

RETENTION POLICY

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Continuum of Care (CoC) agencies will assist program participants to retain their HEARTH/CoC housing assistance; which will include the provisions for reasonable accommodations, fair housing, and ADA requirements. This includes providing participants with opportunities for corrective steps when participant behavior, or the actions of their guests, places their housing stability in jeopardy. The CoC agency will provide evidence of offering curative actions utilizing a progressive intervention model in accordance with TLCHB *Homeless Board Standards Compilation*; in an effort to assist the program participant in making the choices necessary to retain their housing. When curative steps are unsuccessful in cases not warranting immediate termination, the program participant must be offered a hearing by the agency. This will be initiated prior to terminating assistance by leaving a written notice of such hearing at the participant's residence, or issuing the written notice in person. The written notice shall include information about agency grievance and/or appeal process. The written notice will state the date on which the assistance termination will go into effect, within a reasonable time frame; along with the reasons for which the assistance is being terminated, and the date of the hearing. The written notice shall also advise the tenant of their right to present written or oral objections at a hearing. Providers shall issue all written notices according to the Federal, State and Local laws. Final documentation of curative steps and termination will be provided to TLCHB for all terminations. A program may initiate immediate termination for criminal activity that affects the health or safety of program participants, residents, staff and/or property. This policy cannot be used for permanent denial of future services within the Continuum of Care.