



Porchlight, Inc.

4 S Blair St | Madison, WI 53703
P: (608) 257-2534 | F: (608) 257-2507

PORCHLIGHT APPEAL AND REINSTATEMENT POLICY

Porchlight, Inc. is committed to providing guests, applicants, and participants with a fair process for appeal of adverse service decisions and requests for reinstatement of services.

This policy applies to guests of Porchlight night and day shelter programs, applicants for Porchlight housing or services, and participants in Porchlight programs where services may be denied, suspended, or terminated.

This policy does not apply to lease non-renewals, notices terminating tenancy, notices to vacate, eviction proceedings, or other legal housing actions governed by landlord-tenant law and court processes.

Nothing in this policy limits Porchlight's ability to take immediate action necessary to protect the safety of guests, staff, residents, or the public.

Definitions

Adverse decision includes denial, suspension, or termination of services; loss of night or day shelter access; program restrictions; and other actions limiting access to Porchlight services.

Appeal is a request to review an adverse decision to determine if it was issued appropriately and is consistent with similar situations.

Reinstatement is a request to restore services following a long-term suspension or termination of services. A reinstatement request is not a reconsideration of whether the original adverse action was appropriate.

Appeal Process

If a guest/applicant/participant believes a suspension or adverse decision was incorrectly or unfairly issued, they may submit a written appeal within 60 calendar days of the decision.

1. The guest/applicant/participant has the opportunity to review and receive a copy of a written statement setting forth the basis for the adverse decision.
2. The guest/applicant/participant must submit an appeal **in writing** to the supervisor of the program or department that issued the suspension or adverse decision.

Appeal letters should include:

- a. a summary of the events leading to the suspension or adverse decision
- b. a description of why the guest/applicant/participant believes the suspension or adverse decision was incorrectly or unfairly issued
- c. an explanation of why the guest/applicant/participant would benefit from continued services

The supervisor will consult staff as necessary, review any available evidence, and make a decision within five (5) business days of receiving the appeal.

3. Following the supervisor's decision, the guest/applicant/participant 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.



Porchlight, Inc.

4 S Blair St | Madison, WI 53703
P: (608) 257-2534 | F: (608) 257-2507

PORCHLIGHT APPEAL AND REINSTATEMENT POLICY

Reinstatement Process

If a guest/applicant/participant believes that they have adequately addressed the grounds for the suspension or adverse decision, they may submit a written reinstatement request.

1. The guest/applicant/participant must submit a reinstatement request **in writing** to the supervisor of the program or department that issued the suspension or adverse decision.

Reinstatement requests should include:

- a. a summary of the events leading to the suspension or adverse decision
- b. an explanation of why the guest/applicant/participant would benefit from reinstatement
- c. a description of steps taken to address the behavior or circumstances resulting in the suspension or adverse decision
- d. any supporting information (e.g., mental health treatment, recovery activities, education or employment activities, safety planning, other evidence demonstrating changed circumstances)

The supervisor will consult staff as necessary, review any available evidence, and make a decision within five (5) business days of receiving the reinstatement request.

2. Following the supervisor’s decision, the guest/applicant/participant may make a final reinstatement request **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 or reinstatement process, services will remain suspended. Exceptions to this rule are at the sole discretion of the Executive Director.

For Shelter Suspensions Lasting Longer Than Five (5) Days

After exhausting the appeal or reinstatement process listed above, the shelter guest may within 30 days request a hearing **in writing** with an impartial Hearing Officer for a shelter suspension 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/participant may review all information and evidence used to decide the suspension.
2. The guest/applicant/participant may be represented by an attorney or other personal representative.
3. The guest/applicant/participant may present evidence and interview staff and other witnesses.

Acknowledgement

My signature indicates that I have read and received a copy of the *Porchlight Appeal and Reinstatement Policy*, and have been offered a copy of the applicable Porchlight rules and regulations.

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

Guest/Applicant/Participant Signature: _____ Date: _____