



WEST CENTRAL INDIANA ECONOMIC DEVELOPMENT DISTRICT, INC.

- Programs on Aging & Disabled
- Economic Development
- Transportation Planning

NOTIFICATION OF RIGHTS REGARDING PROGRAMS ON AGING & DISABLED

As an individual who is applying for receiving services through the Area 7 Agency on Aging (AAA), a Division of the West Central Indiana Economic Development District, we hope that you are pleased with the decisions being made regarding those services. However, you have the right to disagree with decisions being made about your care. These decisions would include being found ineligible for services, having services denied to you, having services discontinued, or having services provided which you feel are not in your best interests.

If you have such a complaint, you may appeal using the following steps:

Step 1: Informal Review with Case Manager and Director of In-Home Services

Request an informal review to discuss any problems or complaints informally with your case manager and the Director of In-Home Services within seven (7) days of identification of any problems, the disagreement of decision regarding ineligibility, discontinuance or denial of service(s). This discussion may take place at either your home or at the AAA and you may be accompanied by a chosen representative. The Director of In-Home Services must issue a decision regarding your complaint in writing to you within five (5) working days of the date of your meeting.

Step 2: Agency Review

If discussing the issue with your case manager and Director of In-Home Services does not provide you with a satisfactory decision, you may request a further review which is called an Agency Review. To receive an Agency Review, you must make a request in writing to the Executive Director of the AAA asking him/her to review the Director of In-Home Services' decision. This request must be made within eighteen (18) calendar days of the date of the Director of In-Home Services' decision and should be mailed to the:

Executive Director
West Central Indiana Economic Development District
1718 Wabash Ave
Terre Haute, IN 47807

The Executive Director or his/her designee will schedule a meeting with you within five (5) working days of receipt of your request and conduct a meeting with you within ten (10) working days. The meeting will normally take place at the AAA and you may be accompanied by a chosen representative. If necessary, the AAA can arrange transportation for you to the meeting. The Executive Director or his/her designee will issue a written decision within five (5) working

1718 Wabash Ave., Terre Haute, IN 47807
(812) 238-1561 or (800) 489-1561 Fax: (812) 238-1564
www.westcentralin.com

days of the meeting. If you wish to submit a request for an Agency Review it should be mailed to the:

Step 3: Administrative Hearing

If you are dissatisfied with the decision resulting from the Agency Review, you may request an Administrative Hearing by writing the Director, Division of Aging, Indiana Family and Social Services Administration. You must mail this request within eighteen (18) calendar days of the date of the decision from the Agency Review to the:

Director, Division of Aging
Family and Social Services Administration
402 W. Washington St., P.O. Box 7083, MS21 Room W-454
Indianapolis, IN 46204

The Director or his/her designee will appoint an Administrative Law Judge (ALJ) who will notify you of the date, time and location of your hearing and conduct the hearing. This hearing is conducted under oath and will give you, the AAA and any advocate or witnesses whom you choose to accompany you to the hearing an opportunity to present written material into evidence as well as present additional information and ask questions. The ALJ will issue proposed findings and decision, which will be sent both to you and the Director of the Division of Aging. The Director of the Division of Aging will make a final decision in writing after reviewing the ALJ's proposed findings and decision and notify you of that decision.

If you are dissatisfied with Director's decision, then you may request a Judicial Review by filing an action in the Circuit or Superior Court of your county of residence or of the county where the decision is to be enforced, within thirty (30) days of the receipt of the Director's decision.

Continuation of Services during an Appeal

If you appeal a decision which terminates a service(s) that you are already receiving, those services will usually continue until the appeal is resolved. However, the Division of Aging reserves the right to terminate or deny at any time services which would be harmful to you or which violate state and federal law or regulations and policies of the program under which you are receiving services.

Updated 5/8/2013