

SOUTHWEST MICHIGAN COMMUNITY ACTION AGENCY GRIEVANCE/APPEALS PROCEDURES

It is the intent of SMCAA to provide all participants, sub grantees, subcontractors and other interested parties a process to resolve grievances or complaints about the programs and activities administered by SMCAA. The procedure shall include a process of information and notification to all interested parties, which includes an informal resolution and appeal.

All program and service grievances or complaints, except those alleging fraud or criminal activity, must be filed within 30 days of the date of the alleged occurrence. At any time during the grievance/complaint process you may contact the agency regarding the procedures to properly address your concerns at each level of the process.

The process includes three components or levels as follows:

1. Informal Resolution:

You will be afforded the opportunity and encouraged to discuss your concern with program managers to resolve the matter to the mutual satisfaction of the parties involved. A complaint may be dismissed if you fail to state a course of action for which relief can be granted. You will receive a written notice stating why your complaint was dismissed and a hearing request form.

2. Request for Hearing:

If you receive a Hearing Request form you will need to fill it out promptly and send it back to the agency. This form needs to reach us within 30 days of the denial. SMCAA will research the complaint and set up a meeting in person or over the phone with the Executive Director so you can discuss your issue. If you are not satisfied with the outcome you can go to level 3.

3. Grantor Level Review:

A request for review of your grievance or complaint shall be submitted in writing within 15 days of receipt of the adverse decision or 15 days from the date on which you should have received a decision to one of the grantee agencies on the attached sheet. Since SMCAA receives grant funds from many state, federal and other agencies, your request for review should be directed to the appropriate organization.

ALL DECISIONS AT THE GRANTOR LEVEL REVIEW ARE FINAL

GRANTOR LIST

Homeownership Counseling/ Homeless Housing Assistance Housing

Michigan State Housing Development Authority
735 E. Michigan Ave.
PO Box 30044
Lansing, MI 48909

Family Emergency Shelter Emergency Housing

Takisha Jones, Region 8 &9 Director
The Salvation Army
6130 Northland Dr.
Southfield, MI 48075

MPSC, LCA, Weatherization, CSBG, Emergency Housing

Department of Health and Human Services
BCAEO
Administrative Hearings
PO Box 30037
235 South Grand Avenue
Lansing, MI 48909

ESFP – Berrien Co.

Anna Murphy
United Way of SW Michigan
2015 LakeView Ave.
St. Joesph, Mi 49085

Food Programs

Michigan Department of Education
PO Box 30008
Lansing, MI 48909

Emergency Solutions Grant

Michigan Housing Development Authority
735 E. Michigan Ave
P.O. Box 30044
Lansing, MI 48912

Permanent Supportive Housing, Rapid Rehousing

Department of Health and Human Services Housing
and Homeless Division
235 E. Grand Ave. Suite 1110
Lansing, MI 48933

ESFP – Van Buren County

VB FEMA Board
81611 White Oak Drive
Decatur, MI 49045

Civil Rights Complaints on Any Program

Michigan Department of Civil Rights
Victor Center, Ste. 700
201 N. Washington Square
Lansing, MI 48913

SOUTHWEST MICHIGAN COMMUNITY ACTION AGENCY

Serving Berrien, Cass and Van Buren Counties

185 E. Main, Suite 303

Benton Harbor, MI 49022

269.925.9077

800.334.7670

RECEIPT OF GRIEVANCE/APEALS PROCEDURE

This document certifies that I have received a copy of the Southwest Michigan Community Action Agency (SMCAA) Programmatic/Client Grievance/Appeals Procedures.

I have been informed by agency staff of my right to request a formal review of the eligibility determination made in response to my formal application and request for assistance under the

Program

Grant Fiscal Year

Applicant Signature

Date