



Rural Nevada
CONTINUUM OF CARE

TERMINATION OF ASSISTANCE

Quick Reference Guide

Overview

This guide outlines the **process and requirements** for terminating assistance under the **Emergency Solutions Grant (ESG) and Rural Nevada Continuum of Care (RNCoC) programs**, ensuring that participant rights are protected and due process is followed.

General Termination Standards

- Termination should only occur in severe cases where program violations have occurred and such violations should be appropriately documented.
- Agencies must use a progressive engagement model to support clients before considering termination.
- Termination does not permanently bar individuals from future assistance.

Valid Reasons for Termination

Reason	Examples
Violent or Threatening Behavior	Physical aggression, threats against staff or residents.
Illegal Activity	Drug distribution, property damage, or criminal behavior.
Non-Compliance with Program Requirements	Repeated refusal to engage in case management or housing stabilization services.
Failure to Pay Required Contributions (if applicable)	Refusal to pay program-designated rent or fees without justification.
Repeated Lease Violations	Consistently violating lease terms, leading to eviction risk.

Required Termination Process

1. **Written Notice** – Clearly stating the reason for termination.
2. **Opportunity for Participant to Respond** – Clients must be allowed to present their case or appeal.
3. **Review & Appeal Process** – A neutral decision-maker reviews the case.
4. **Final Written Decision** – Outcome is documented and communicated to the client.

Agencies must document all steps in the participant's file.

Clients must be informed of their right to appeal and the timeline for doing so.

Grievance & Appeal Process

Step	Action Required
Step 1	Client receives written termination notice.
Step 2	Client may submit a written appeal within the specified timeframe.
Step 3	Agency schedules a review hearing with a neutral third party.
Step 4	Final decision is provided in writing.
Step 5	If the appeal is successful, assistance is reinstated.

Special Considerations

- **Victim Service Providers:** Must provide alternative safety-focused procedures for survivors.
- **Disabilities & ADA Compliance:** Programs must consider reasonable accommodations before termination.
- **Youth & Families:** Termination should not separate families or lead to unsheltered homelessness.

Documentation & Compliance

- All termination decisions and appeals must be recorded in the participant's file.
- Agencies must ensure compliance with HUD, ESG, and RNCOC standards.
- Termination policies must be explained to clients at program entry, included within intake procedures, and clients should sign that they received a copy of the procedures.

Need Help?

For further details, refer to the **ESG & RNCOC Written Standards** @ <https://ruralnevadacoc.org/resources-page/> or contact your program administrator.