



## Harbor Interfaith Services

### Termination Policy and Procedure

**Termination from Harbor Interfaith Services (HIS) programs may include but are not limited to:**

- Elects not to participate in HIS programs and/or services.
- No longer eligible for the program based on program guidelines and eligibility.
- Violation of program requirements as listed below:
  1. Acts of threats or violence against another participant and/or staff.
  2. Drug and/or alcohol use on-site.
  3. Theft or destruction of agency property.
  4. Possession of or use of weapons.

In the event of termination from HIS program/s for violation as listed above, a termination conference will be held to discuss the specifics of the termination. The termination conference will include a review of all facts that led to the termination decision. The assigned program staff member and Program Director will attend the termination conference with the client present. At the end of the termination conference a final decision will be made. Additional steps will be taken, as listed below for final terminations from any HIS program.

#### **Termination Process**

Clients have the right to receive competent, considerate and respectful care by the agency staff. If a client requests a review of the termination, he/she may proceed as follows:

1. The request must be submitted in writing to the appropriate department as identified below.
  - (310) 831-9123 (Martha Flecha-Raza, Family Resource Center, FRC)
  - (424) 276-3602 (Breanna Jaijairam, SPA 8 Coordinated Entry System (CES) Adults & Youth)
  - (310) 831-0589 (Sharon Stewart, SPA 8 Coordinated Entry System (CES) Families)
  - (310) 831-5729 (Kelli Micheau, Family Shelter and Accelerated Learning & Living)
  - (310) 547-3762 (Isabel Lopez, Children's Center)
2. After review of the documents, an appointment will be made with the Program Director as specified above, Director of CES and the Executive Director. If necessary, the assigned program staff will also be included. The entire process will be addressed within 72 business hours of the request in writing.
3. If the termination is confirmed, the client will receive a written Termination Notice that contains the reason(s) for termination within 72 business hours.



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4. All written documents will also be submitted to the Grievance Coordinator at the Los Angeles Homeless Services Authority (LAHSA) 811 Wilshire Blvd., Suite 600 Los Angeles, California 90017. LAHSA Fax Number:(213) 892-0093.

The termination will continue until all procedures have been followed and a final resolution has been made. The client may be eligible to access services at a later date, upon case review and discussion with the client about expectations.

### Documenting Terminations

Terminations from a HIS program will be documented in the client file and updated in HMIS (or applicable program database) in accordance with funding requirements and HIS documentation procedures. The client will be given a written statement with the reasons for termination within 72 business hours.

LAHSA will be notified in writing of all unresolved terminations. All completed forms will be submitted to the Grievance Coordinator at the Los Angeles Homeless Services Authority (LAHSA) 811 Wilshire Blvd., Suite 600 Los Angeles, California 90017, Fax (213) 892-0093.

The above-referenced termination procedure will be followed as written above. Program terminations will be kept on file in the designated program for up to five years.

**Harbor Interfaith Services Inc. (HIS) Termination Policy and Procedure will be provided to every program client at Intake/enrollment.**

I \_\_\_\_\_ have read and understand the HIS termination policy and procedure and acknowledge this by my signature below.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_