

CHARLENE'S ANGELS

ENTRY, TRANSITION, AND EXIT CRITERIA POLICY

Purpose

To define clear, consistent, and person-centered criteria for entry, transition, suspension, and exit from services.

Scope

This policy applies to all Charlene's Angels programs, services, and staff involved in admission, service delivery, suspension, transition, and termination.

Policy Statement

Charlene's Angels maintains written entry, transition, and exit criteria that are applied consistently, support person-centered decision-making, and ensure individuals receive services appropriate to their needs, preferences, and goals. These criteria align with the Participant Handbook.

Entry Criteria

Individuals may be admitted to services when the following conditions are met:

- The individual meets program eligibility requirements and service needs identified during referral and intake.
- The organization has the capacity, staffing, and competencies to serve the individual safely and effectively.
- Required referral documents, consents, and application materials are completed and received.
- Funding, authorization, or waiver budget is confirmed.
- The individual agrees to participate in services consistent with program expectations.

If a program is full, individuals may be placed on a waitlist as described in the Participant Handbook.

Transition Criteria

Individuals may transition within or between services when any of the following conditions are present:

- Assessment or reassessment indicates a change in needs, functioning, risks, or preferences.
- The individual requires a different level, intensity, or type of service to support progress toward goals.
- The individual requests a change in service and the request is appropriate to their needs.
- The organization determines that another internal or external service is better aligned with the individual's needs.
- Temporary adjustments are needed to maintain safety or continuity of care.

Transitions are planned, documented, and communicated to the individual and relevant team members.

Exit Criteria

Individuals may be exited from services when any of the following conditions are present:

- The individual has met goals or no longer requires the service.
- The individual chooses to discontinue services.
- The individual no longer meets eligibility or funding requirements.
- The individual's needs can no longer be safely met by the organization.
- The continuation of services poses an immediate threat to the safety of the individual, other participants, or staff.
- The individual is transitioning to another provider that better meets their needs.

Exit decisions follow the written notice requirements described in the Participant Handbook, including the 60-day notice for ongoing services.

Suspension of Services

Adopted 6/2023
Reviewed 6/2024
Updated 6/2025

Suspension may occur when immediate safety concerns or medical needs prevent safe service delivery. Suspension procedures follow the Participant Handbook, including:

- Verbal explanation
- Written notice
- Support team meeting within five days
- Review of safety, program adjustments, and service continuation

Suspension is not considered an exit unless exit criteria are met.

Documentation and Communication

All entry, transition, suspension, and exit decisions are documented in the record of the person served, communicated to the individual and relevant team members, and applied consistently across programs and staff.

Review and Oversight

Supervisory staff review the application of criteria to ensure consistency and compliance with standards and organizational policy. Criteria are reviewed annually and updated as needed.