



Commonwealth of Massachusetts

EXECUTIVE OFFICE OF HOUSING & LIVABLE COMMUNITIES

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Written Warning Process One-Pager

This instructional sheet may be used by providers as a reminder of the process steps for issuing a Written Warning.

How to Issue a Written Warning

1. **Determine if a violation requires a Written Warning.**
 - a. Reference the Noncompliance 101 Training for a list of violations that may warrant a Written Warning.
2. **Meet with the participant to understand why they broke the rule(s).** Establish if the participant may have any of the following:
 - a. De Minimis
 - b. Good Cause
 - c. A relevant reasonable accommodation (RA) [Remember: you should also contact your ADA Coordinator to determine if there is an RA on file]
3. You may choose to give the participant three (3) business days to submit documentation before officially issuing the written warning, if they claim they had Good Cause or another reason to break the rules.

If the participant has an RA or is requesting an RA, **stop the Written Warning process** and contact your ADA Coordinator.

If you determine the violation was De Minimis or the participant had Good Cause, **stop the Written Warning Process.**

4. **Complete the Written Warning Touchpoint**
 - a. Complete the Written Warning Touchpoint under the Head of Household's record.
 - b. Make sure to upload all supporting documents to the touchpoint (minus the Written Warning Template).
 - c. Wait for the Noncompliance Unit to review your Written Warning and provide further guidance on completing and delivering the Written Warning Template.
5. **Complete the Written Warning Template.** Leave the "Cancel Written Warning" section blank.
 - a. If the participant's native language is Spanish, Portuguese, Haitian Creole, or Cape Verdean Creole – use the form in the participant's native language.
 - b. Use the English form for all other native languages.
 - c. Answer the short response question in English, regardless of the participant's native language or the language of the form.
6. **Hand-deliver the completed form**, including the "Written Warning Household Response" page.
 - a. Use translation services and documents if necessary.
 - b. Include a copy of the USRs.
7. **Explain the violation, what the rules say, and that the next time the participant violates the same rule, they may receive a noncompliance.**
 - a. Inform the participant they have 3 business days to complete the attached form and submit documentation if they believe they should not receive the warning.

8. **Scan a copy of the completed Written Warning form into a PDF** after you have completed the required sections.
 - a. You do not need to wait until the participant has completed the Response section to do this.
9. **Take the “Written Warning (Issue or Cancel)” Touchpoint in ETO.**
 - a. Complete the “Written Warning” tab.
 - b. Make sure your responses in ETO perfectly match what you wrote on the form, including the short response section.
 - c. Remember to upload the photo/scanned copy of the completed Written Warning Template.
 - d. Do not complete the second tab “Cancel Warning”

If you must cancel/rescind the written warning (for example – the participant provides good cause within the 3-business day window after receiving the warning), complete the following steps.

10. On the physical copy of the Written Warning Template you originally filled out, **complete the “Cancel Written Warning” Section.**
11. **Hand-deliver to EA Household.**
 - a. Use translation services if necessary.
 - b. Attach all relevant language access documents (Babble sheet).
12. **Edit/reopen the “Written Warning (Issue or Cancel)” Touchpoint in ETO that you used to first issue the warning.**
 - a. DO NOT MAKE CHANGES to the “Written Warning” tab.
 - b. Navigate to the “Cancel Warning” tab. Answer the questions.
 - c. Remember to scan a copy of the completed Written Warning Template that includes the newly completed “Cancel Warning” section.

If the Touchpoint is no longer editable or you need to edit a Touchpoint that a different staff member took, please contact that ETO Data team.