



## **IF YOU HAVE BEEN DENIED SERVICES OR BENEFITS YOU HAVE THE RIGHT TO APPEAL**

Persons who are denied benefits under the HEAP, WCP, SCP, PIPP, LIHWAP, and Home Relief Programs or whose benefits are not decided upon within 12 weeks have the right to appeal that decision.

### **STEP ONE - Appeal**

Persons appealing a denial of benefits will have thirty (30) days following the date they receive their eligibility or benefit notification to appeal the decision. Clients may also appeal if their application is not decided upon within 12 weeks and will be informed of this at the time an application is submitted. All appeals must be submitted in writing (letter or email) with supporting documentation attached. The request is to be made to:

HARCATUS TRI-COUNTY CAO, INC.  
HEAP COORDINATOR  
821 ANOLA STREET, SUITE A2  
DOVER, OH 44622  
amahaffey@harcatus.org

The person appealing the decision will be given the opportunity to present information which could result in the initial decision being reversed. The process must be completed within thirty (30) days from the date of the request for re-consideration. The Claimant will be notified within 10 days in writing of the decision made at the informal level, with the decision being delivered through the U.S. Postal Service. If the matter cannot be resolved informally, the person requesting assistance (the claimant) may continue the appeal process.

### **STEP TWO – Local Level Formal Hearing**

Claimants wishing to further their appeal must request a formal hearing within thirty (30) days of the denial at the informal resolution level. The claimant must submit a written request for a formal hearing. The request is to be made to:

HARCATUS TRI-COUNTY CAO, INC.  
EXECUTIVE DIRECTOR  
821 ANOLA AVE. SUITE A2  
DOVER, OH 44622

The Community Action Organization shall schedule a hearing within thirty (30) days of the receipt of the notification of a request for a hearing. The hearing shall be held a mutually convenient place and a hearing officer shall be appointed who was not involved in the decision that is being appealed.

Claimants will be notified in writing of the Community Action Organization's decision within ten (10) days of the date of the hearing. All decisions at this level are final.

### **STEP THREE – State Level Program Appeals**

Claimants wishing to further their appeal must submit a written State Level Appeal to Development within thirty (30) days of the final hearing decision rendered at the Local Level Formal Hearing. The request is to be made to:

OHIO DEPARTMENT OF DEVELOPMENT  
OFFICE OF COMMUNITY ASSISTANCE, APPEALS  
PO BOX 2169  
COLUMBUS, OH 43216  
Or faxed to (614) 387-2718 Attention: Appeals  
Or emailed to [heapappeals@development.ohio.gov](mailto:heapappeals@development.ohio.gov)

Development will only review client appeals which have been denied at both the Local Level CAA Written Appeal and Hearing process and that contains new information, or information not considered during the Local Level CAA Written Appeal or Hearing process. The appeal request must contain all of the following information:

- Client name, address, telephone number;
- Client number (if available);
- Reason for the appeal;
- Supporting documentation; and
- Client's signature.

A decision on the appeal will be made within 30 days of receipt of the appeal request. The client will be notified within 10 days of Development's decision.

### **Step Four – Federal Level Program Appeal**

Claimants wishing to further their appeal of the State Level Appeal determination, must submit a written Federal Level Appeal to the U.S. Department of Health and Human Services/Administration for Children and Families. The request is to be made to:

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES/ADMINISTRATION FOR  
CHILDREN AND FAMILIES OFFICE OF COMMUNITY SERVICES/DIVISION OF ENERGY  
ASSISTANCE  
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)  
MARY E SWITZER BUILDING, 5<sup>TH</sup> FLOOR  
330 C STREET, SW  
WASHINGTON, D.C. 20201  
Or faxed to (202) 401-5661

All appeal decisions made by the U.S. Department of Health and Human Services/Administration for Children and Families are final.