

PORCHLIGHT, INC.
REINSTATEMENT POLICY

If a guest/applicant/resident is issued a permanent loss of services from one or all of Porchlight's properties, the loss of services will be enforced for a minimum of six (6) months. After six (6) months, the individual may request reinstatement in accordance with this policy.

The initial **written** request must be made to the manager that instituted the loss of services. The manager who receives the request may share the request with the members of Porchlight's Management Team for their review and input. Within five (5) business days, the manager will make a decision on the request for reinstatement.

The basis for any reinstatement is sufficient evidence that the grounds for denial of services have been adequately addressed. The individual's criminal record may be considered when making a decision about reinstatement. An arrest/conviction in the previous six (6) months for the same behavior that resulted in the initial loss of services may be cause for denial. Porchlight may choose to grant a request for reinstatement on a conditional basis. The manager will then indicate the terms of the conditional reinstatement in the written decision made available to the individual.

A **written** request for reinstatement must include the following:

1. a summary of the events leading to the loss of services
2. a description of what the individual has done to prevent it from happening in the future
3. an explanation of why the individual needs and would benefit from services

The following supporting items may be considered with the request:

1. Substance abuse treatment – participation in treatment and/or development of a support system
2. Mental health treatment – progress toward a mental health treatment plan, such as use of psychotropic medications and/or therapy
3. Education or training
4. Documented safety plan
5. Personal and professional references

If the individual believes the requirements for reinstatement have been met and their right to access services has been wrongly denied, they may make a final **written** request to Porchlight's Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

Services will continue to be suspended during the reinstatement process. Exceptions to this rule are at the sole discretion of the Executive Director.

After exhausting the reinstatement process as listed above, the guest/applicant/resident may within 30 days request a hearing **in writing** with an impartial Hearing Officer. 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 decide the loss of services.
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.