



Client Termination and Denial Policy

Background

CHG Guidelines 6.5.4

Lead/subgrantees must have a Termination and Denial Policy.

This policy must:

- Describe the reasons a household would be denied services and/or terminated from program participation.
- Describe the notification process.
- Ensure households are made aware of the grievance procedure.

Coastal Community Action Program Policy

1. Termination and Denial of Services.

Coastal Community Action may terminate or deny services to clients for the following reasons:

- New information, after program entry, reveals a client is no longer eligible for services.
- Client has threatened violent behavior or bodily harm to a case manager or Coastal Community Action program staff member. This may include harassment, verbal abuse including screaming, threatening, or blaming and/or other behavior determined to be uncooperative with housing stability planning.
- Clients can be terminated from the program if they have made fraudulent claims or have falsified documents.
- Clients may be terminated if they do not participate in housing stability planning. Examples include:
 - Not participating in developing an individualized housing stability plan.
 - Not staying in contact with a client's assigned case manager at least monthly. Case managers are expected to reach out and make contact with clients; however, it is up to each client to be responsive and take initiative to demonstrate engagement. Case



Managers' will document up to three attempts each month to reach a client. If a client does not respond or make an attempt to stay engaged, they will be terminated at their next recertification date.

- Not providing necessary paperwork or contact information. Incomplete paperwork or changing contact information without notification may result in termination.
- Moving without notifying assigned case manager.
- Subleasing a unit without permission, allowing unauthorized people to live in a unit and/or demonstrating behavior that may lead to eviction may result in termination.
- Choosing not to pay 30% of income towards housing costs after 90 days in the program.