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Applicant Appeals Procedure

Policy: Ada Homeless Services shall maintain an applicant appeals procedure to ensure equal access to services and resources.

Procedure:

1. The notice of applicant's right to appeal shall appear on all application forms used to determine applicant eligibility for any services or resources provided with ESG funding.
2. Ada Homeless Services shall initiate the appeals procedure, upon request by an applicant, within ten (10) days of the request.
3. After all local appeal procedures have been exhausted; applicant may appeal Ada Homeless Services' decision to ODOC. In such cases, Ada Homeless Services and appellant shall provide ODOC with all relevant documentation.
4. The applicant appeals procedure shall guarantee that each person seeking services shall:
 - a. Have the right to file formal application for services or resources upon request;
 - b. Be afforded an opportunity to have private and confidential interviews pertaining to the case;
 - c. Not be denied assistance on the basis of race, color, gender, creed, religion, age, familial status, political preference or disability;
 - d. Receive timely approval or disapproval of the application; and
 - e. Receive written notification of appeal and appeal procedures, including notices that:
 - i. All aggrieved parties shall be afforded a reasonable opportunity for a fair hearing;
 - ii. The applicant or the representative of the applicant shall have access to records relevant to the appeal process; and
 - iii. The applicant shall have the right to a timely determination and prompt notice of hearing decisions.