

PORCHLIGHT, INC.
GUEST/APPLICANT/RESIDENT APPEAL PROCESS

The appeal process of Porchlight, Inc. allows for a fair hearing.

A guest at the Drop-In Shelter, Safe Haven, or Hospitality House, an applicant for services provided by Porchlight through any housing program, and a resident of Porchlight properties may appeal an adverse decision or ban lasting five (5) days or less within 30 days of the decision made by Porchlight staff.

A guest/applicant/resident may appeal a ban lasting longer than five (5) days for up to six (6) months following the decision. The appeal process is as follows:

1. The guest/applicant/resident has the opportunity to review and receive a copy of a written statement setting forth the basis for the decision.
2. The guest/applicant/resident must submit an appeal **in writing** to the manager of the program that issued the ban or adverse decision. The manager will consult staff as necessary, and make a decision within five (5) business days of receiving the appeal. Appeal letters must include:
 - a. a summary of the events leading to the ban or adverse decision
 - b. a description of why the guest/applicant/resident believes the ban or adverse decision was incorrectly or unfairly issued
 - c. an explanation of why the guest/applicant/resident needs and would benefit from services
3. Following the program manager's decision, if the guest/applicant/resident believes that his/her right to access services has been wrongly denied, the guest/applicant/resident may appeal the manager's decision by submitting a request **in writing** to the manager's supervisor. The manager's supervisor will then contact the guest/applicant/resident to schedule a meeting with both the manager and their supervisor. The supervisor will make a decision within five (5) business days of the meeting.
4. The guest/applicant/resident may make a final appeal **in writing** to the Porchlight Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

During the appeal process, services will be suspended. Exceptions to this rule are at the sole discretion of the Executive Director. If the manager's supervisor is the Executive Director, his/her decision as supervisor will be the final determination.

For Bans Lasting Longer Than Five (5) Days

After exhausting the appeal process as listed above, the guest/applicant/resident may within 30 days request a hearing **in writing** with an impartial Hearing Officer for a ban lasting longer than five (5) days. The Hearing Officer will schedule a hearing within five (5) days of receiving the request. Following the hearing, the Hearing Officer will make a **written** decision within 72 hours. Rules of the hearing are as follows:

1. The guest/applicant/resident may review all information and evidence used to determine the ban.
2. The guest/applicant/resident may be represented by an attorney or another personal representative.
3. The guest/applicant/resident may present evidence and interview staff and other witnesses.

My signature indicates that I have received a copy of the Porchlight Appeal Process, have been offered a copy of the applicable Porchlight rules and regulations, and will approach Porchlight Staff if I have questions about the process at any time.

Guest/Applicant/Resident Name (please print clearly): _____

Signature: _____ Date: _____