



*Realizing Life's Potential*

www.jvsdet.org

## **JVS Late Policy for Individual Client Meetings and Group Workshop Attendance**

### **Individual Client Meetings**

Client meetings with a housing counselor are scheduled at a time mutually convenient to both parties. We understand that scheduling conflicts arise, sometimes unexpectedly. In order to ensure each client is provided the housing counselor's full attention, appointment times are scheduled for a length of time needed to provide the full service as required under MSHDA and HUD guidelines. If a client is delayed for their appointment by more than 15 minutes, regrettably the appointment will need to be rescheduled.

### **For Group Workshops**

Home Buyer Education (HBE) and Financial Capability workshops are HUD and MSHDA certified services which require each participant to complete the entire curriculum in full. Each participant must arrive and sign in prior to the beginning of the workshop, and remain until the end of the workshop. Certificates will only be issued to those participants who complete the entire workshop and will be handed out by a JVS certified Housing Counselor.

Certificates will not be issued to participants who arrive late or leave early. No Exceptions will be made.

A participant shall not be allowed entrance into the workshop once the education has started. Typically this is usually 15 minutes past the start time of the course if the workshop is held over more than one day. JVS Housing Counselors reserve the right to prohibit entrance to the workshop for safety reasons or once the course is started. For HBE workshops the second night, no entrance shall be allowed once the education has started. No exceptions can be made to this policy.

For HBE workshops, JVS has a no refund policy. However, any payment made may be applied to a future HBE in person class or HBE online course, with exception approved by the Program Manager.