

Hill Country Community Action Association, Inc.  
CSBG/CEAP/WAP Programs  
Abusive Client Process

Members of Committee  
Christy Pierce, Appeals Officer  
Elizabeth Murray  
Clovia Ketchum

HCCAA strives to provide a work environment that is free of harassment. HCCAA will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if affects the workplace. This policy applies to all HCCAA employees, volunteers, clients, guests and vendors doing business with HCCAA.

1. HCCAA has established an appeals committee composed of three persons. The committee members will judge the case objectively, without personal involvement in the original decision, and with thorough understanding of HCCAA policies and the program involved.
2. The appeals committee will decide, by majority vote, to continue the denial process for abusive clients or to sustain the denial and provide services.
3. If the committee decides to grant services to the client then the case worker will process the application; however if not a formal denial will be sent to the client as follows.
4. HCCAA shall provide a written denial notice to applicant within 10 days of denial. Written notification will include program component for which applicant applied, specific reason for denial, and instructions to the applicant stating
  - Applicants who have displayed abusive behavior towards employees of HCCAA will be refused services under the written policy of HCCAA and encouraged to find assistance elsewhere.
  - Applicants will be provided other resources within their service area when the formal denial is processed.
5. If the applicant is not satisfied with the ruling, the applicant must provide a written appeal to THDCA within 10 days of notification of adverse decision. HCCAA will submit written documentation of the committee hearing to TDHCA.
6. Applicants/clients who allege that the Sub recipient has denied all or part of a service or benefit in a manner that is unjust, violates discrimination laws, or without reasonable basis in law or fact, may request a contested hearing under Texas Government Code, Chapter 2001.
7. The hearing shall be conducted by the State Office of Administrative Hearings on behalf of the Department in the locality served by the Subrecipient for which the procedures are further described in §1.13 of this title (relating to Contested Case Hearing Procedures).
8. If client appeals to the Department, the funds will remain encumbered until the Department completes its decision.