



Energy Assistance Program Client Appeal Process:

Applicants may appeal any eligibility determination with which they do not agree, including a denial, or the perceived failure of Area IV Agency on Aging and Community Action Programs, Inc. to act on a submitted application within a reasonable timeframe. Listed below are the steps to filing an appeal.

This information is included on the Applicant Denial Form.

Step One:

- You must send your written appeal to EAP Manager or Executive Director of Area IV Agency on Aging and Community Action Programs, Inc. within thirty (30) calendar days of receipt of the denial.
- The Executive Director or EAP Manager will determine your eligibility on review within ten (10) business days of receipt of the written appeal.
- All appeal documentation (including notes) will be uploaded to the statewide database, and the Indiana Housing and Community Development Authority (IHCDA) Community Programs Manager will be notified of denied appeals.

Step Two:

If you are not satisfied with the determination made by Area IV Agency on Aging and Community Action Programs, Inc., you may request formal review by the State, but it must be submitted in writing.

- This request is made by submitting the appeal to the IHCDA Community Programs Manager for the Energy Assistance Program.
- Area IV Agency on Aging and Community Action Programs, Inc. may submit this appeal on your behalf, or you may submit it directly to IHCDA.
 - This request for formal review must be made within thirty (30) calendar days of receipt of Area IV Agency on Aging and Community Action Programs, Inc.'s appeal determination.
- The IHCDA Community Program Manager reviews the materials submitted and issues a written finding to the applicant and Area IV Agency on Aging and Community Action Program, Inc., based on the documentation submitted within ten (10) business days of receipt.
- If you need assistance with this procedure, call IHCDA at 1+ 317-232-7777.

Step Three:

If you are still not satisfied, you may appeal to the IHCDA Director of Community Programs.

- You must request this appeal within thirty (30) calendar days of being notified of the IHCDA Community Programs Manager's decision.
- IHCDA will alert Area IV Agency on Aging and Community Action Programs, Inc. of the pending formal review.
- Requests for a formal review should be sent to the attention of the Director of Community Programs.
- The request for review must include the stated reasons for your objection to the decision, which reasons must be based solely upon evidence supporting one (1) of the following circumstances:
 - Clear and substantial error or misstated facts which were relied on in making the decision being challenged;
 - Unfair competition or conflict of interest in the decision-making process;
 - An illegal, unethical, or improper act;
 - Any other legal basis that may substantially alter the decision.
- You will receive written acknowledgement of the request within five (5) business days of its receipt, noting the day the request was received.
- The Director of Community Programs has thirty (30) business days from IHCDA's receipt of the written request to review the file and make a determination.
 - The decision of the Director of Community Programs is final.
 - At the time of the formal review, the benefit in question will be considered as obligated until the appeal is resolved.
 - If the formal review is successful, Area IV Agency on Aging and Community Action Programs, Inc. will pay the benefit amount to the appropriate household or vendor.