

Neighborhood Legal Services Association

Central Office
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Pittsburgh, Pennsylvania 15222-3799

NOTICE OF APPLICANT GRIEVANCE PROCEDURE

Neighborhood Legal Services Association (NLSA) has established a grievance procedure for any applicant who is denied legal assistance services. Applicants are verbally advised at the time of the denial of their right to grieve the decision and speak to a supervisor. This "Notice of Applicant Grievance Procedure" shall be sent to all persons wishing to grieve. Persons who believe they have such a grievance are expected to follow the procedure listed below:

1. Ask to speak to the person's immediate supervisor.

If the supervisor affirms the denial of services, you will be instructed on your need to proceed to Step 2 should you wish to further grieve the decision.

2. If you remain dissatisfied, you must contact, **in writing***:

Executive Director
Neighborhood Legal Services Association
928 Penn Avenue
Pittsburgh, PA 15222

You will receive a written response to your grievance after step 2.

3. If you remain dissatisfied, you may request the opportunity to speak to the chairperson of the Grievance Committee of the NLSA Board of Directors. You may submit your grievance in writing, or you may also make an oral presentation.

The Chair must respond to your request within 10 days and inform you of his/her decision in writing. The decision of the Chair is the final decision of the program.

The above provisions do not preclude you from seeking reconsideration from either the Pennsylvania Department of Public Welfare or the Legal Services Corporation depending on your intake classification at the time of your initial request for service. If you were designated a Title XX applicant, the required hearing form will be mailed to your home. If you were designated a Legal Services Corporation applicant, you may contact them at 3333 K Street, NW, 3rd Floor, Washington, D.C. 20007.

*Applicants who cannot write or have a case wherein time is of the essence (i.e. a scheduled hearing or filing deadline), may communicate orally with the Director or his designee.



NOTICE OF RIGHTS AND RESPONSIBILITIES UNDER TITLE XX
FUNDED LEGAL SERVICES OF APPLICANTS FOR LEGAL SERVICES
AND CLIENTS WHO MUST HAVE THEIR ELIGIBILITY FOR
LEGAL SERVICES DETERMINED OR REDETERMINED

Please be advised that you have:

- * the right to request services funded under the Title XX Social Services Block Grant;
- * the right to have an application form completed by the Title XX service provider within 10 calendar days from the date of the service request;
- * the right to have eligibility determined within 30 calendar days from the date the application form is dated and signed.
- * the right to be notified of eligibility and service decision;
- * the right to request a Departmental hearing to appeal;
 - a finding of ineligibility after a determination or redetermination of eligibility;
 - the failure to make a decision on an application or a request for service within the time periods specified in these regulations;
 - a denial of service;
 - a reduction of service;
 - a termination or suspension of a service;
 - the computation of the fee amount for a service which requires the payment of a fee.
- * the right to continue to receive service, if a timely appeal is filled, until the fair hearing decision is rendered.
- * the responsibility to provide true and complete information to enable the Title XX service provider to establish eligibility;
- * the responsibility to report to the Title XX service provider any subsequent changes in circumstances which may change your eligibility, such as address, family size, PA 5-A card status, or income;
- * the responsibility to provide documentation of eligibility-related items when required, as a condition for receiving, and continuing to remain eligible for, Title XX social services;
- * the responsibility for the cost of service from the proposed effective date of the Title XX service provider's decision which was appealed until the date service is terminated or reduced, if the Office of Hearings and Appeals finds the Primary Recipient does not meet the eligibility or service requirements;
- * the responsibility for payment of the fee decided by the Office of Hearings and Appeals as a result of an appeal hearing;

In addition, please be advised that fraudulent receipt of Title XX Social Services based on false information, provided knowingly, makes you liable to legal prosecution.