



Step One: Filing an Appeal

Individuals or their representatives (with consent of the individual) may appeal an adverse decision by the Administrator. The appeal must be in writing and must be filed with the Administrator within ten (10) working days of the receipt of the Notice of Decision. If the appeal is filed late, it cannot be considered. The appeal shall state: (1) the reason(s) why the individual feels the Administrator's decision should be reversed; (2) the relief requested; (3) the individual's name, address, and telephone number and the name, address, and telephone number of a representative, if applicable, (4) the individual's signature, and (5) date.

Step Two: Discussing the Problem

After the appeal is filed, the Administrator will contact the individual within five (5) business days to schedule a meeting to discuss the appeal. This meeting must be held within 10 business days unless the parties agree to extend the time to meet. The individual may bring someone to the meeting to help explain the position. The individual and the Administrator may ask another person to serve as a mediator. At the meeting, the Administrator will explain his or her reason for the decision. The individual may ask questions or give the Administrator other pertinent information. The individual must tell the Administrator what he or she wants to happen (a proposed resolution). Following a review of additional information and all relevant facts, a written decision shall be issued no later than five (5) business days following the contact with the individual.

Step Three: The Appeal

If the parties are unable to resolve the problem at the meeting, within 10 working days of the date of the meeting the individual or guardian may pursue an appeal hearing through a state Administrative Law Judge (ALJ) at the Department of Inspections and Appeals, Iowa Code § 10A.801. The decision of the ALJ is final. County Social Services will not provide or fund legal assistance. Legal Services of Iowa (1-800-532-1275 or <http://www.iowalegalaid.org/>) or Iowa Protection and Advocacy (1-800-779-2502) may provide legal assistance. An individual is not required to have a legal representative but may if he/she wishes. An individual may contact any local County Social Services office (local numbers may be located at our website listed below) for assistance in the appeals process.

SERVING PEOPLE IN THE FOLLOWING IOWA COUNTIES

Allamakee County	Chickasaw County	Fayette County	Mitchell County
Black Hawk County	Clayton County	Floyd County	Tama County
Butler County	Grundy County	Howard County	Winneshiek County