

NeighborImpact Policy	
Policy #: 7.4 Title: Denial, Appeal and Fair Hearing	Approval Date: 2/22/18 Revision Date and #: #1 - 9/12/19
Related Documents/References: OHCS Master Grant Agreement	PC Approval: 4/18/19

NeighborImpact provides a wide range of services intended to support and assist community members in need. However, most assistance programs are subject to rules and criteria which restrict program eligibility or require ongoing eligibility to maintain assistance over time. It is common for NeighborImpact staff to find an applicant for services ineligible for assistance due to established program eligibility criteria or other agency policies.

Policy:

An applicant for, or recipient of, assistance or services has a right to appeal an action taken in regard to the assistance or services for which he/she has applied, is receiving, or which has been terminated. Applicants or clients may contest a decision that denies or limits eligibility for a program. Additionally, if a client’s benefit is modified or terminated, a grievance or request for an administrative review may be submitted. The appeal must be requested within thirty (30) days of receiving the Notice of Action outlining the original decision.

Applicants may not appeal when an application is denied due to a lack of funds.

Procedures:

1. Applicants for services will be informed of their right to appeal during their intake or application process.
2. Clients or applicants may submit an appeal to the program director within thirty (30) days of receiving the Notice of Action outlining the original decision. The appeal shall be presented in writing. The program director will provide a written notice of the appeal outcome.
3. If the client or applicant is not satisfied with the outcome of the appeal, the client may request a hearing with the NeighborImpact executive director. The applicant/client must submit a hearing request in writing within thirty (30) days of the written notice of the appeal outcome.
4. The executive director will review the criteria and schedule a hearing with the applicant/client within 10 business days.
5. If the decision of the executive director is not in favor of the client/applicant seeking services, and if he/she still wishes to appeal, then he/she may appeal to the board of directors. The decision of the board of directors will be final.
6. NeighborImpact will provide the aggrieved party with written notification of the final determination and basis for the decision within ten (10) days of the determination.

Notification of Funding or Regulatory Agencies

When required by funding or regulatory agencies, a written notification of the appeal will be submitted to the agency within ten (10) days of receipt of the client’s request.

Notice of the final determination and basis for the decision will be provided to the agency within ten (10) days of the determination.