

Appeals & Complaints

The **Yellowstone Country Assistance Network of Park County, Wyoming**, a Wyoming Non-Profit Corporation, is committed to providing quality services to you, and this policy outlines our ongoing obligations to you regarding CSBG appeals and complaints.

If you are viewing this policy, it means that we may have failed to live up to your expectations or needs. Of course, we desire to have everyone who seeks our services love what we do. But there are times when personalities clash, our staff miss meeting our standards, or there are times when our customers contribute to our failure.

Regardless of the reason, ultimately, we desire to assist you in becoming self-sufficient. Therefore, it may be helpful if we describe the requirements our staff have to serve you.

Our CSBG funded programs are Park or Hot Springs Help Programs, both self-sufficiency programs. You will be referred by your case manager with one of our community partners. Your case manager will help you gather the required documentation and submit the application on your behalf. You will be required to participate in intensive case management actively, whole family approach, or other ongoing case management services, as well as have stated goals for sustainability. This program is not meant to be a barrier but to give us better information to walk beside you in this new journey toward self-sufficiency.

To help you on this journey, we have one staff member assigned to this project at fifteen (15) hours a week (Monday – Wednesday 8am to 12pm). The staff member is required to gain as much information about you as possible. Our grant funding sources require the personal information to qualify you for their funds. We ask all our questions because of those requirements. We do need to know the name, age, and demographics of everyone living in your house regardless of if they are related or not. We need to verify the income for everyone 18 and older in the house, even if it is zero. We do require proof of identification since our programs have gone remote, and we don't enter your identification of the last 4 of your Social Security in any of our online software.

It is Yellowstone Country Assistance Network of Park County, Wyoming's desire to ensure that Park and Hot Springs Help customers are being adequately informed over pending actions concerning their continued participation in CSBG programs or activities being provided. Additionally, Yellowstone Country Assistance Network of Park County, Wyoming's CSBG consumers are allowed to communicate dissatisfaction with the facilities, online services, or services offered by our programs and have accordingly adopted an internal grievance procedure providing for prompt and equitable resolution of complaints or dissatisfaction.

Informal Complaint Policies & Procedures:

A customer or case manager will bring the issue to the attention of the local program provider during normal business hours or using our online complaint form. If not resolved to the customers satisfaction, they have the option to proceed with a formal complaint. If you have a complaint, please use this form: <https://hipaa.jotform.com/201765545598165>

Reasons For Denials

Our community partner case managers know our programs eligibility guidelines and it is rare for one of their clients to be denied for services, but there are a few instances our staff must deny an application.

1. Services may be denied for several grant contract compliance reasons. (1) The gross household income exceeds 125% of FPL (2) CSBG grant funds have been depleted. (3) Services requested are not allowable under our contract or statement of work with the Wyoming Department of Health. (4) the applicant did not submit a complete application which is signed, includes income documentation, identification, or expense documentation.
2. Services may also be denied for due to organizational policies. This may include limiting the frequency of services or amount of financial aid, or not residing in a county we are contracted to provide CSBG services in, or falsified or forged documents Organizational policies restricting access to services must be fair, consistent, and free of discrimination.
3. Incomplete Applications: If information is inconsistent or not provided, the case is held pending. The applicant and/or referring organization will be given a request for verification form with a due date for the missing information, which shall not exceed 30 days from the date the application was signed. After the due date applications may be denied as unable to establish eligibility. Applications cannot be denied for lack of verification until the next business day following the due date specified on the verification form.
4. Falsified Applications: Any applicant that provides false information on their application or forged documentation (expense documents, income documents, identification, etc.) will result in the automatic denial of the application and the applicant will be subject to legal action. Anyone who has submitted a falsified or fraudulent application waives their rights from receiving assistance now and in the future from the Yellowstone Country Assistance Network of Park County, Wyoming.

Denial Procedures

The Yellowstone Country Assistance Network agrees to:

1. Pre-screen potential applicants for CSBG services and provide notification of the federal poverty levels posted on the website www.ycanhelp.org with the online application.
2. Provide written notice of denial to applicants who do not qualify for CSBG services because they are not eligible for services if the gross household income exceeds 125% of FPL.
3. The notice of denial will include the reason(s) for denial and the process to file an appeal and provide for coordination to other anti-poverty programs in the community.
4. The organization maintains this appeal & complaint policy as well as non-discrimination policy for CSBG grant funded projects that is posted on the website <https://ycanhelp.org/policies/>.

Exceptions to Appeal Policies

- Please be aware consumers cannot appeal if the denial were due to a lack of funds or due to a refusal of services coordinated through funds or resources other than Community Services Block Grant.
- Should a change occur with the consumer that allows them to meet the income eligible standards, the consumer may reapply at any time, no appeal is necessary.

Appeal Policies

If you need to appeal a decision, our staff have made regarding a CSBG funded service. The following is our appeals process.

1. It is the policy of Yellowstone Country Assistance Network of Park County, Wyoming's that Yellowstone Country Assistance Network of Park County, Wyoming shall exclude no eligible person from participation in, be denied the benefits of or be subjected to discrimination in any activity or service, based on race, creed, color, national origin, gender, sexual orientation, age, handicap, or disability.
2. It is the policy of Yellowstone Country Assistance Network of Park County, Wyoming's not to discriminate or retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.
3. It is the policy of Yellowstone Country Assistance Network of Park County, Wyoming's that CSBG customers, or recipient of, CSBG funded assistance or services has a right to appeal any action taken regarding the CSBG grant-funded assistance or services for which they have applied, is receiving or has been terminated.

Appeal Process

1. Appeals must be submitted to the Chief Executive Officer of Yellowstone Country Assistance Network of Park County, Wyoming, within thirty (30) days of the person filing the grievance becomes aware of the alleged discriminatory action or instance of dissatisfaction with facilities or services offered. If the grievance is related to the Chief Executive Officer, Consumers should submit the grievance to the Yellowstone Country Assistance Network of Park County, Wyoming Board of Directors.
2. A grievance must be in writing, containing the name and address of the person filing it. In addition, the grievance must state the problem or action alleged to be discriminatory or unsatisfactory and the remedy or relief sought.
3. The Chief Executive Officer of Yellowstone Country Assistance Network of Park County, Wyoming shall investigate the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Chief Executive Officer will maintain the files and records relating to such grievances.
4. The Chief Executive Officer will issue a written decision on the grievance no later than thirty (30) days after filing.
5. A customer filing the grievance/appeal may appeal the conclusion of the Chief Executive Officer by writing to the Park County Tripartite Board of Directors within fifteen (15) days of receiving the Chief Executive Officer's decision. The Board of Directors shall issue a written response within thirty (30) days of receiving the grievance/appeal.
6. If a customer is dissatisfied with the Board of Directors response, they may request a fair hearing. The request for a fair hearing must be made in writing within fifteen (15) days of the Board of Directors written response. A fair hearing will be scheduled within 90 days of receipt of the request. If the complainant is dissatisfied with the final decision of the fair hearing, he/she may seek remedy through the court system.
7. If a customer is dissatisfied with the Board of Directors decision, they may appeal to the Community Service Program. Requests to CSP for a hearing may be made in writing, electronic mail, or via telephone within thirty (30) days of the notification of the outcome of the local hearing. The CSP will accept no request for a CSP-level hearing until a hearing at the local level is held as most issues can be resolved at the local level.

8. If a formal complaint is made to the Federal Department of Health and Human Services Office of Community Services alleging that the Wyoming Department of Health, Public Health Division, Community Services Program office has failed to use CSBG funds in accordance with the federal statute, federal office of Health and Human Services (HHS) must, within sixty (60) days after it receives the complaint, provide a written response to the complainant. In addition, HHS will be required to participate in the resolution of the complaint within the period designated by HHS.

This policy must be communicated to consumers upon their application for services, applicants will be asked to acknowledge receipt of this policy on their application for services. If this policy has inadvertently excluded amendments required by the CSBG Act, State Law, or State Policy and which are necessary for the Corporation to act as a Community Services Block Grant (CSBG) Eligible Entity under CSBG Program guidelines, these provisions shall automatically have presumed to have been included in the Bylaws, although not formally adopted as part of them.

To appeal to the Chief Executive Officer, send a written letter to:

Yellowstone Country Assistance Network C/O CEO, PO Box 600 Basin, Wyoming

To appeal to the Board of Directors, send a written letter to:

Yellowstone Country Assistance Network C/O Board of Directors, PO Box 600 Basin, Wyoming

(Must have previously appealed to the Chief Executive Officer)