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| Category: | Housing | INCA Community Services ESG Program Standards  |
| Sub-Category | Emergency Shelter Grant | |
| Effective Date: | 4/16 | |
| Revised Date: | 4/30/2018 | |
| Forms: | | |
| Responsible: Community Specialist, ESG Manager | | |

Termination of Assistance

Policy

INCA terminates assistance when a program participant violates program. INCA provides written termination, denial, and grievances policies and /or procedures to households and ensure that they are fully understood.

Termination of Participation and Grievance

Causes for termination may include, but are not limited to, failure to abide by any agreed upon requirements and client fraud. ([See Community Complaint Policy](#))

Denial and Termination of Assistance

Cause of denial or termination of assistance include, but are not limited to:

- Non-Compliance:
 - Failure to provide verifiable evidence of eligibility;
 - Not checking in on the agreed basis during search for permanent housing;
 - During the 90 day program:
 - Not paying their share of the agreed rental and/or utility payments;
 - Not participating in re-evaluation during 90 day period;
 - Getting fired or quitting a job during 90 day program;
- Getting into government subsidized housing
 - Utility and security deposits will be paid
- Becoming stable
 - Stability determined by financial resources and adequate housing
- Timed out
 - Maximum amount of time has been expended
 - Employed at the time of entry – 3 months maximum
- Legal matters such as arrest or criminal activity
 - Arrest constitutes immediate dismissal of individual arrest with investigation as to the eligibility of other family members
 - Domestic violence would be one example of eligibility of other family members
- Availability of funds;

Exit Procedures

- Notification of denial containing the circumstance in which a household may not qualify of would be denied assistance. The notification will also include the household's right to review the decision.
- If terminated during the 90 days program the terms and date of actual exit will be sent to client and landlord that are involved with the case.
- Financial obligations are taken care of such as receiving reports that may still be outstanding.
- Once all financial obligations are closed out client will be exited from the HMIS system.
- File will be closed and filed after making sure all case notes are finished out and all documentation is complete.
- If for any reason a client is not satisfied with the decision made, they will be provided a copy of INCA's Grievance Policy.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.