

# Neighborhood Legal Services Association

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Pittsburgh, Pennsylvania 15222-3799

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## NOTICE OF CLIENT GRIEVANCE PROCEDURE

Neighborhood Legal Services Association has established a grievance procedure for any client who is dissatisfied with the manner or quality of services received. All clients are to receive a copy of this procedure at the time they are accepted as a client, or as soon thereafter as is practical. Persons who believe they have a grievance are expected to follow the procedure listed below:

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

3. If you remain dissatisfied, you may present your grievance to the Grievance Committee of the NLSA Board of Directors. When presenting your grievance to the Committee, you are permitted to have a representative with you who may speak on your behalf. You may submit your grievance in writing or orally, in person, by teleconference, or through some other reasonable alternative. Upon request, we will transcribe a brief statement dictated by you for inclusion in the complaint file.

The Committee must respond to your request within 60 days and inform you of their decision in writing. Upon request, NLSA will transcribe a brief written statement dictated by you for inclusion in NLSA's complaint file along with the decision .

4. If the grievance is not resolved by the Grievance Committee, the client may request a hearing before the entire Board of Directors of NLSA. The decision whether to grant a hearing before the entire Board is within the discretion of the Board of Directors.

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 client, the required hearing form will be mailed to your home. If you were designated a Legal Services Corporation client, you may contact them at 3333 K Street, NW, 3<sup>rd</sup> Floor, Washington, D.C. 20007.

\*Clients 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.