



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 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 C.A.O., INC.
HEAP COORDINATOR
508 GRANT ST
DENNISON, OH 44621
bbrandon@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 C.A.O., 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 at 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 the Ohio Department of Job and Family Services (ODJFS) within thirty (30) days of the final hearing decision rendered at the Local Level Formal Hearing. The request may be emailed to: CommunitySupportServices@jfs.ohio.gov

ODJFS will only review State Level 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 ODJFS'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, 5TH 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.