

Five County Mental Health Authority
Procedures for Termination of a Shelter Plus Care Participant's Rental Assistance

Five County Mental Health Authority has the authority to terminate a Shelter Plus Care participant's rental assistance only after a thorough review of the case and careful consideration of all pertinent facts and extenuating circumstances. The Shelter Plus Care Coordinator begins such a review upon the recommendation of the service provider working with the participant. The Shelter Plus Care Coordinator will review the history of the case as presented by the service provider, and will also offer, in writing, to meet with the tenant and primary service provider prior to making a decision. Rental assistance will not be terminated simply because of a tenant's refusal to accept some or all support services. A participant's rental assistance will be terminated only when the participant has seriously violated program requirements or conditions of occupancy, e.g. persistent use of illegal substances, failure to report income changes, or evidence of inability to live independently with reasonable supports as demonstrated by repeated and severe lease violations.

In the event Five County Mental Health Authority decides to terminate a participant's rental assistance, the Shelter Plus Care Coordinator will provide adequate notice to the tenant's landlord of the pending termination of assistance payments, and will provide the tenant with a written notice of the termination decision. A copy of the tenant's notice will be forwarded to the service provider. The tenant's notice will contain a clear statement of the reasons for termination. It will also provide information regarding procedures for appealing the termination decision. These procedures are as follows:

- a. The participant will submit his or her written or verbal appeal to the Quality Management Director of Five County Mental Health Authority within ten days of the receipt of the termination notice.
- b. The Shelter Plus Care Coordinator will attempt to resolve the issue with the service provider and participant by phone or by meeting with them in person if the participant prefers a formal meeting within 10 days of receipt of the appeal. The Shelter Plus Care Coordinator will provide the participant and service provider with a written notice of the decision within 10 days of the phone call or meeting.

If the participant alleges discrimination, misapplication of rules or improper treatment, the participant will be informed of Vance, Granville Franklin, Warren Area Authority's complaint and grievance policy and procedures and the telephone number of the Area Director.

If the participant wishes to file a grievance with the Area Director, the participant must do so within 15 days of being informed about the Five County Mental Health Authority's grievance policy and procedures. A final determination will be made within 10 days of receipt of the grievance.

