



NFI | Vermont

Program Participant and Agency Handbook

*Providing Mental Health and Educational Services to
Vermont's Children and Families*

- Trauma Informed, Trauma-Responsive Practices
- Flexible, Creative & Culturally Sensitive Services
- Program Participant Centered Care
- Customized Individual Treatment Plans

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Welcome to NFI VERMONT

This Program Participant & Agency Handbook is designed to provide a general introduction to the agency, important procedures, and resources. We hope you find the Handbook useful. If you need help understanding information in this Handbook, please ask a staff member.

NFI VT is a **Specialized Service Agency (SSA)** within the larger VT State mental health network. We received Center of Excellence (COE) certification by Vermont Care Partners (VCP). And, we are also proud to be a Child Placing agency as designated by the Department for Children and Families (DCF).

We have a variety of services and supports available to work with you towards desired treatment goals.

Our Mission Statement

The mission of NFI VT is to embrace strengths and acknowledge struggles as we join with youth, adults, families and communities to promote growth and healing. We are dedicated to providing flexible, creative, client-centered, and culturally sensitive trauma specific services.

NFI Trauma-Informed Statement

NFI Vermont commits to being a trauma-informed, trauma-sensitive and trauma responsive agency. True to our core values and mission statement, we value a culture that promotes belonging and empowerment with all who we encounter.

We recognize that the individuals we serve and the staff may have experienced adverse and/or traumatic events in their lives. We work to reduce the chance of traumatizing or re-traumatizing those individuals. Our priority is to help clients and staff feel safe and respected by sustaining an environment rooted in honesty, flexibility, accountability and support.

NFI VT integrates trauma awareness into our policies, procedures, practices, trainings and staff supervisions. We invest in opportunities to educate and train staff to approach the work through a trauma-informed lens. When providing care, we work understand the whole picture, centering ourselves in collaboration, and compassion.

Acknowledging Racial Trauma

As Dr. Ken Hardy states in his book *Race Through a Trauma Lens* ; “Racial Trauma is a life-altering and debilitating experience that affects countless numbers of individuals, families and groups over multiple generations.” At NFI Vermont we acknowledge that Black, Indigenous, People of Color in our community and on our staff are most vulnerable to the lifelong effects of racial trauma. We commit to being aware and recognizing the symptoms of racial trauma in our work.

Our Programs

❖ **Wraparound**

Brattleboro Community Alternatives Program (BCAP), Community Based Supports (CBS), Diagnostic and Assessment Program (DAP), ST. Albans Community Alternatives Program (SACAP), Village House Wraparound

❖ **Therapeutic Residential**

Allenbrook, DBT House, Group Home, and Village House

❖ **Educational**

East Meadow School, Cornerstone School, Arlington School, Turning Points School

❖ **NFI Foster Parent Support Services**

❖ **Youth Inpatient Crisis Stabilization**

Hospital Diversion (HDP) North & South locations

❖ **NFI Family Center (Outpatient mental health clinic)**

❖ **Crossroads - Intensive Outpatient Program using Dialectical Behavior Therapy**

Adult, Transition Age Youth, and Adolescent groups

❖ **Child and Family Supports program (CFS)**

St. Albans- DCF partner

❖ **Post Permanence/Post Adoption**

Partners in Care – Promoting Healthy Behaviors and Relationships

Health & Mental Health Team

We are your partner in care. It is important for us to be aware of who your primary care physician, dentist, psychiatrist, and any other alternative service providers or settings you may be associated with or have considered. Please let us know whom your community health/mental health team includes.

If you need help in identifying a primary care physician, dentist, and/or mental health provider, our staff can help. If you change or add a health provider, please let us know so we can serve you better.

Mental Health Screens

During the referral and intake process, depending on program eligibility, staff may request to review your prior health/mental health records from other providers.

Programs will conduct a comprehensive assessment with you.

Programs may also use mental health screens/tools to assess for your experience with or risk of trauma, depression, suicidality, substance use/tobacco use, and individual needs and strengths.

Sharing of Health Information

We participate in routine communication with and collaboration with your community health team (including insurance carrier); specifically for purposes of Treatment, Payment, and Healthcare Operations. In efforts to provide efficient and effective services, NFI VT may share health information via paper or electronic methods as outlined in the *Notice of Privacy Practices*.

Related to our funding and our role in the State's mental health care system- our Wraparound, Residential and Hospital Diversion programs are also required to share health data with different departments under the VT Agency for Human Services (AHS). The sharing of health information is used by the State for treatment, payment and health care operations.

One such method of sharing health information is through the Vermont Health Information Exchange (VHIE). (See Appendix*). NFI sends designated health information from our electronic health record to Vermont Information Technology Leaders (VITL). VITL is responsible to store this information and manage access to information in the VHIE by the State and other authorized healthcare providers.

If you have further questions about the VHIE or wish to Opt-Out of having your data accessible to authorized providers, **contact VITL directly**. (See Resources page for contact)

Program participant and Staff Safety

Open communication, mutual respect, and timely exchange of information are important to maintain physical and emotional safety during program participation. Each program site has an

emergency/evacuation plan and staff are instructed in Universal safety precautions, CPR, and first aid measures. Additional health and safety protocols are in accordance with Vermont law and guidance.

Crisis support/resources differ from program to program. Where applicable, program participants assist to develop their individualized safety plan. The safety plan is accessible to direct care staff, management, and the crisis response team to help support the participant in their care. See also program specific information.

In order to help prevent and manage situations with imminent risk of physical harm to program participant or others, staff are trained in physical intervention techniques. Although, NFI VT does not endorse physically aversive (See Appendix*) procedures, devices, or treatment, when necessary, restraint may be used. In some situations, local law enforcement and/or emergency management services may also be involved.

NFI VT is a No Weapons and No Smoking/No Vaping agency. The possession of a weapon, firearm, dangerous item, possession or use of illegal drugs on agency property is prohibited. Agency policies are in place to respond to violations of prohibited items, however, consequences will differ according to your program and/or as a condition of law enforcement.

For NFI Schools: NFI Schools strive for a safe and supportive school environment in which all members of the school community are treated with respect. It is the policy of NFI Vermont Schools to prohibit the unlawful discrimination or harassment of students based on race, color, religion, creed, national origin, marital status, sex, sexual orientation, gender identity or disability. See also NFI School policy for Prevention of Hazing, Harassment and Bullying of students.

Surveillance System(Cameras)

The agency uses a variety of tools to enhance the safety of our clients and staff. Surveillance cameras may be used by some of the NFI programs to help deter unsafe behavior and detect unauthorized visitors to building sites. When/if a surveillance camera is used at your program site, the staff are expected to explain the camera's purpose, identify the location of the camera(s), and answer any questions you may have.

Accommodations

In compliance with the Americans with Disabilities Act (ADA), the agency may make reasonable accommodations/modifications to help ensure access to our programs/services. You may also request to see a copy of our Language Access, Telehealth, and Service Animal policies.

- ❖ When needed, the agency may make reasonable accommodations/modifications for a program participant's accessibility to sites/buildings.

- ❖ Case managers/Program Directors may help assist in arranging for adequate, accessible transportation for a program participant, who could not otherwise easily reach the program/services.
- ❖ Upon request, the agency may help arrange for Language Access assistance (interpreter/translation) for a program participant/their legal representative.
- ❖ The agency will make reasonable modifications for a program participant and/or their representative service dog to be allowed in NFI VT sites (public areas). However, service dogs may be prohibited from entering NFI VT sites when they pose a direct threat to the health and safety of others, are not under the control of the handler, are not housebroken, or would fundamentally alter the nature of a service or the program.

Access to Care

Referrals, Waitlist & Intake Process

Many of the NFI VT programs receive referrals directly from the State, school districts, and local Designated Agencies. Program Directors review the referral information with the referral source to determine whether an individual's application for service is accepted, declined, placed on a waitlist or requires further review. Sometimes, program staff will meet (or schedule a tour) with the prospective program participant to help determine program appropriateness and enrollment readiness.

Once accepted, potential program participants participate in a program Orientation and intake.

Intake to the program includes a review of the program's services, program environment, expectations, and assigned staff member(s). Staff will help answer any questions, explain agency resources, consent forms and information in the intake packet.

- ❖ Only NFI Family Center and Crossroads IOP may accept self-referrals

Additional program referral information can be viewed on our website.

Consent, Treatment Authorization and Treatment Plan Agreement

Informed consent from a program participant/their legal representative is required prior to the start of services. We encourage both the client (including youth) and their personal representative (if applicable) to participate in the consent and treatment planning process.

It can be important for you and your treatment team to have input in developing goals for your treatment planning, as well as, to discuss opportunities for program participation. The individualized treatment or learning plan is developed and adjusted, as needed. Depending on the program, the treatment plan may include natural supports, supportive community agencies, safety planning, discharge planning, care preferences and treatment or education goals.

To help support program participant(s) needs and their goal achievement, NFI VT engage in regular training around best treatment practices. They apply creativity and flexibility to provide individualized care.

Depending on the program, services and treatment activities may include face-to-face interaction, phone calls, electronic communication, Telehealth sessions, and in- person or virtual meetings.

If at any time you have questions about your treatment plan, ask the program staff.

Privacy & Confidentiality

Following Federal HIPAA & FERPA guidelines (See *Appendix**), NFI VT has policies in place to help protect the privacy, security and confidentiality of your personal health and educational information. We will use and disclose your health information for treatment, payment, and healthcare operations as outlined in the *Notice of Privacy Practices*.

We will ask you/your legal representative to complete a Release of Information form prior to the disclosure of your personal information (when indicated under the HIPAA/FERPA rules).

However, there are certain legal circumstances and/or **incidents** (See *Appendix**), when your information may be released without your permission, in cases of:

Medical emergency, Suspected Child Abuse and neglect, Communicable Disease/Public Health initiatives, Threats of violence/danger to self or others

During intake, the program staff will explain some of the state/federal limits to confidentiality.

Together, we can help protect your information by:

- Keeping current with and sharing information according to state and federal guidelines
- Limiting access to and sending information securely (examples: password protection, encryption)
- Practicing safe and responsible internet and network use
- Storing your health information in a secure location
- Understanding risk associated with posting sensitive information on public platforms/ social media, and/or using health & wellness applications on your smart device
- Program use of social media is limited. For programs who do, consent is required before posting client images/audio recordings.

Electronic Communication

As best treatment practice, NFI VT encourages face- to- face and phone contact, whenever possible. However, some programs may utilize a variety of electronic communication methods (or treatment tools):

- when they are clinically appropriate,
- when they will expand access to services, or
- they will help to enhance or coordinate care.

Program staff will provide a consent form, explaining potential security risks of communicating through electronic methods and our Conditions of Use. You/your legal representative may choose to permit/or not permit communication via email, text messages, and virtual meetings.

Some NFI programs do NOT allow their staff to communicate through text messages.

Email and text messages, that include clinical treatment information, are considered part of your health record and will be documented.

NFI is NOT liable for the security of your information when you choose a less secure form of communication such as text messaging, sending information through an unsecure email, or Health application.

Artificial Intelligence (AI)

AI tools are used widely in healthcare settings. NFI programs may decide to use a HIPAA compliant AI tool in the process of your care. When/if an AI tool is used in your care, staff are expected to explain the AI tool's purpose, potential benefits, risks and limitations and answer any questions you may have.

Program Participant Rights, Responsibilities & Rules

NFI VT strives to be a welcoming treatment and learning environment; to provide fair and equitable treatment regardless of race, religion, national origin, gender, sexual orientation, gender identity/expression, and ethnicity.

Posted at each NFI VT location are the Program Participant Rights & Responsibilities and program specific rules. It is important that you have an opportunity to discuss the rules and responsibilities with the staff, understand and agree to the program expectations, and your treatment plan.

****Program specific rules and expectations are provided by the program****

Program Participant Rights:

- ❖ Right to information on eligibility criteria, funding priorities, available services, programs, practitioners, practice guidelines, utilization management practices, and complaint procedure-including the Grievance and Appeal process
- ❖ Right to an Individualized, Comprehensive Service Plan that includes relevant service agencies and your health team/doctor
- ❖ Right to review your health information, understand your condition and treatment options
*See Notice of Privacy Practices for additional HIPAA rights regarding access to, amending, or restricting your health information
- ❖ Right to receive respect and dignity; right to receive services from culturally sensitive staff
- ❖ Right to participate in decision- making and treatment choices, consistent with age and ability
- ❖ Right to communicate in your primary language and/or mode of communication
- ❖ Right to provide input, feedback and suggestions regarding your physical, emotional and mental comfort
- ❖ Right to refuse or terminate services (Exception: possible consequences if service is court ordered)
- ❖ Right to request change in a staff assignment
- ❖ Right to information security, confidentiality and privacy of your records. (Exception: when permitted by law, records may be released without permission)
- ❖ Right to be represented by legal counsel or advocate of your choice- right to all legal protection and due process for status as an outpatient and inpatient, both voluntary and involuntary, as defined under Vermont law

- ❖ Right to access basic goods, services and private space in the context of the therapeutic treatment plan
- ❖ Freedom from retaliation, threat, denial, or discrimination
- ❖ Modifications may be made to the physical environment, a task, or mode of communication; (as defined by the ADA) to reduce the unintentional exclusion or barrier of an individual with a disability, to access a service

Program Participant Responsibilities

- ❖ Responsibility to provide complete information needed to the NFI Vermont staff to help develop an appropriate plan of care, appropriate services and supports
- ❖ Responsibility to participate in the treatment plan, report any changes to medications or your health/condition and any changes to your health team
- ❖ Responsibility to follow agreed-upon service and support plan, to the best of your ability
- ❖ Responsibility to report treatment or appointment challenges
- ❖ Responsibility to treat staff and caregivers, property with dignity and respect including others who may be different than you
- ❖ Responsibility to report abuse and /or share concerns
- ❖ Responsibility to follow the Conditions of Use when sharing health information by electronic means and/or when using NFI devices or the NFI Network.

Advance Directives

Adults (18 years old+), who are legally able to make decisions for themselves, may complete an advance directive for their health care instructions.

NFI VT has resources available for help with completing or changing an advance directive.

Or, if you wish to share with us an already completed directive, staff will retain a copy as part of your clinical record.

Voter Registration Assistance

For those program participants receiving services at the Village House, who are 18 years old+, staff may offer assistance with state of VT voter registration.

Program Participant Satisfaction

Satisfaction Survey

Your input and satisfaction are important to us. Throughout your course of treatment, there are opportunities to review program appropriateness and your satisfaction with our services. Staff generally provide Satisfaction Surveys to program participants annually and/or at discharge. However, we encourage your feedback at any time.

We use your comments and feedback to inform decisions about the types of services we provide, service quality, staff trainings, and overall agency effectiveness.

Complaints, Grievances & Appeals

During the course of your treatment, you may have a complaint with a service or staff member. You are encouraged to express your complaint, as soon as possible. This helps us to address the complaint in a timely fashion.

At any time, you can speak to the staff directly or write to us regarding your complaint.

Most complaints can be resolved quickly with regular feedback. A meeting may be scheduled to address unresolved issues, disagreements with or dissatisfaction with services. It is important that you/your representative participate in this meeting to determine a satisfactory resolution. If unable to determine a resolution, the NFI VT Grievance and Appeal Coordinator reviews the complaint information and provides you with additional assistance or next steps.

If you wish to meet with a staff member not directly on your treatment team, or to file a Grievance or Appeal, you may also contact:

NFI VT Grievance and Appeal Coordinator

Jo Berry, LICSW- Clinical Quality Systems Manager

30 Airport Rd, S. Burlington VT

Phone: (802) 658-0040 Email: joberry@nafi.com

- ❖ Vermont has a NO retaliation policy. Services will not be affected if you file a Grievance or Appeal. No staff member will treat you poorly if you express concerns, and you are entitled to a timely agency decision regarding your concerns and reasons for decision.
- ❖ Related to the nature and level of the concern, NFI VT staff may be required to contact law enforcement, the Department of Children and Families (DCF) or the Department of Mental Health (DMH) or a legal entity for additional reporting.
- ❖ Grievances and Appeals are recorded and submitted to the State of Vermont in the Global Commitment to Health Database

(See [Appendix*](#)) for detailed procedure and timelines to file a Grievance or Appeal.

Discharge

Beginning at intake, you/your representative, our staff, and in many cases, the referral source establish a plan for discharge. The discharge plan may remain the same throughout treatment or it may evolve depending on your needs, program eligibility, and treatment goals.

Most discharges are anticipated (See [Appendix](#)* for additional discharge types). The discharge plan is finalized when a program participant has met their treatment/education goals, and/or when the program participant no longer meets program eligibility requirements.

Relocation (from Staffed Living/Residential Programs)

Relocation is a type of discharge resulting from a behavior, medical condition, an emergency, for respite, or due to inappropriate placement:

Relocating a program participant without consent is not desirable, and generally limited to last resort for instances if program participant:

- Danger to self and others,
- Violates program rules,
- Refuses to participate in goals,
- Intrudes on the rights/safety or well-being of others

The Program Director and Regional Director will meet with the program participant, their legal representative, and referring agency on record (when applicable) to discuss the recommended reason for relocation. They will also discuss placement options/resources, and circumstances if you do not go to the new placement.

A relocation related to inappropriate placement or refusal to participate requires 30d notice so that the program participant/representative has time to transition

Whenever possible, tours or meeting with new placement are arranged prior to the move.

When appropriate, staff and program participant/representative will discuss and plan for a return, including conditions and expectations of that return.

Resources

Vermont Legal Aid Office or
Office of Health Care Ombudsman
(800) 917-7787

For Residential Licensing and Special
Investigations:

Residential Licensing & Special
Investigations
Department of Children and Families
Family Services Division
280 Street Drive, HC 1 North
Waterbury, VT 05671-2401
Phone: (802) 241-2131

For Disability Rights Vermont:
141 Main Street, Suite #7
Montpelier, VT 05602
Phone: (800) 834-7890

For Human Rights Commission:
14-16 Baldwin Street
Montpelier, Vermont 05633
Phone: (802) 828-2480

Office of Professional Regulations (OPR)
89 Main Street, third Floor
Montpelier VT 05602
(802) 828-1505
www.sec.state.vt.us/professional-reg

Department of Mental Health (DMH)
280 State Drive NOB 2 North
Waterbury, VT 05671
(802) 241-0090
<https://mentalhealth.vermont.gov/>

Vermont Agency of Education (AOE)
1 National Life Drive, Davis 5 Montpelier,
VT 05620
(802) 828-1130

Department of Vermont Health Access (DVHA) -
(Grievance/Appeal)
280 State Drive
Waterbury, VT 05671
(802) 879-5900
<http://dvha.vermont.gov/>

Health Access member services (fair hearing)
(800) 250-8427

Department for Children and Families (DCF)
280 State Drive, HC 1 N
Waterbury, VT 05671
http://dcf.vermont.gov/main_contacts

Vermont Health Information Exchange (VHIE)
(802) 861-1800 or (888) 980-1243
vhiesupport@vitl.net

Office for Civil Rights
Centralized Case Management Operations:
U.S. Department of Health and Human
Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

Tobacco Cessation
802quits.org

Suicide Prevention
Call 988 for the 988 Suicide and Crisis
Lifeline or text VT to 741741 for
the Crisis Text Line.

APPENDIX*

Legal Definitions

Authorized Representative

An individual, either appointed by the program participant or authorized under state law, to act on behalf of the program participant; whom has all of the rights and responsibilities of the program participant they represent

Aversive Procedure/Event

One that uses unpleasant physical or sensory stimuli in an attempt to reduce undesired behavior; cannot be avoided or escaped, unpleasant, and/or is pain inducing.

Federal Education Privacy Laws (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that affords parents the right to have access to their children's education records, the right to seek to have the records amended, and the right to have some control over the disclosure of personally identifiable information from the education records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student ("eligible student").

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 (**HIPAA**) is a federal **law** that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

Incident

Threats or actions which may result in significant harm to the health and/or welfare of our program participants, staff, facilities, public, or may bring about adverse publicity.

* May include criminal activity involving law enforcement, abuse, neglect, exploitation, serious injury, medical emergency, death, missing person, restraint, or information security

Informed Consent

Informed consent means that a person understands their health condition and what the proposed treatment is and results in the person's authorization or agreement to permit a specific intervention, treatment, or service.

Notice of Privacy Practices

HIPAA-mandated notice that covered entity (NFI Vermont) must give to program participants that describes how a covered entity may use and disclose their protected health information, and informs them of their legal rights regarding protected health information (PHI).

Restraint

Physical restriction or containment of an individual until individual is able to regain composure

Specialized Service Agency (SSA) may operate in more than one geographic area of the state and provide a distinctive approach to service delivery and coordination or provide services that meet distinctive individual needs.

Vermont Health Information Exchange (VHIE) An organization that collects patient health information electronically, manages it, and makes it available across the health care system, according to national standards. In Vermont, there is one HIE referred to as the Vermont Health Information Exchange (VHIE), which is operated by Vermont Information Technology Leaders (VITL).

At this time, NFI only transmits health data to the VHIE related to participants in our DBT House, Group Home, Village House, BCAP, SACAP, CBS/DAP, and Hospital Diversion programs.

Grievance and Appeals Procedure:

COMPLAINT is defined as an issue of, "unprofessional or unsafe conduct" of a program staff member, disagreement with or dissatisfaction with services.

Complaints may be expressed orally or written to the staff, at any time. They are reported to the Program Director and/or senior management and information is gathered to help address the issue. Within 1 - 5 days, you/your representative will be contacted and invited to participate in a meeting to share your complaint with the NFI Grievance and Appeal Coordinator. In some cases, further investigation is required. The NFI Grievance and Appeal Coordinator will schedule a follow up meeting to determine a potential action plan and resolution. A Complaint Action Plan form is completed/signed to indicate that the complaint is either resolved or further action is required for a satisfactory disposition:

- ❖ Immediate action and/or separation of program participant and staff member may be necessary; related to the nature of the complaint. DCF, law enforcement and/or legal entity may be contacted for direction and next action steps, or
- ❖ Further action may include filing a Grievance or Appeal

GRIEVANCE is defined as dissatisfaction with the quality of treatment or services, accessibility of services, program management, a program or policy decision, service provider, or you feel your “rights have not been respected”.

Initially, the process for reporting/filing a Grievance follows the process for reporting a Complaint.

We recommend reporting your Grievance within **30 days** so as to address the Grievance as quickly as possible. Post and unresolved complaint:

- a) The NFI Grievance and Appeals Coordinator forwards program participant information to the Grievance and Appeal Manager with the State-Medicaid program (DMH/DVHA), or
 - b) You may directly contact the Grievance and Appeal Manager or Health Advocate
- ❖ The Medicaid program Grievance and Appeal Manager acknowledges the Grievance, in writing, within 5 days of receipt of notification from program participant or representative
 - A file is opened in the State Grievance and Appeal database
 - ❖ The Medicaid program Grievance and Appeal Manager provides a disposition to the Grievance, in writing, within **90** days

APPEAL is defined as a disagreement with a decision or action or proposed changes to type of, amount of services, offered as part of the treatment plan.

Program participant will be informed, either directly from the Medicaid program (DMH / DVHA) or from the NFI program staff, regarding an upcoming termination, suspension, or reduction of a service, including the reason for the change to services. If program participant /representative disagree with this change, the program participant then has **60** days to request an Appeal, verbally or in writing.

We recommend filing an Appeal as soon as possible, as both NFI and the Medicaid program will require time to review the Appeal reason.

- a) the NFI Grievance and Appeal Coordinator will forward the Appeal information to the Grievance and Appeal Manager with the State (DMH/DVHA)
- ❖ Or You may contact the *Office of Health Care Advocate at (800) 917-7787.*
 - ❖ The Medicaid Grievance and Appeal Manager acknowledges the Appeal request, in writing, within 5 days of receipt of notification from program participant or representative
 - A file is opened in the State Grievance and Appeal database
 - ❖ The Medicaid Grievance and Appeal Manager provides a disposition *to* the Appeal, in writing, within 30 days (or within 72 hours if an Expedited Appeal was requested)

There are special criteria for an Expedited Appeal.

At any time you may revoke a Grievance or Appeal, orally or in writing.

If NFI does not respond within the timeframes stated in the Complaints, Grievance and Appeals procedure or you need further assistance, contact DMH (802) 241-0090

For more information on fair hearings: The Global Commitment to Health (Vermont) <http://dvha.vermont.gov/appeals-and-fair-hearings>

Types of Discharges/ Changes to Location

Planned / Anticipated Discharge is based on progress, attainment of goals, established reasons, program participant condition, and includes program participant/representative and staff, referring agency and/or any referrals made

Early Discharge is a planned discharge in response to an inappropriate placement to program. NFI VT must provide notice at a minimum of 30days to allow sufficient time to implement a discharge plan for the program participant and family to a more appropriate setting.

Emergency Discharge or Emergency Removal by NFI or by the State is based on the presence of an immediate danger of physical or psychological harm to self or others that conflict with the treatment needs of the child/youth to remain at NFI. In this case, program participant would need to be

- Screened by a Mental Health professional and determined in need of more intensive treatment setting
- Decision made as soon as possible, contingent upon avail appropriate housing

Respite is based on a planned break for parents/guardians, as supportive services for non-custody children/youth that are living in their own home/residence (biological, adoptive, kin-care).

**NFI Vermont
Administrative Offices
30 Airport Road, South Burlington VT 05403
ph: (802) 658-0040 fax: (802) 658-0216**

**Standard Business Hours
for the Administrative Offices
are M-F 8:30am-4:30pm**

Please see our website for program specific information www.nfivermont.org