



# TENANT RESOURCE CENTER

## FOR HOUSING JUSTICE IN WISCONSIN

REAL LIFE, REAL SOLUTIONS • KEEPING FAMILIES SAFE IN THEIR HOMES • UNLOCKING THE DOORS TO AFFORDABLE HOUSING

### Termination Procedure

Program participants who are enrolled in a Tenant Resource Center program will not be terminated from receiving assistance prior to the required or agreed upon end date except in the most serious cases when all other options have been exhausted.

Causes for termination include but are not limited to: violence, harassment, or threats against Tenant Resource Center staff.

Prior to termination, the Tenant Resource Center will exhaust all of the following options as applicable:

- Transfer of participant to a new case manager within the Tenant Resource Center
- Change in location at which participant interacts with their case manager and/or other Tenant Resource Center staff
- Transfer of participant to different program within the Dane County Homeless Services Consortium
- Case manager or other staff brings situation anonymously to the Housing Stabilization Case Manager meeting for guidance

If all other options have been exhausted and the participant is terminated from the program, the participant will receive written notification of termination through both mail and email as possible.

The written termination notice will contain a statement of the reason(s) for termination, which will include a detailed statement of facts, the source of the information upon which the decision was based, and a copy of the information below detailing the process to appeal the decision.

### **Participants who have been terminated have the right to appeal the decision.**

Initial appeals must be presented to the Homeless Services Program Director, Megan Osowski, in one of the following ways: by phone at (608) 620-4205, by email to [megan@tenantresourcecenter.org](mailto:megan@tenantresourcecenter.org), or by mail to 1202 Williamson Street Suite 101, Madison, WI 53703.

The Homeless Services Program Director will provide a written decision within ten business days of receipt of the appeal.

If the participant disagrees with the decision made by the Homeless Services Program Director, a second appeal may be presented to the Executive Director, Sterling Lynk, in one of the following ways: by phone at (608) 257-0006, by email to [sterling@tenantresourcecenter.org](mailto:sterling@tenantresourcecenter.org), or by mail to 1202 Williamson Street Suite 101, Madison, WI, 53703.

The Executive Director will provide a written decision within 10 business days of receipt of the second appeal. The decision of the Executive Director is final.

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This policy applies to terminations that fall outside of a required or agreed upon end to services.

A required end to services occurs if a participant has exhausted the amount of time that is allowed within their specific program or if a participant's eligibility criteria has changed, making them ineligible for their specific program.

An agreed upon end to services will also occur when the participant has completed their housing plan and/or is no longer in need of assistance.