



Lakeshore Community Action Program

Termination, Non-Discrimination, Grievance and Appeal Policy

Participant Initiated Termination

Participants are required to inform LCAP of their intention to leave the program by providing a written 30-day notice. In cases where the participant must exit the program prior to giving a 30-day written notice, a mutual decision must be agreed upon by the participant and LCAP to allow the participant to leave the program with less than a 30-day notice.

Lakeshore CAP Initiated Termination

Program assistance may be terminated if a participant substantially violates the Family Participation Agreement. Participants will be notified in writing of any violations and given the opportunity to amend any violation. Lakeshore CAP is allowed discretion when considering terminating assistance and will do so for the most serious violations or for repeated violations.

If termination is necessary, Lakeshore CAP must provide the participant and landlord a written 30-day notice. The notice shall include:

- A clear statement outlining the specific grounds for the termination;
- Information regarding how to appeal the decision, and;
- Information regarding the participant's rights to review documents relevant to the termination.

Abandonment

If the participant is absent from the premises for a period of fourteen consecutive days without notice to their case manager, Lakeshore CAP may deem the premises abandoned.

A unit will be considered abandoned if neither the landlord nor Lakeshore CAP is able to verify occupancy by the participant after a good faith effort to locate the participant.

Lakeshore CAP Non-Discrimination Policy

It is the policy of Lakeshore CAP, Inc. not to discriminate against any applicant/participant requesting services because of age, race, religion, color, handicap, gender, physical condition, pregnancy, gender identity, genetic information (including family medical history), disability, marital status, political affiliation, criminal convictions, sexual orientation, family status, lawful source of income, status as a victim of domestic abuse, sexual abuse or stalking, or national origin. Eligibility for services will be determined by stipulations of funding sources and program policies/procedures.

Lakeshore CAP Grievance and Appeal Policy

Lakeshore CAP, Inc. has an appeal/grievance procedure. Be advised that if the level of service provided is not satisfactory, all clients have the right to file a grievance and appeal the decision with the Lakeshore CAP office listed below:

Lakeshore CAP, Inc. 702 State Street, PO Box 2315, Manitowoc, WI 54221-2315 – Phone: 920-682-3737 or 1-800-924-0510

Any applicants or participants have the right to appeal decisions when they feel they have been treated unfairly with regard to agency services. It is preferable that complaints be filed as soon as possible after the incident. The prompt filing of a complaint will result in a more accurate and effective investigation. Applicants or participants should provide a written complaint to the program supervisor, who will review the complaint. If a participant cannot complete a written statement, reasonable accommodations can be made or they may provide an oral statement to the department supervisor.

The person to whom the complaint/grievance is submitted will have ten (10) working days to act on the complaint. It is this person’s responsibility to meet with all parties concerned, gather necessary information and attempt to work out a satisfactory solution. This person will document their efforts to resolve the grievance in writing and submit it to Lakeshore CAP’s EEO/Affirmative Action Officer.

The EEO/Affirmative Action Officer then has ten (10) working days to act on the complaint/grievance. If the EEO/Affirmative Action Officer does not arrive at a solution the complaint/grievance will be submitted to the agency’s Executive Director.

The Executive Director has twenty (20) working days from receipt of the complaint/grievance to act on it. If a grievance remains unresolved past the level of the Executive Director the grievance will be submitted to the Chairperson of the Board of Directors, who will take the matter to the Executive Committee for consideration.

The Executive Committee will have twenty (20) working days from its receipt to resolve the grievance. Applicants or participants may be asked to be present. All decisions made by the Executive Committee are final.

I have read and understand Lakeshore CAP’s Termination, Non-Discrimination, Grievance and Appeal Policy.

Participant Signature

Date

Participant Signature

Date

Case Manager Signature

Date