

VOLUNTARY EXIT & INVOLUNTARY TERMINATION REASON GUIDANCE

LAUNCH: OCTOBER 2, 2023

REVISION: APRIL 11, 2024: REMOVED “DECEASED” AS A RESPONSE OPTION UNDER “VOLUNTARY EXIT REASON.”

APRIL 26, 2024: ADDED GUIDANCE ON INSTUTIONAL EXITS TO “PROGRAM UNABLE TO MEET IDENTIFIED NEEDS...”

Capturing the reason of a voluntary exit or an involuntary termination is imperative for the continuum of care (coc) to have a full understanding of a household’s experience with programs while supported by the homeless system.

VOLUNTARY EXIT

Voluntary Exit Reasons [revised 4/2024]	When to use
Achieved housing stability	<p>When an individual is successfully completing the project. Housing stability needs to include the rent being able to be sustained moving forward without project subsidy* and an after-care plan has been developed to ensure that the individual has access to services and supports moving forward without the assistance of the project.</p> <p>*Examples could be income being sufficient to cover rent 100%, received a housing choice voucher, or they are moving into subsidized/affordable housing.</p>
No longer interested in participating in program	<p>When an individual has decided, independently, that they would no longer like to participate in the program. The expectation is that the individual deliberately asks to be exited. The decision, in most cases, should be after exploring any solutions to mediate the concerns of the individual with remaining in the program.</p> <p><i>Please note that if the individual is still in need of housing assistance, please look to complete an Exit Strategy Proposal (ESP) for a potential program transfer. Feel free to reach out to Coordinated Entry staff to discuss prior to submission if it is not clear what the next steps should be.</i></p> <p><i>For emergency shelters - if an individual is no longer presenting for shelter, please use this exit reason.</i></p> <p><i>For street outreach providers – if you are unable to contact the individual and/or ongoing support is unable to be provided please use this exit reason.</i></p>

Program unable to meet identified needs/preferences	This reason would be selected if the project is unable to continue to provide support for an individual to continue towards a successful exit from the project. Examples could be that an individual has diminished functional capacity or has demonstrated that even with additional supports their daily care needs are unable to be met in the project setting and they are voluntarily separating from the program. This reason should also be used when the client is exiting to an institutional setting, such as a D&A recovery setting or medical facility to address physical health needs.
Transition to alternate program in the CoC	When an individual, for whatever reason, must move from one project into another CoC project. An example of this is when an individual, through an Exit Strategy Proposal, is approved to transition to a Permanent Supportive Housing project as part of a progressive engagement approach to continue address their housing stability needs. Another example would be a facility-based program unable to continue serving an individual and they need to enroll in a scattered site program.
Unresolvable safety concern	Although at first glance, this reason could overlap with another of the listed reasons. This more specific reason would be selected if an individual is unable to safely remain in the project. An example could be that an individual is in a project in which there is another individual or issue in which they feel their safety is compromised. They are choosing to exit the program, by their own choice, and will find support and services in another project. Another example of this could be that an individual is a victim of stalking/trafficking/DV/IPV and cannot remain safely in their project.
Other	When the reason for an individual exiting does not fit into the options listed above. It is mandatory to write in the reason into the narrative box. <i>If this reason is selected the project staff must reach out to Ciara Stehley via email Ciara.Stehley@AlleghenyCounty.US to provide context and receive guidance on ensuring data is accurate.</i>

INVOLUNTARY TERMINATION

When a household is involuntarily exited from a program – it is a termination. This means that the individual would be willing to move forward in the program, but due to the reasons below – they are unable to do so.

Please review the Termination and Appeals process through the OCS Homeless and Housing monitoring team for additional information.

Termination Reasons as of 10/2/2023	When to use
Distributing or manufacturing drugs	When an individual has distributed or manufactured illegal drugs while enrolled in the project that seriously jeopardizes the health and safety of the individual, project staff, and/or the community.

	<i>Please use harm reduction informed discretion in terminations around this reason. Individuals can continue to be served and successfully exit a project even with challenges around substance use and misuse.</i>
Non-compliance with program expectations	When an individual has not followed through on the agreed upon expectations for the project and there is no additional room for mediation and/or contracts to stay.
Threats and acts of violence	When an individual has made specific threats, verbal or physical, against project staff or in the facility and there is no space to move forward in a positive or safe way for the individual, project staff, and/or the community.
Unable to locate or contact	<p>When an individual is unable or unwilling to engage with the project. The expectation prior to termination is that the project has made every possible attempt to communicate with the individual, but there is no ability to ensure they are receiving the communication and/or they cannot be located.</p> <p><i>When there is no last known address or way of communication formal termination paperwork does not need to be completed.</i></p>
Unresolvable safety concern	<p>Although at first glance, this reason could overlap with “Threats or acts of violence” this specific reason would be selected if the individual has not communicated any immediate threats or acts of violence, but the project has been made aware of a safety issue that cannot be mediated and/or mitigated and project enrollment cannot continue.</p> <p>This could potentially look like an individual has a communicable disease that cannot be safely managed in a congregate setting.</p>
Other	<p>When the reason for an individual being terminated does not fit into the options listed above. It is mandatory to write in the reason into the narrative box.</p> <p><i>If this reason is selected the project staff must reach out to Ciara Stehley via email Ciara.Stehley@AlleghenyCounty.US to provide context and receive guidance on ensuring data is accurate.</i></p>