

Voluntary Termination of Housing Assistance:

The client may elect to leave a housing program at any time and may do so by informing their Case Manager, who will then inform their supervisor and the landlord. Clients who are currently receiving rental assistance must provide their landlord with a 30-day notice (or longer according to their lease) prior to vacating a unit.

If the tenant provides the required notice, CAC will pay the full rent up to the end of the 30-day period (if still eligible for the program), unless the landlord rents the unit to another tenant during that period.

Involuntary Termination of Housing Assistance:

CAC may terminate assistance to a client who violates program requirements or conditions of occupancy. CAC must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination, so that a client's assistance is terminated only in the most severe cases. CAC is not prohibited from resuming assistance to a client whose assistance has been terminated.

Wherever possible, CAC will give clients written warning prior to termination so that they have an opportunity to take appropriate action to resolve the problems and thus continue their participation in the program.

Assistance may be terminated if the client violates program requirements or conditions of occupancy. Examples of program violations are:

1. Repeated complaints from the landlord due to violations of the lease agreement, such as disturbing the quiet enjoyment of the neighbors, allowing unauthorized persons to visit or live in the unit, property damage, unauthorized pets, repeated failure of HQS inspections, or non-payment of rent
2. Violent or hostile behavior that seriously threatens the health and safety of the community

3. Vacating the unit without notice for more than 30 consecutive days
4. Vacating the unit for more than 90 days while staying at an institution (e.g. hospital, jail, treatment facility)

CAC will not terminate a client's assistance simply because the landlord or service provider feels the client is "difficult."

Extremely serious program violations (including violent behavior, drug manufacturing, or other criminal behavior) will result in proceeding immediately to termination proceedings, if evidence is available.

Termination Process

Termination is a formal process that recognizes the rights of individuals receiving assistance to due process of law. The termination process is as follows:

Step 1: Informal Resolution

The Housing Navigator and/or the Case Manager will meet informally with the client to address the problem. Both the Program Director and the Case Manager should document in the client file these efforts to resolve the problem informally. In the case of serious criminal or violent acts, CAC may proceed to the termination procedures in *Step 5*.

Step 2: Written Warning

If the behavior cannot be corrected informally, the Housing Navigator will send the client written notice specifying the reasons their participation in the program may be in jeopardy, and that if the issues are not resolved, the next step may be to terminate their housing assistance. Copies of the letter will be sent to the Case Manager. If the client disagrees with the warning notice, they may request an informal conference with the Program Director to review the matter.

If the client does not fulfill the terms of the written warning, the Housing Navigator shall either proceed with a termination, or postpone the termination for up to 30 days if the client has demonstrated a willingness to address the problems and has partially corrected the issue.

Step 3: Written Notice of Termination

If the matter proceeds to termination, the Housing Navigator shall notify the client in writing that they are being terminated from the program. The notice must contain a clear statement of the reason(s) for termination. All instances of fraud will lead to an immediate notice of termination.

The written notice of termination must also contain a statement that the client has a right to an informal hearing for a review of the decision, in which the client is given the opportunity to

present written or oral objections and may be represented by a third party advocate. To request an Informal Hearing, the client must do so in writing within 10 days of the date of the termination letter. A client who fails to request an informal hearing waives this right, and the decision to terminate them from the program becomes final.

Once the client receives a Notice of Termination, CAC will send the landlord a 30-day Notice of Termination and will place a hold on the account effective the last day of the 30-day period. If the client requests a hearing within the allotted time period, CAC will remove the hold on the account and will pay for the unit for the month throughout the hearing process.

Step 4: Informal Hearing

If the client requests an informal hearing, the Hearing Committee must schedule an informal hearing within 10 working days of receipt of the request. The request for a hearing will be sent to the Executive Director. The informal hearing shall be a meeting between the client, the Housing Navigator and the Hearing Committee. Additional groups of people may also attend as deemed necessary by the client including legal representation, family supports, relevant witnesses or character references, and/or the partner agency Case Manager. The program client is given the opportunity to present written or oral objections.

The Hearing Committee shall issue prompt written notification of the decision to the client within 10 business days, including a clear statement of the reason(s) for the decision. The finding of the Hearing Committee is final and may not be further appealed.

Step 5: Termination

Once the decision to terminate the client from the program becomes final, the Housing Manager shall terminate the assistance by issuing a 30-day Notice to Terminate to the client and to the landlord, with a copy to the Case Manager. The Case Manager shall assist the landlord in obtaining the client's voluntary agreement to move out of the unit. If the tenant has not moved out at the end of the 30-day notice period, the landlord may evict the tenant through the legal eviction process.

Applicants who have previously been terminated by a CAC program may reapply for the program. An applicant's past history with the program will be taken into consideration in making an eligibility determination but will not be the sole determining factor for acceptance. Applicants will be placed through Coordinated Entry.