

APPLICANT APPEALS PROCEDURES

I. POLICY:

- A. INCA will maintain an applicant appeals procedure which will be used to determine applicant eligibility for any services and resources available under programs funded by Oklahoma Department of Commerce/Division of Community Affairs and Development ODOC/OCAD.
- B. A notice of the right to appeal shall appear on all application forms used to determine applicant eligibility for any services and/or resources provided with funds received from ODOC/OCAD.
- C. The appeals procedure guarantees that each person seeking services from INCA shall have the right to:
 - 1. File a formal application for services/resources upon request;
 - 2. A private and confidential interview pertaining to his or her case; and
 - 3. Not being denied assistance on the basis of race, color, gender, creed, religion, age, political preference or physical affliction.
 - 4. Receive a timely approval or disapproval of the application; and
 - 5. Receive written notification of appeal and appeal procedures.
- D. The appeals procedure also guarantees that each appellant shall receive written notification of appeal and appeal procedures including notices that:
 - 1. All aggrieved parties shall be afforded a reasonable opportunity for a fair hearing;
 - 2. The applicant or the representative of the applicant shall have access to records relevant to the appeals process; and
 - 3. The applicant shall have the right to a timely determination and prompt notice of hearing decisions.

II. PROCEDURE:

- A. An applicant who has been denied services or resources for a program funded by the ODOC/OCAD may submit a written appeal to the Executive Director and a request for hearing if desired. This must occur within 30 days of the denial.
- B. INCA's Executive Director or his designee must hold the hearing, if requested, and submit his/her decision in writing to the applicant within ten days of the request.
- C. If the applicant has still been denied access by the Executive Director or his designee, the applicant may then appeal that decision by submitting a written appeal to ODOC/OCAD. In that case, INCA and the applicant shall provide ODOC/OCAD with all relevant documentation.

III. FORMS:

- A. Applicant Appeals Form