

Termination Process

Terminating a family's case management assistance from a program should only occur in rare and severe cases. Program specific staff must have a discussion before making a decision to terminate case management assistance. All possible alternatives must be explored before terminating assistance. If it has been decided that termination is the only option, The Road Home will use the following process:

1. Provide the program participant a letter indicating termination of case management assistance, reason for termination that includes facts and sources of facts and the right to review their file and evidence on which the decision is based. Provide a copy of the program contract with sections highlighted that are relevant to the decision. In addition, provide a copy of the grievance procedure.
2. Participants can request and will have the right to have the case reviewed by staff that did not make the decision to terminate assistance. Participants may present their objections orally or in writing.
3. When a participant completes the review process, management staff not involved in the original decision, will provide written notice of the final decision to the program participant.