

Guest Termination of Assistance Policy

Termination of Assistance and exit from Family Promise may be necessary if it is determined that the guest has not complied with program guidelines as stated in the printed and signed “Family Promise Guest Guidelines” form. The Family Promise Director has sole authority to make this determination final. In that event, however, Family Promise does have an appeal process if the family would choose to do so (following the procedures of “The Guest Grievance Policy”).

Exit Criteria:

A guest family may be immediately exited from Family Promise for behavior which includes, but is not limited to:

- Drug or alcohol possession or consumption.
- Possession and/or use of weapons.
- Abusive, violent, or threatening behavior toward guest’s own children or partner, other guests, staff, or volunteers or community agency representatives that Family Promise works with.
- Vandalism or theft of property.
- Failure to be present at the host congregation site by the agreed upon time in the evening.
- Leaving the host congregation site without permission during nighttime hours.

A guest family that has been exited from Family Promise may appeal in person to the Family Promise Director after leaving the premises (Request the appeal process by asking for the “Guest Grievance Policy”).

Termination of Assistance Criteria:

A guest family may enter into a process of termination of assistance as a result of different types of negative behavior or actions including but not limited to:

- Failure to follow agreed upon case management plans (goals & objectives).
- Failure to supervise own children at all times, day and night.
- Displaying disrespectful attitudes and actions toward other guests, staff, or volunteers.
- Repeated or consistent infractions of rules as outlined in the Guest Guidelines.

Termination of Assistance and Grievance Procedure:

Family Promise has as its mission to provide hospitality to homeless families by way of community connections and services that assist families find and retain permanent housing. To fulfill this mission, Family Promise works for and with guest families in a cooperative manner.

Family Promise in turn requires cooperation from guests and has established Guest Guidelines to specify guest responsibilities. Any infractions of these guidelines are communicated to guests both verbally and in writing which is documented in each family's case file.

Infractions to these guidelines may consist of disciplinary action and warnings and including termination. If guests feel that they have been wrongfully accused of breaking the rules and/or that they have been unjustly or inappropriately disciplined, they have a right to bring grievance to the appropriate authorities. The first step is to document their grievance in writing and turn it into the Family Promise Director at the earliest possible time. If the Director is absent and going to be absent for more than three working days or the grievance is concerning the Director himself/herself, the grievance shall be filed with the President of the Board of Directors. If filing a grievance, the guest must immediately inform the staff making the charge and/or directing the disciplinary action. The guest will have three working days to file their grievance. The Director or President will answer the grievance within three working days after investigating the circumstances.

In the event that the alleged violation was particularly severe and caused, or was likely to cause, harm to persons or property, disciplinary action up to and including termination from the program can be enacted immediately. The person charged or disciplined can still file a grievance for reinstatement if so desired.

The Family Promise of Monroe County is the recipient of taxpayer funding. If you observe an employee engaging in any activity which you consider illegal and improper, please call the toll free hotline: 608-266-1741