listed in personnel qualification section of 	NONE	100%
	Denominator			

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	Number of subrecipient staff listed on the RWHAP Part A and MAI budget for the measurement year.	the mental health service standard? (Y/N)		
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the diagnosis of mental health illness or condition.	Number of clients in the denominator with detailed treatment plan that includes the diagnosis of mental health illness or condition	1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) <ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include diagnosis of mental health illness or condition? (Y/N) 	NONE	90%
	Denominator			
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the treatment modality (group or individual).	Number of clients in the denominator with detailed treatment plan that includes the treatment modality	1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) 	NONE	90%
	Denominator			

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	Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least one mental health encounter in the measurement year.	<ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include the treatment modality? (Y/N) 		
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the start date for mental health services.	Number of clients in the denominator with detailed treatment plan that includes the start date for mental health services.	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) <ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include the start date for mental health services? (Y/N) 	NONE	90%
	Denominator			
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the recommended number of sessions.	Number of clients in the denominator with detailed treatment plan that includes the recommended number of sessions	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) 	NONE	90%
	Denominator			

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PATERSON-PASSAIC COUNTY-BERGEN COUNTY
HIV HEALTH SERVICES PLANNING COUNCIL

	Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least one mental health encounter in the measurement year.	<ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include the recommended number of sessions? (Y/N) 		
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the date for reassessment.	Number of clients in the denominator with detailed treatment plan that includes the date of reassessment.	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) <ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include the date for reassessment? (Y/N) 	NONE	90%
	Denominator			
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes any recommendations for follow up	Number of clients in the denominator with detailed treatment plan that includes recommendations for follow-up	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) 	NONE	90%
	Denominator			

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	Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least one mental health encounter in the measurement year.	<ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include any recommendations for follow up (Y/N) 		
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section B: Core Medical Services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of clients receiving mental health services have a detailed treatment plan that includes the signature for the mental health professional rendering service and client's signature.	Number of clients in the denominator with detailed treatment plan that includes both the signature of the mental health professional providing the service, and the client's.	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) <ul style="list-style-type: none"> i. If yes, is there a detailed treatment plan documented in client file? (Y/N) ii. If yes, does the documentation include both the mental health professional providing the service and the client's signature? (Y/N) 	NONE	90%
	Denominator			
Bergen-Passaic TGA RWHAP Part A Program Monitoring Standards for Mental Health services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of mental health clients, regardless of age, with a diagnosis of HIV who had a documented discharge plan after treatment goals are met.	Number of mental health clients in the denominator with a completed discharge in the measurement year.	<ul style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ul style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) <ul style="list-style-type: none"> i. If yes, did the client have a completed discharge summary 	NONE	90%
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	Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least mental health encounter in the measurement year.	documenting discharge for meeting objectives of the treatment goals in the measurement year? (Y/N)		
Bergen-Passaic TGA RWHAP Part A Program Monitoring Standards for Mental Health services.				
Performance Measure/ Description	Numerator	Data Element	Exclusions	Goal
Percentage of mental health clients, regardless of age, with a diagnosis of HIV who had a documented discharge plan after 30 days without client contact.	<p>Number of mental health clients in the denominator with a documented discharge in the measurement year.</p> <hr style="border: 1px solid black;"/> <p style="background-color: black; color: white; text-align: center; margin: 0;">Denominator</p> <p>Number of mental health clients, regardless of age, with a diagnosis of HIV who had at least one mental health encounter in the measurement year.</p>	<ol style="list-style-type: none"> 1. Does the client, regardless of age, have a diagnosis of HIV? (Y/N) <ol style="list-style-type: none"> a. If yes, did the client have a mental health encounter in the measurement year? (Y/N) i. If yes, did the client have a documented discharge plan after 30 days without client contact? (Y/N) 	NONE	90%

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Clients Rights and Responsibilities

Services will be provided to all eligible RWHAP clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law. Subrecipient's providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each Subrecipient will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.

Clients Charts, Privacy, and Confidentiality

Subrecipient's providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of consumers Personal Health Information (PHI). Subrecipient's must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the clients' record. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Bergen-Passaic TGA managed, eCOMPAS database.

Cultural and Linguistic Competency

Subrecipient's providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services. (please see <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53> for more information)

Client Grievance Process

Each Subrecipient must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the clients' record.

Case Closure Protocol

Each Subrecipient providing services must have a case closure protocol on file. The reason for case closure must be properly documented in each client's file. If a client chooses to receive services from another provider the Subrecipient must honor the request from the client.