

Proposed Applicant Grievance Policy Summary

The Agency's LIHEAP, Weatherization and Community Services Block Grant contracts require the Agency to have an appeals process for applicants who have been denied services. The contracts have allowed the Agency to develop its own appeals process. However, the new LIHEAP contract specifically outlines a minimum appeals process. Community Action's current process needs to be revised in order to conform to the process outlined in the contract. The following is a comparison of the current and proposed policies. The complete proposed policy is attached.

Current Policy	Proposed Policy
Appeal in writing within 30 days of denial.	Appeal in writing within 10 working days of denial.
Submit to Executive Director.	Submit to Family Support Services Director.
Hearing scheduled within 5 days of complaint if issue cannot be resolved.	Family Support Services Director must respond in writing within 10 working days.
Hearing before the Executive Committee of the Board within 5 days of the initial if complaint cannot be resolved.	Applicant may appeal first response to the Executive Director within 5 working days of receipt of response.
A final hearing before the full Board of Directors of complaint cannot be resolved by Executive Committee.	Agency must respond within 10 working days of receipt of applicant's appeal.
Decision is final.	Decision is final.
Applicant may reapply at any time.	Applicant may reapply at any time.

Applicant Appeals Procedures

Any person, whose application for services was denied or whose LIHEAP application was not acted upon within 15 days of Capital Area Community Action's receiving the completed application, may file an appeal with Capital Area Community Action Agency. The applicant must complete the following steps and return the appeal in writing to Capital Area Community Action Agency, Inc., 309 Office Plaza Drive, Tallahassee, FL 32301.

1. The applicant is required to put the appeal in writing and return it to the attention of the Director of Family Support Services within 15 days of the receipt of the written notice of denial.
2. The Director of Family Support Services must respond to the applicant in writing within ten (10) working days after receipt of a validly filed appeal or complaint.
3. The applicant may appeal the Agency's first response by filing its objections to the response with the Agency's Executive Director within five (5) working days of receipt of the first response.
4. Upon receipt of a validly filed objection to the Agency's first response, the Agency must respond in writing within ten (10) working days, and the response must clearly state the final outcome of the appeal, that the decision is final, and if application, the circumstances under which the applicant may reapply for services.
5. No matter the outcome of the final decision, a client is free to reapply for services from Capital Area Community Action Agency at any time. The client will need to provide all required documentation and complete a new application for the new service.
6. Questions may be addressed to the Family Support Services Director at (850) 222-2043.