

St. Clair County
IL508
Permanent Supportive Housing
Program Discharge Disclosure

Client Name: _____

Termination of program participation is recommended by staff if:

- A participant requiring a more restrictive environment for an undetermined amount of time, i.e., prison, hospitalization, nursing home, etc. for more than 90 days. (24CFR578.51 (i) allow organizations to pay for a vacant unit no more than 90 days.
- A participant relocates from housing unit without proper notice/handling.
- A participant becomes deceased.
- A participant is recommended and agrees to a less structured environment.
- A participant displays violence, destruction of property, other illegal activities, or threats of any of the above.
- A participant disregards the lease, occupancy agreement, or occupancy addendum.
- A participant unwilling to pay the specified amount of rent or fees.

If a client has informed staff of a plan to move out of the service area, staff will offer case management services. When recommended, a client may be referred to continue community support or other services.

Occupancy Violations

The Permanent Housing/Rapid Rehousing Programs will utilize the following process to address violations of lease/occupancy agreements. While tenant will be responsible for abiding by a lease/occupancy agreement that spells out program rules and expectations, problematic behaviors will be addressed in a manner which best addresses individual and program needs.

1. If a client violates program expectations/rules, the following process will be adhered to:
 - a. Staff will talk to the resident about the behavior and how it violates rules/expectations and document the discussion in writing.
 - b. If the client continues to violate program rules/expectations, staff will review resident appropriateness for services and further action needed to redirect the client's behavior. Options to address the behavior include further violation notices or discharge from the housing program. This shall be discussed in a team staffing with the program supervisor making the final determination.
 - c. If the decision is to discharge, written notice will be issued to the client containing a clear explanation of the reasons for termination. This shall be completed by the end of the next business day. In most cases, unless imminent danger exists, a 30-day written notice shall be given to the client to give the client, and staff, time to make other living arrangements.

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- d. If the client is following the plan to address the problematic behavior, and he/she has other violations, further disciplinary action may be withheld until another consultation with all service providers occurs to determine recommendations.

Imminent Danger

When a client is placing other residents and/or staff in imminent danger, staff will immediately:

1. Contact the police.
2. Instruct police and client that he/she may not return to the premises without prior approval by the program supervisor. If available a motel voucher will be provided for the evening until decision is made.
3. Program supervisor will decide with input from others involved in the case, as to whether the client may return.
4. This decision will be made by the end of the next business day. If available a motel voucher will be provided for the evening until decision is made.
5. An incident report and progress note will be completed at the time of imminent danger.
6. Another progress note will be completed to document the supervisor's final decision.

Procedure for Eviction by Landlord

Landlords can legally evict a resident from their property even if The Center's staff does not support this decision. Staff will evaluate whether the resident still fits the program criteria. He/she will receive assistance from their CBHC case manager as needed.

Grievance Procedures for Termination and/or Involuntary Discharge of Housing Assistance

A formal process for filing grievances is in place that recognizes the rights of individuals receiving housing assistance. It consists of the following:

1. All grievances should be filed with the Program Coordinator writing within 5 days of an incident. The Program Coordinator will use the following procedure for the resolution of client grievances:
 - a. Document information received at the time the grievance is filed.
 - b. The investigation of the complaint will be completed within 5 working days of the filing of the grievance with the Program Coordinator. The results of the investigation and recommendations of the Program Coordinator will be sent in writing to the client. A copy of the report will be filed to The Center.
2. Every attempt will be made to maintain confidentiality at every level of the grievance procedure.
3. The Center will also ensure client awareness of the grievance procedure within the Permanent Supportive Housing *Program* through the signing of a grievance form at intake.

A client may be re-referred following a previous discharge from housing.