



Family Trust Termination Procedure

Our Commitment

Our program believes in trust, dignity, and fairness. We do not remove anyone from the program without trying every possible way to support you first.

Why Termination Happens

Your payments could pause or stop only if:

- Program **requirements go unmet** with no notice to Family Mentor.
- There's a verified **safety concern** (for you, staff, or others);
- There's proven **fraud or identity misuse** that we can't resolve together;
- You are **legally** no longer able to receive payment;
- You **ask to withdraw**; or
- The program **ends naturally** (for example, funding ends).

What Happens First

Before any decision, we:

1. Contact you to talk about what is happening. (At least 3 attempts)
2. Offer help, accommodations, or fixes (language support, alternate pay method, ID help).
3. Send you a **written notice** explaining the situation and your rights.

Your Rights

- You can **appeal or ask for a review** within **30 days**.
- During this time, payments usually continue unless there's an immediate safety issue.
- A **neutral reviewer** (not involved in the first decision) will listen to your side.
- You can bring someone to help you speak or write your statement.
- You'll get a **final written decision** within **5 business days** after review.

If You Are Terminated

- You'll receive a clear explanation, your last payment date, and information about **other supports** available.
- Termination does **not** block you from applying for future programs.
- We will offer **warm hand-offs** to resources like rent or legal aid when possible.



Need Help?

Contact us at housingsolutions@thn.org. We will ensure you have language access, disability accommodations, and advocacy if desired.